

Public Document Pack

02 September 2008

Dear Councillor

A meeting of the People and Place Overview and Scrutiny Committee will be held in the **Conference Room 3, Civic Centre, Newcastle Road, Chester-le-Street, Co Durham on Wednesday, 10th September, 2008 at 6.00 pm**

Yours sincerely

A handwritten signature in black ink, appearing to read 'Roy Templeman', is written over a light grey rectangular background.

R TEMPLEMAN

Chief Executive

AGENDA:

1. Apologies for Absence
2. Minutes of Meeting Held 30 July 2008 (Pages 1 - 8)
3. Declarations of Interest
4. Public Speaking

Policy Development

5. No Items

Call-In

6. No Items

Improvement Management

7. Executive Forward Plan and Work Programme (Pages 9 - 22)
8. Cestria Community Housing Association - Performance Update (Pages 23 - 50)
Report from Cestria Community Housing Association to follow

Scrutiny Reviews

9. Greencycle Update
Verbal Update
10. Review in to the Future of the Un-parished Area of Chester-le-Street
Verbal Update
11. Review in to Town Centre Market Places
Verbal Update
12. Review in to Sports Marketing
Verbal Update
13. Items for Next Agenda

Meeting Schedule

14. Date and Time of Next Meeting

THE DISTRICT COUNCIL OF CHESTER-LE-STREET

Report of the meeting of People and Place Overview and Scrutiny Committee held in the Council Chamber, Civic Centre, Newcastle Road, Chester-le-Street, Co Durham, DH3 3UT on Wednesday, 30 July 2008 at 6.00 pm

PRESENT:

Councillor G Armstrong (Chairman)

Councillors:

D M Holding	P H May
J W Barrett	P B Nathan
L E W Brown	D L Robson
M G Gollan	J Shiell
S Greatwich	T J Smith
R Harrison	D Thompson
W Laverick	F Wilkinson
M D May	S Barr

Officers:

I Forster (Director of Corporate Services), I Herberson (Head of Corporate Finance), M Symmonds (Interim Revenues and Benefits Manager), N Tzamaras (Assistant Director of Development Services), R McMullen (Town Centre Development Manager), S Reed (Development and Building Control Manager), L Howley (Chief Environmental Health Officer), J Underwood (Performance, Improvement and Equality Manager), C Turnbull (Democratic Services Officer), M Fell (Democratic Services Assistant) and D Allinson (Democratic Services Assistant)

17. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors L Armstrong, R Court, A Humes, M Potts, K Potts, J M Proud, A Turner and A Willis.

18. MINUTES OF MEETING HELD 18 JUNE 2008

RESOLVED: "That the minutes of the meeting of the People and Place Overview and Scrutiny Committee held on 30 July 2008 be agreed as a correct record."

The Chairman proceeded to sign the minutes.

19. DECLARATIONS OF INTEREST

There were no declarations of interest received from Members.

20. PUBLIC SPEAKING

Two Members of Public were present at the Meeting. The Chairman advised that he would ask them to speak at the appropriate time.

The Director of Corporate Services introduced Christopher Carr an undergraduate from York University who was currently working within the Legal and Democratic Services Team through the summer period. He also introduced Mark Symmonds the Interim Revenues and Benefits Manager.

21. CORPORATE PERFORMANCE REPORT SUMMARY - APRIL 2007 TO MARCH 2008

Consideration was given to a report from the Director of Corporate Services to provide a summary of key areas of performance from achieving the corporate plan to complaints. The Director of Corporate Services summarised the overall performance of the Council over the last year, which was listed on page 49 of the report. He advised that this had been another significantly positive year for the Council at a time of significant change and outlined the progress and achievements that had been made.

Discussion ensued in relation to the performance on Best Value Performance Indicators. Members proceeded to ask questions and provide comments in relation to a number of issues contained within the report, which were addressed by the Director of Corporate Services.

Councillor D Thompson entered the Meeting at 6.30pm.

RESOLVED: "That the progress on improvements and the contents of the Performance Report in Appendix 1 of the report be noted and the learning and remedial measures identified as well as other areas where improvements are required be addressed."

22. EXECUTIVE FORWARD PLAN AND WORK PROGRAMME

The content of the Executive Forward Plan and Work Programme was considered by the Committee enabling Members to identify any issues that may require to be reviewed prior to a decision being made.

It was noted that the date for the Communities Facilities Working Group Report had been revised so that this could be taken in conjunction with the outcomes of consultations with the public around the area arrangements for the District as part of the new unitary proposals and the government White Paper on local communities.

RESOLVED: "That the contents of the Executive Forward Plan and Work Programme were considered by the Committee."

23. HOMELESSNESS PERFORMANCE INDICATORS

Consideration was given to a report from the Housing Options Manager on the Homelessness Performance Indicators.

RESOLVED: "That the Homelessness Performance Indicators as set out in the report be noted."

24. REVIEW INTO THE FUTURE OF THE UNPARISHED AREA OF CHESTER-LE-STREET – SCOPING REPORT

Consideration was given to a report from the Director of Corporate Services on the Review into a Town Council for Chester-le-Street.

The Director of Corporate Services advised that since the meeting of the Task and Finish Group, work had commenced and progress was being made. Research had been undertaken and visits had been arranged to other Town Councils.

The Democratic Services Officer referred to a briefing note that was circulated to Members at the Meeting and gave an update on the work that had been undertaken for this review.

He spoke in relation to the information provided in the briefing note on the unparished areas within the District. It was suggested by Steve Ragg, the Secretary of the Association that Members should visit the two largest Town Councils in the county, which were Aycliffe Town Council, and Peterlee Town Council. He outlined the schedule of visits which also included two areas where Town Councils were currently in the process of being created or had just recently been created including Durham City Council (Durham Town Council) and Derwentside District Council (Stanley Town Council).

He recommended that Members approve the schedule of visits and appoint representatives for each visit.

The Chairman spoke in relation to Birtley Town Council, which was no longer in existence and suggested that it would be beneficial for the group to investigate why this Town Council ceased to be.

Councillor Gollan suggested that within the consultation exercise it would be useful to highlight other options available in addition to Parish Councils and referred in particular to Development Trusts that have a similar role to Parish Councils.

Councillor P May suggested that one of the questions to the Town Councils should include 'what they would do differently if they had the chance to start again?'

Discussion ensued by Members in relation to the means of the consultation process. Councillor Holding advised that should there be a consultation

exercise then the views of the residents living outside the Town Centre needed be taken into account.

Councillor Barr agreed with the comments expressed by Councillor Gollan that we should look at other models of governance that relate to the new County Council's views on its area arrangements as well as what the links are between the different community groups and the potential for a Chester-le-Street Community Partnership.

The Chairman suggested that these comments needed to be built into the scoping report.

RESOLVED:

- "1 That the report on the Review into the future of the unparished area of Chester-le-Street be noted.
- 2 That the outlined work programme for the review and witnesses to be used for consultation purposes during the review was agreed.
- 3 That the schedule of visits arranged in August be approved and that Members be appointed to attend the visits as follows:

14 August 2008	Councillors W Laverick, J W Barrett, F Wilkinson, R Harrison and P B Nathan
27 August 2008	Councillors G Armstrong, S Barr, R Harrison and W Laverick
28 August 2008	Councillors D Holding, G Armstrong, R Harrison, T J Smith, J Shiell and M D May."

25. POSSIBLE TASK AND FINISH GROUP - SPORTS MARKETING

The Chairman briefed Members on a Task and Finish Group to look at the Marketing of Activities for Young People, which was set up at the request of Councillor Smith who wished to lead on this. He advised that Member representatives were required to put themselves forward to take part in this Task and Finish Group.

Councillor Smith spoke in relation to a report on the review, which was circulated, to Members at the Meeting. She had been inspired to form this task and finish group following concerns from residents that there was not much for Young People to do in the District. In Councillor Smith's opinion there were plenty of activities to do however these were not marketed and publicised enough to ensure that people were made aware of them.

The Director of Corporate Services suggested that the review should be agreed in principle and arrangements be made to move this forward. He advised that he had been in contact with Simon High the Leisure Services

Manager in relation to this Task and Finish Group who advised that he had been working with Durham County Council on activities for Young People in the County, which he felt this group could feed into.

Councillor P May suggested that the Review Of Leisure Services for Young People that was undertaken by the Regeneration and Housing Overview and Scrutiny Overview and Scrutiny Panel and was reported to Executive on 4 June 2007 should be taken into consideration as part of this review.

It was agreed that Councillors F Wilkinson, S Barr and G Armstrong be nominated onto this Task and Finish Group.

RESOLVED:

- “1 That the report on the Review of Marketing of Activities for Young People be agreed in principle.
- 2 That Councillors F Wilkinson, S Barr and G Armstrong be nominated as representatives onto this Task and Finish Group.”

At this point Councillors T J Smith and J Shiell left the Meeting at 7.25pm.

26. REVIEW INTO TOWN CENTRE MARKET PLACES - SCOPING REPORT

Consideration was given to a report from the Director of Corporate Services to provide a proposed scope for a scrutiny review into town centre market places. A copy of a research paper from Smartspeed Consulting was circulated to Members at the Meeting.

The Director of Corporate Services gave a background to the report that came about following the development of the new People and Place priority delivery plan. He advised that part of the agreed plan was to get some specialist consultancy advice, which was set out in the progress report from Smartspeed. Members were requested to give consideration to a list of potential comparative markets for Members to visit, which were listed in the report.

The Town Centre Development Manager, whose role was to lead on this review, spoke in relation to the report and gave an update on the progress that had been made to date. He advised of the consultation that had been undertaken with the market traders which was summarised in the report and spoke in relation to the decline and sustainability of the market. He spoke in relation to the recommended list of markets to visit and suggested that Members choose four from this list.

He made particular reference to Blyth Council who were undergoing a Regeneration process similar to what this Authority had undertaken in their Town Centre and market area and how this would be useful to compare. He also felt it would be useful to look at privately run markets.

Members expressed their comments in relation to the market and options for the future. Discussion ensued in relation to the markets that Members felt should be visited. The Town Centre Development Manager recommended that Hexham and Stockton should be included in the list of markets to visit.

Suggestions were put forward by Members, which were noted by the Town Centre Development Manager such as visiting markets where free car parking facilities were available and including our market traders in the arranged visits.

It was suggested that the Town Centre Development Manager and the Consultants agree a list of markets to visit, which they felt Members would gain the most benefit from and make the necessary arrangements for these visits.

RESOLVED:

- “1 That the report on the Review into the Future of the Market be noted.
- .
- 2 That the aims and objectives of the review be agreed.
- 3 That the methodology work programme and witnesses to be used for consultation purposes be agreed.
- 4 That the Town Centre Development Manager selects the markets to visit and make the necessary arrangements.”

27. ITEMS FOR NEXT AGENDA

The Chairman advised that Cestria Housing Association would be attending the next Meeting. The Chairman suggested that Members give consideration to any particular issues they wished to raise with Cestria.

Councillor Barr suggested that Cestria be asked the following questions:

- How Cestria sees itself using its role to develop the communities within housing estates in the future?
- How Cestria is relating to other Housing Associations who operate in the District?
- What is happening with Neighbourhood walkabouts and can Members be involved in these in the future?

Councillor P May suggested that an updated schedule of home improvements be provided.

The Chairman advised that Housing had made a number of promises on improvements to the service once it transferred to Cestria Housing Association and that he wished to investigate if these were now being fulfilled.

The Chairman suggested that an update on Greencycle be given at the next Meeting and a representative from Greencycle be asked to attend to take questions in relation to their service.

RESOLVED: "That the following items be included on the agenda for the next Meeting on 10 September 2008:

1. Cestria Housing Association
2. Greencycle."

28. DATE AND TIME OF NEXT MEETING

RESOLVED: "That the next Meeting be held on 10 September 2008 at 6.00pm."

The meeting terminated at 7.58 pm

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Chester-le-Street
District Council

Executive Forward Plan and Work Programme



September 2008

About this document

Chester-le-Street District council is committed to continuous improvement. We want to make sure that we engage people in the decisions we make wherever we can. We want to let people know what decisions we are going to make and when.

The council's Executive, which is made up of the Leader and five Executive Members have powers to make certain decisions on behalf of the council. This document aims to go further than what the law requires us to do and let people know as far in advance what decisions the Executive is to make on the councils behalf. Where possible and in relation to what are called key decisions, it will let you know how you can make representations and who they can be made to. This document will be published every month at the Civic Centre and on the council's website at www.chester-le-street.gov.uk.

This document is in two parts:

Part One: Chester-le-Street District Council's formal Executive Forward Plan

Part Two: the Executive's Decision Work Programme for the next year

Part One

The Executive Forward Plan is a statutory document which the council must produce every month covering a four month period. It is published fourteen days before it comes into effect. This is the first day of each month. It includes:

- a list of all 'key decisions' the councils will make on the council's behalf;
- details of the nature of the decision;
- details of the decision taker, which in the councils case is normally the council's Executive;
- when the decision is to be made;
- who are the principal consultees and the means by which consultations will be undertaken;
- a list of documents to be considered by the decision maker; and
- details of how and by when representations can be made.

What are 'key decisions'?

'Key decisions' are defined as executive decisions which are:-

- decisions likely to result in the District Council incurring expenditure which is, or the making of savings which are, significant, having regard to the District Council's budget for the service or function to which the decision relates, or
- significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Council

Part Two

The Executive's work programme is not a statutory document which the council must produce. It is advance notice of all other important decisions the Executive will take either on behalf of the council or in making recommendations to the council. It includes:

- a list of the non 'key decisions the councils will make;
- details of the nature of the decision;
- details of the decision taker, which in the council's case is normally the council's Executive as a group;
- when the decision is to be made;
- who are the principal consultees and the means by which consultations will be undertaken;
- a list of documents to be considered by the decision maker; and
- details of how and by when representations can be made.

Who are the Executive?

The Executive is made up of the Leader of the Council and five other Executive Members as follows:

Cllr. Linda Ebbatson	Tel: 0191 387 2090
Leader of the Council with responsibility for Human Resources, Equalities, and Young People	E-Mail: lindaebbatson@chester-le-street.gov.uk
Cllr. Simon Westrip	Tel: 0191 387 2090
Deputy Leader and Neighbourhood Services Portfolio Holder	E-Mail: simon.westrip@bigfoot.com
Cllr. Chris Jukes	Tel: 0191 389 1136
Regeneration and Strategy Planning Portfolio Holder	E-Mail: chris.jukes1@btopenworld.com
Cllr. Lawson Armstong	Tel: 0191 3873195
Resources and Value for Money Portfolio Holder	E-Mail: lawson.armstrong@btopenworld.com
Cllr Mike Sekowski	Tel: 0191 3703416
Community Engagement and Partnerships Portfolio Holder	E-Mail: m.sekowski@metronet.co.uk

How do I find out when the Executive is meeting?

Information about the time and venue for a particular meeting of the Executive may be obtained from the agenda available from the Reception Desk at the Civic Centre, from the District Council's website or from the Executive Assistant. Public Speaking is allowed at Executive meetings so long as you comply with the council's procedures. To find out more contact Democratic Services.

How do I contact Members of the Executive or the Council Chief Officers?

Contact details for Members of the Executive and for the Council's Chief Officers are set out in this Forward Plan.

If you have any queries about the Forward Plan, please contact the Executive Assistant at the Civic Centre on 0191 387 2010 or e-mail the Executive Assistant at: amandastephenson@chester-le-street.gov.uk.



Chester-le-Street
District Council

Part One: Executive Forward Plan



September 2008

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Executive Forward Plan

Summary of Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Communities Facilities Working Group Report	Executive	Revised date September 2008	Jorge Lulic 0191 387 2232	Relevant Executive Members Corporate Management Team	In writing or by telephone to the Community Development Manager or by email to jorgelulic@chester-le-street.gov.uk
Land Matters	Executive	September	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Bad Debt report Quarterly Report	Executive	October 2008	Jim Elder 0191 3872300	Acting Head of Resources Head of Corporate Finance Internal Auditor	In writing or by telephone, to the Acting Head of Revenue and Benefits or by email to jimelder@chester-le-street.gov.uk

Summary of Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Business Improvement Districts	Executive	October 2008	Leila Dawson 0191 3872233	Relevant Executive Members Corporate Management Team Traders Association	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Hanlon Tracking System	Executive	October 2008	Leila Dawson 0191 3872233	Relevant Executive Members Corporate Management Team Partnerships for Futures Board	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Land Matters	Executive	October 2008	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk

Summary of Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Land Matters	Executive	November 2008	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Land Matters	Executive	December 2008	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Land Matters	Executive	January 2009	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk
Land Matters	Executive	February 2009	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk

Summary of Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Land Matters	Executive	March 2009	Leila Dawson 0191 3872233	Portfolio Holder Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk



Chester-le-Street
District Council

Part Two: Executive Work Programme



September 2008

14 August 2008

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Executive Work Programme

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Review of Local Watercourses	Executive	Deferred date September 2008	Ian Forster 0191 3872130	Scrutiny Members Consultation with a variety of stakeholders	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk
Tenders for the Heart of the Village	Executive	Revised date September 2008	Leila Dawson 0191 3872233	Relevant Executive Members Corporate Management Team Portfolio Holder NRP Board	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Corporate Performance Report April 2008 to June 2008	Executive Corporate Performance and covering report	September 2008	Ian Forster 0191 3872130	Relevant Executive Members Corporate Management Team Internal consultation e-mail	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk
Communities for Health - Mental Health Project – Evaluation	Executive	September 2008	Tony Galloway 0191 3872100	Corporate Management Team Portfolio Holder Health Improvement Sub Group	By phone, or in writing to the Director of Development Services or by email to Tonygalloway@chester-le-street.gov.uk
Local Development Framework – New Unitary Arrangements	Executive	September 2008	John Smerdon 0191 3872161	Corporate Management Team Portfolio Holder	By phone, or in writing to the Regeneration and Planning Strategy Manager Director of Development Services or by email to johnsmerdon@chester-le-street.gov.uk

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Employee Survey Results	Executive	Revised date October 2008	Ian Forster 0191 3872130	Corporate Management Team Portfolio Holder Employees Trade Unions	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk
Climate Change Strategy	Executive	October	Andy Stephenson 0191 3872134	Corporate Management Team Regeneration Strategic Housing Environmental Services Planning Local Environment Groups The LSP The Town Centre Manager Members of the public	In writing or by telephone, to the Senior Sustainability Officer or by email to andystephenson@chester-le-street.gov.uk
Regeneration Quarterly Report	Executive	Revised date November 2008	Leila Dawson 0191 3872233	Relevant Executive Members Corporate Management Team	In writing or by telephone to the Acting Head of Regeneration or by email to leiladawson@chester-le-street.gov.uk

Summary of Non Key Decision	Decision Taker and Documents to be considered	Decision Date	Contact Officer	Consulted Parties and means of consultation	How to make representations and when by (If making representations in writing, please address them to the Director/Manager named at: Civic Centre, Newcastle Road, Chester-le-Street, DH3 3UT)
Corporate Performance Report July 2008 to September 2008	Executive Corporate Performance and covering report	December 2008	Ian Forster 0191 3872130	Relevant Executive Members Corporate Management Team Internal consultation e-mail	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk
New power to establish Parish Councils (including Town Councils)	Executive	December 2008	Ian Forster 0191 3872130 Chris Potter 0191 3872011	Corporate Management Team Portfolio Holder Executive Members	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk or to Head of Legal and Democratic Services or by email chrispotter@chester-le-street.gov.uk
Corporate Performance Report October 2008 to December 2008	Executive Corporate Performance and covering report	March 2009	Ian Forster 0191 3872130	Relevant Executive Members Corporate Management Team Internal consultation e-mail	In writing or by telephone to the Director of Corporate Affairs or by email to ianforster@chester-le-street.gov.uk

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CESTRIA COMMUNITY HOUSING ASSOCIATION
REPORT TO OVERVIEW AND SCRUTINY COMMITTEE

10TH September 2008.

1. Introduction

1.1 The purpose of this report is to provide information to the Council's Overview and Scrutiny Committee in relation to:

1. The progress Cestria has made in delivering Offer Document Promises
2. The progress Cestria has made in delivering on the Staff Pledge.
3. General performance update from Cestria covering the whole range of service issues, including comparative information with other housing associations.
4. How Cestria plans to develop its community role.
5. What plans Cestria has and the timetable for the improvement programme.

2. Offer Document Promises

2.1 The Offer Document contained a total of 50 promises (although for the purpose of this exercise some have been combined together giving a total of 48 promises) that were developed jointly by the Council and Cestria in the pre-transfer period. These promises were the basis on which tenants voted for the transfer. Cestria has 5 years to deliver on all the promises.

2.2 The table set out below summarises the progress made on delivering Offer Document promises. The detail on each promise is set out at Appendix I at the rear of this report.

2.3 The Housing Corporation (the body that regulates all housing associations) in March 2007 issued a Technical Note setting out how it will monitor the delivery of Offer Document promises to tenants by Stock Transfer Associations.

2.4 The monitoring process is set around 6 different themes as set out below:

1. The delivery of home improvements.
2. Service improvements.
3. Affordable rents.
4. Tenant participation in decision making.
5. Regeneration.






6. Sustainable communities, including crime prevention and anti social behaviour.

2.5 The Board has decided that Cestria will follow the monitoring arrangements set out in the Technical Note from the Housing Corporation.

2.6 The monitoring framework is in 2 parts:

1. A high level "traffic light" approach.
2. The detailed monitoring report which is set out at Appendix I at the rear of this report.

Table 1 - Offer Document Promises




Description	Colour Code	Theme 1	Theme 2	Theme 3	Theme 4	Theme 5	Theme 6	Total	Percent
Number of Promises		14	10	5	8	3	8	48	100%
Number Complete		0	7	3	2	0	2	14	29%
Number on Target		7	2	2	6	2	6	25	52%
Number at Risk		0	0	0	0	0	0	0	0%
Number Failed		0	0	0	0	0	0	0	0%
Number not yet started		7	1	0	0	1	0	9	19%

2.7 With 29% of Offer Documents delivered in the first 6 months and a further 52% on target for delivery this can be regarded as a key success.

3. Staff Pledge

3.1 Cestria and the Council jointly developed a Staff Pledge in the pre-transfer period. The table below sets out the summary of achievements to date with details contained at Appendix 2.

Table2 - Staff Pledge Update

Number of promises	Number complete 	Number on Target 	Number Failed 
22	17	5	0
100%	77.2%	22.8%	0%

3.2 The only items remaining to be delivered include:

1. The Association agreed to provide salary increases in line with national NJC Agreements. As there is a trade dispute with local authority employers no salary award has been made for 2008. Once the dispute has been settled the agreed award will be made.
2. The Association would sign Trade Union Recognition Agreement. Discussions are progressing on the Agreement.
3. The Association would fund appropriate levels of training and development. A Development and Learning Assessment is currently being carried out and an appropriate training plan for staff will be drawn up later in the year.
4. The Association would provide a non-contributory health care scheme. A draft scheme has been approved by the Board and is currently out to consultation.

4. General Performance of Cestria

4.1 On transfer, Cestria Community Housing moved from a local authority regulatory framework of Best Value performance indicators to the housing association sector which requires a broader range of measures to monitor the performance of the organisation.

4.2 Cestria is in the process of developing a Balanced Score Card of performance indicators that cover a total of 116 separate indicators and 5 different aspects as follows:

1. Regulatory – it is a requirement of the Housing Corporation that these indicators are collected and reported on. These are called key Performance Indicators and can be used to compare the performance of Cestria with other housing associations. Data systems are in place to report on all key performance indicators.

There are a total of 20 Key Performance Indicators.

5. Customer satisfaction. The Association will collect a combination of strategic satisfaction information through an annual tenant survey and operational satisfaction information at the point of service delivery. The majority of these data systems are not yet in place. The Association will be carrying out its first annual tenant survey later this year. All systems to capture operational tenant satisfaction information will be in place from April 2009.

It is proposed that there will be a total of 36 indicators to measure customer satisfaction across every service area.

6. Finance. This suite of indicators will measure how financially robust the Association is and whether value for money is being achieved. Systems are in place to report on all finance performance indicators.

There are a total of 19 indicators on efficiency and value for money.

7. Internal Business. These indicators will measure how efficient and effective service delivery is. Systems are in place to report on all internal business indicators.

There are a total of 29 indicators to measure efficiency and effectiveness.

8. Innovation and Learning. These indicators will attempt to measure the extent to which the organisation is able to innovate and learn from past experience and others.

There will be a total of 12 indicators to measure innovation and learning.

- 4.2 To date systems are in place to record and report on only 88 of these indicators. This is because some of the indicators can only be reported on an annual basis at year end and some indicators can only be reported after the completion of the annual tenant survey, which is scheduled for the turn of the year.

Complaints

- 4.3 Cestria has a formal complaints policy that was approved by the Board in the pre-transfer period. The policy is similar to the one used by the Council.

- 4.4 Cestria has dealt with 132 complaints since transfer as set out in Table 3 overleaf. In the first few months after transfer complaint levels were high due to the impact of the local government elections. The organisation struggled to deal with such a high complaint work load at the same time as it was trying to move offices but complaint levels have settled down and in July and August 2008 all complaints were dealt with in target times.

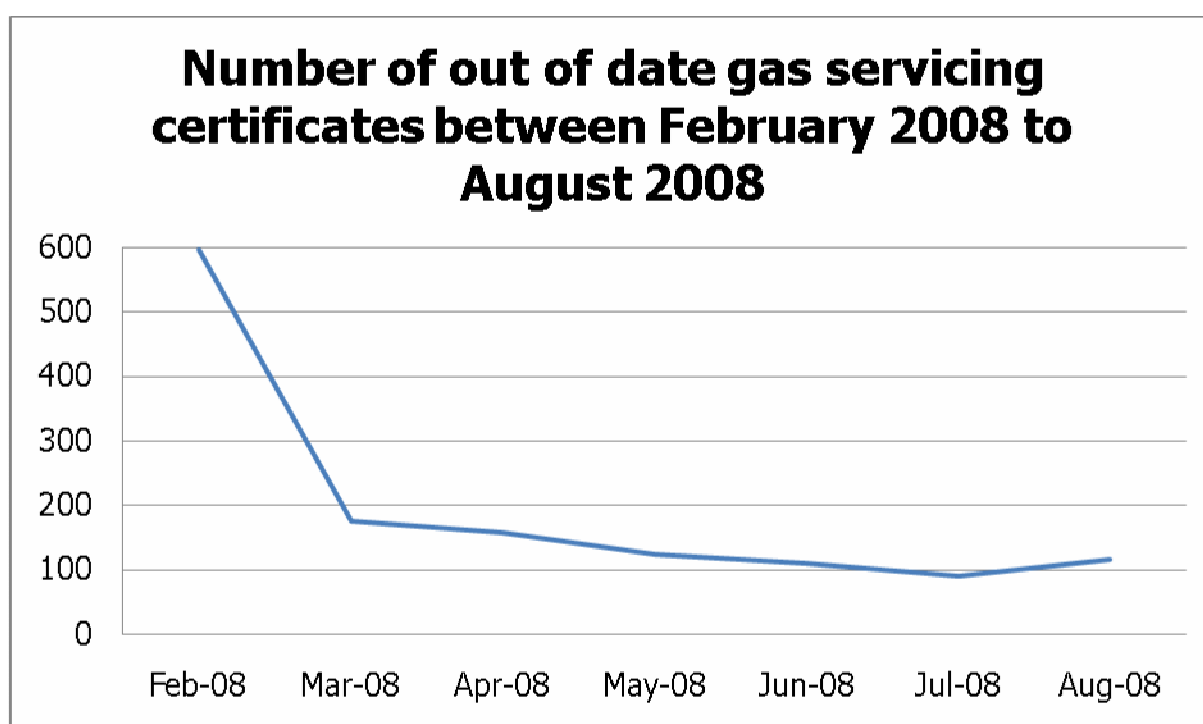
Table 3 - Complaints Profile

Months	Board Member		Councillor		Member of Public		MP		Police		Tenant		Grand Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
February		0%		0%		0%	11	69%		0%	5	31%		16
March		0%	8	27%	2	7%	14	47%		0%	6	20%		30
April	5	12%	13	31%	2	5%	8	19%		0%	14	33%		42
May		0%	1	6%	2	13%	7	44%	1	6%	5	31%		16
June		0%		0%	1	13%	3	38%		0%	4	50%		8
July		0%		0%		0%	6	55%		0%	6	55%		12
August		0%		0%	1	13%	5	63%		0%	2	25%		8
Grand Total	5	4%	22	17%	8	6%	54	41%	1	1%	42	32%		132

Gas Servicing

- 4.4 On transfer there were 597 dwellings without a valid gas safety certificate. For a further 400 properties the gas safety certificate expired before the 31st March 2008. This presented Cestria with a significant early operational risk.
- 4.5 The Board had in the pre transfer period agreed to bring this work back in house due to the poor performance of the Council's external contractor. The additional work load presented the in-house team with a considerable early challenge.
- 4.6 This work is now being undertaken to a satisfactory standard by the in house team as shown in Figure 1 below.

Figure 1
Gas Safety Profile



ICT

- 4.7 The organisation has invested heavily in ICT hardware and software in order to maximise operational efficiency. This has involved:
1. A new Finance system.
 2. A new Personnel system.
 3. A new Performance Management system.
 4. A new Knowledge Management system.
 5. A new web site.
 6. A new intranet.
 7. New PC's for all staff.

8. The introduction of mobile working technology for Building Services, Housing Management, Income Management and Cestria Care.
9. New software systems.

Building Services

4.8 The Building Services Team is performing well. The average time taken to process repair requests is shown below. These are well below the target times Cestria promised to deliver in the Offer Document. As a result complaint levels about Building Services have reduced to about 1 per month.

- ✦ Emergency repairs (0.6 days)
- ✦ Urgent repairs (1.2 days)
- ✦ Routine repairs (4.8 days)

4.9 Building Services are now undertaking all adaptation work for the Association.

4.10 Building Services are now undertaking all gas servicing for the Association.

4.11 From January 2009 Building Services will deliver an Estate Caretaker service for the new Association including grounds maintenance.

Adaptations

4.12 Since transfer Cestria has:

1. Completed 57 major adaptations.
2. Completed 131 minor adaptations.
3. Appointed an Occupational Therapist to help with adaptation assessments.

Housing Management

4.13 Since transfer Cestria has:

1. Opened a One Stop Shop
2. Visited all tenants to deliver a new Tenancy Agreement and tenant handbook
3. carried out 42 estate inspections
4. sent out 497 garden letters requiring the tenants to comply with their Tenancy Agreement
5. Referred 145 owner occupier issues to the Chester-le-Street District Council.
6. referred 180 issues to Durham County Council

7. Appointed Tenant Inspectors to monitor the grounds maintenance service.
8. Removed 41 incidents of graffiti.

Cestria Care

4.14 The Care Line service has been re-launched as Cestria Care. The service has recently been informed by the Supporting People Team that it is currently the highest performing service in the county (this followed an independent review of all providers in the County).

4.15 Cestria Care has in the first quarter:

1. Dealt with 26,011 alarm or other calls to Cestria Care
2. Supported 125 Cestria Care clients who have fallen.
3. Responded to 74 smoke detector alerts
4. Responded to 220 out of hours calls
5. Made 157 referrals to GP's on behalf of Cestria care clients.
6. Called the ambulance for 197 Cestria Care clients
7. Wished 750 tenants a "Happy Birthday".
8. 80 Cestria care clients now using Telecare
9. 1,299 support plans updated and in place.
10. 5,299 equipment checks
11. 8,051 routine client visits made.

4.16 Cestria Care about to market its services across the whole of the County area.

Energy Saving Initiative

4.17 Cestria has undertake insulation works at all its sheltered courts which we estimated will save each tenant £40 per year in heating bills.

4.18 Cestria has funded the installation of a new gas main at Nettlesworth that will see homes in that area being given the choice to convert to gas central heating. We estimate this will reduce heating costs for tenants by £415 per annum and reduce CO2 emissions by 341 tonnes per year.

Allocations

- 4.19 The Housing Register (people on the waiting list) has increased from 1,971 to 2,348 at the end of August 2008 as shown in Table 4 below (a 19% increase).

**Table 4
Housing Register Profile**

Description	Feb	Mar	Apr	May	Jun	July
Main List	1409	1462	1504	1519	1603	1714
Pensioner List	531	540	545	555	576	613
Transfer List	106	106	106	106	106	108
Total	1971	2033	2080	2101	2205	2348
Percentage Increase		3%	2%	1%	5%	6%

- 4.20 The Association has let 136 dwellings since transfer.
- 4.21 The Board has undertaken a formal review of the Allocations process and has concluded that all allocations are in accordance with the Joint Allocation Policy.

Homelessness

- 4.22 The Association has interviewed a total of 125 cases under the homeless legislation on behalf of the Council as set out in Table 5 below. The outcomes and activity levels are similar to those achieved by the Council.

Table 5 - Outcomes of Decision making

Month	Referrals	Not Eligible	Not Homeless	Not Priority	Intentional Homeless	Accepted	Percent Accepted
February	17	2	1	3	0	4	24%
March	13	1	3	5	1	5	38%
April	20	3	6	5	0	4	20%
May	28	0	1	13	4	8	29%
June	20	0	10	5	1	7	35%
July	16	0	3	1	1	0	0%
August	11	0	0	0	0	0	0%
Total	125	6	24	32	7	28	22%

Table 6 - Comparative Performance (April to June)

Month	Chester-le-Street (First Quarter 2007)			Cestria 9First Quarter 2008)		
	Number of Applications Received	Number of Applications Accepted	Percent of Applications Accepted	Number of Applications Received	Number of Applications Accepted	Percent of Applications Accepted
April	19	6	32%	20	4	20%
May	21	5	24%	28	8	29%
June	31	8	26%	20	7	35%
Total	71	19	27%	68	19	28%

5. Delivery on Action Plans

5.1 Every team in Cestria has developed a Team Action Plan made up of the following actions:

1. Actions to help the association meet compliance with the regulatory code. All housing associations must comply with a regulatory code, which is produced by the Housing Corporation. The regulatory Code covers matters relating to:
 - i. Governance
 - ii. Management
 - iii. Viability

During the first 12 to 18 months of operation all new housing associations are continually assessed against the regulatory code. At the end of that period the association will be provided with a set of green amber or red traffic lights. Those associations not achieving a full set of green lights are placed into intervention.

A significant number of new associations are placed into intervention during the first 18 months.

2. Actions to ensure that Cestria complies with the various circulars produced by the housing association which set down service standards.
3. Actions to ensure that all Offer Document promises are kept.
4. Actions to ensure that all Staff Pledges are met.
5. Actions to ensure that the corporate priorities set by the Board in the Corporate Plan are met. The Board has not agreed its first corporate plan as yet – this is likely to be published later in the year.

5.2a During the first quarter of 2008/2009 the Association set itself a total of 173 actions to complete. It completed or started 96% of all planned actions. Only 7 actions were not started or completed on time.

Table 7 - Quarter 1 Action Plan Profile

Description	Number	Percent
Actions to Complete	173	
Number Completed	105	61%
Number In Progress But Not Completed	61	35%
Number Outstanding	7	4%

6. How Cestria Plans to Develop Its Community Role

6.1 In the first year Cestria recognised that it would take time to:

1. Formally establish the new Association.
2. Move into new premises.
3. Recruit additional staff (23 new staff recruited to date).
4. Make a positive start to deliver on Offer Document Promises.

6.2 Cestria recognised these priorities would limit, in the first instance, the wider community activities that the organisation could engage with as effort would by necessity have to be directed to consultation and engagement around the capital programme..

6.3 Cestria was also already aware of the proposed local government re-organisation and wanted to work positively with the new county unitary in agreeing how it could contribute to the development of sustainable communities in the longer term. Cestria was aware of how disruptive the re-organisation of local government was likely to be and how much officer and elected member time would be taken up in just setting up the new council. Therefore we understood that any longer term initiatives would need to be 'car parked' until such time as the new council had been fully established.

6.4 Cestria was also acutely aware of the emerging worklessness agenda at national levels and wanted to play its full part once the policy had been fully thought through. We wanted to take our time and see what was working well in other areas before deciding how we could develop any initiatives locally.

6.5 Taking all of the above into account the Association still wanted to undertake some innovative community focused activity during its first year of operation. This has taken the form of a partnership initiative with Sunderland AFC Foundation linked to:

1. Promoting active citizenship.
2. Promoting family learning.

6.6 The initiative is centred in the Sacriston and Chester West areas.

6.7 Cestria will want to positively engage with the new county council, parish councils, and relevant partners in supporting the development of sustainable communities in Chester-le-Street.

6.8 Cestria will want to be active member in support of any Area Partnership the new county may establish.

6.9 We already have 2 communal rooms and a further 7 communal rooms will be transferring to Cestria shortly. We will be carrying out detailed consultation with local communities on the potential future use and management of these communal rooms.

7. What Plans Cestria Has and the Timetable for the Improvement Programme

7.1 In the pre-ballot period the Board undertook detailed consultation with tenants on how the capital programme should be procured. The results of that consultation showed that:

1. Tenants did not want whole modernisations. They had visited other areas and seen the disruption that whole house modernisations can cause and were wholly opposed to this approach.

This resulted in the development of a component replacement programme where individual components were replaced one at a time (more or less). Tenants wanted priority to be given to windows and doors and wanted all windows and doors to be replaced in the first 2 years. Tenants also said they wanted their heating systems upgrading at the same time so that they would get the benefit of lower heating costs.

2. Tenants wanted fair system of deciding who goes first. They accepted that not everyone could be in Year 1 of the programme but they wanted the worst doing first if at all possible.

7.2 Given that only 1 in 4 houses had been surveyed in the pre transfer period, as part of the stock transfer programme, the Board had to allow time for the carrying of detailed pre-works surveys before some parts of the improvement programme could be tendered.

7.3 The programme that was developed by the Board and supported and approved by tenants is set out below:

Table 8 - Improvement Programme

Description	2008	2009	2010	2011	2012	2013
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Door and Window Programme						
Heating Replacement Programme						
Kitchen and Bathroom Replacement Programme						
External Fabric Upgrades						
Environmental Programme						

7.4 The Board decided that Building Services would not be allocated any works from the improvement programme in the first instance and that all works would be subject to an EU tendering exercise. Building Services will be undertaking a programme of Planned maintenance and a report is likely to go to the Board in October 2008 approving that programme.

7.5 Following an EU tendering exercise local companies have been appointed to undertake the UPVC Door and Window Replacement Programme (SEKURA) and the Heating Replacement Programme (Sunters).

- 7.6 Both programmes commenced within the first month after transfer and are on target to deliver within the contract periods, as shown in Figures 1 and 2 overleaf.
- 7.7 To date 1,029 properties have already been improved since the transfer took place.
- 7.8 Tenders are out for the delivery of the kitchen and bathroom replacement programme and contractors are due to commence on site in January 2009. Out of 7 contractors invited to tender, 3 are local companies. Detailed pre works surveys of all these homes have been carried out in preparation for the commencement of works
- 7.9 Works will commence on upgrading the external fabric of the houses in January 2010. Pre works surveys will be carried out during 2009 to allow this work to be properly programmed.
- 7.10 Works will also commence on the environmental improvements to estates in January 2010. This will allow plenty of time for consultation with tenants. Pre works surveys will be carried out during 2009 to allow this work to be properly programmed.

Figure 2 - Door and Window Replacement Programme

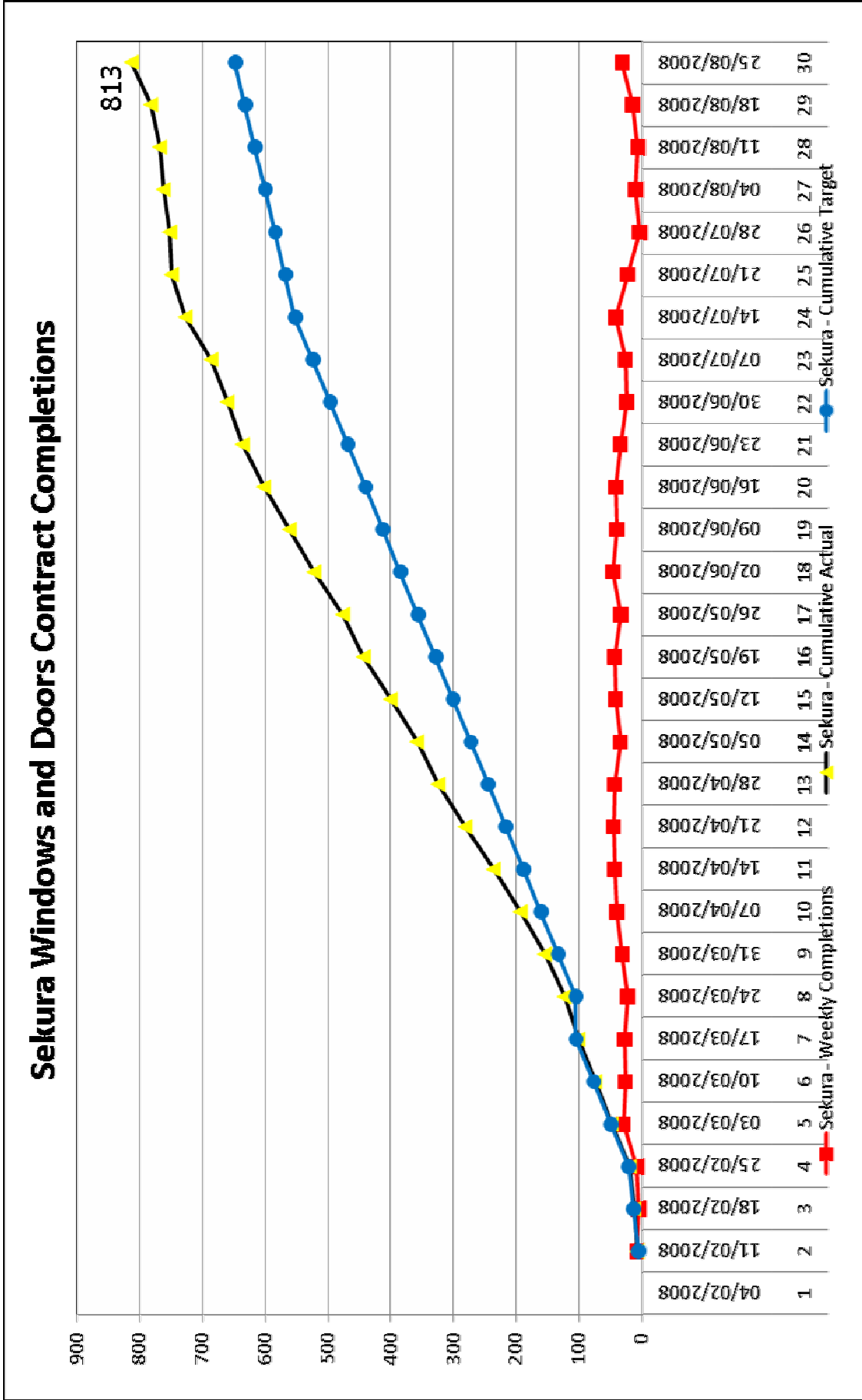
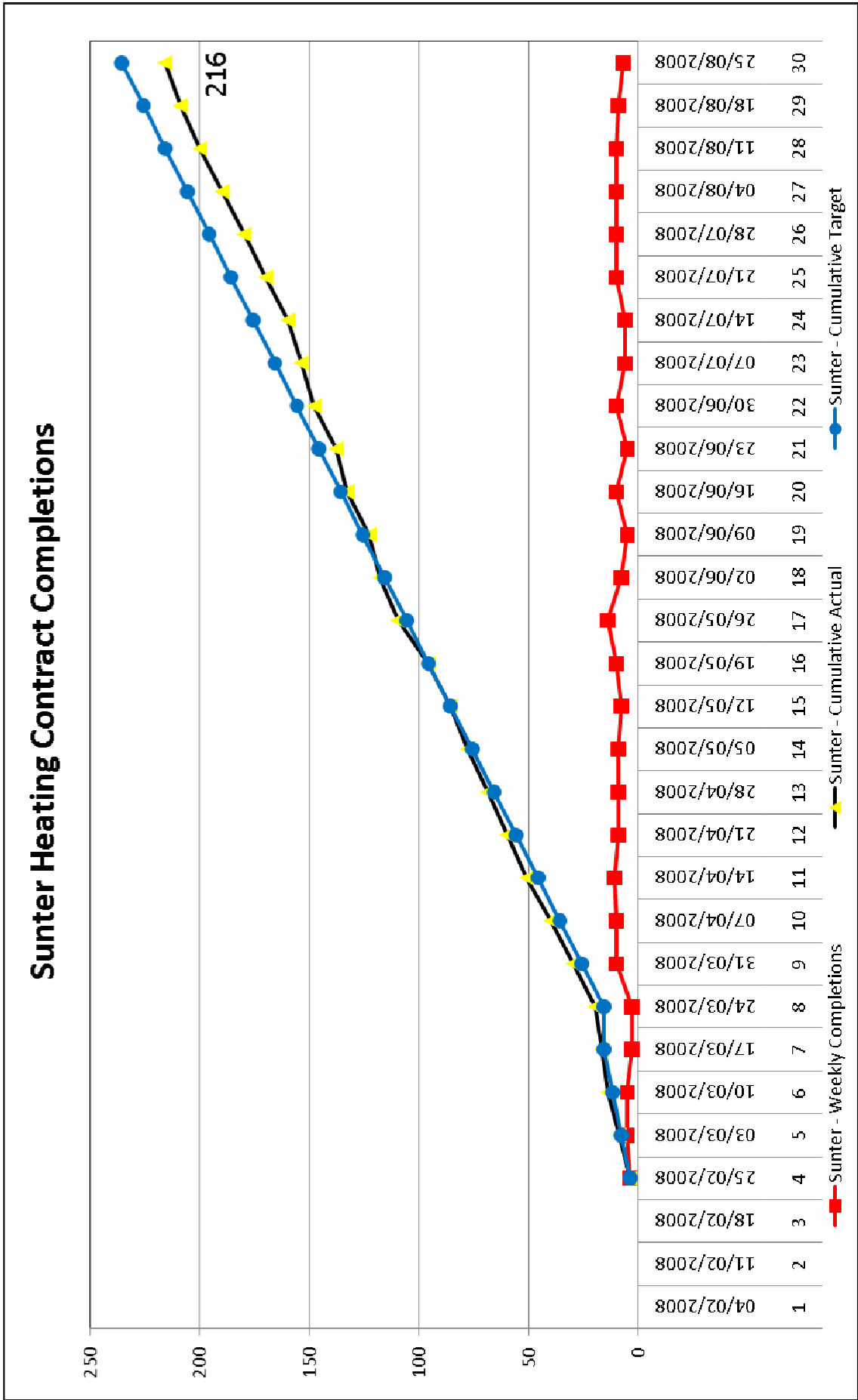


Figure 3 - Heating Replacement Programme










Appendix 1 Monitoring of Offer Document Promises







Theme 1 Home Improvements

PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
1	A £67 million improvement programme in the first 5 years following transfer.		●
2	New UPVC door and window programme in first 5 years for approximately 3,400 homes.	.	●
3	New kitchens and upgraded bathrooms for approximately 1,800	Due to commence in January 2009	●
4	Fuel efficient central heating with an insulation package for approximately 3,000 homes		●
5	Rewiring or electrical upgrades to approximately 2,000 homes	Some properties re-wired as part of the Heating Replacement Programme. Main re-wiring programme due to commence as part of the Kitchen and Bathroom Replacement programme in January 2009	●
6	Re-roofing work to approximately 1,000 homes	Due to commence in January 2010	●
7	Estate environmental treatment such as boundary walls and fencing for approximately 1,500 homes	Due to commence in January 2010	●





Theme 1 (continued)

PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
8	Off street car parking for approximately 800 homes	Due to commence January 2010	
9	Extensive package of security measures for sheltered schemes including new / upgraded communal door entry schemes and security locks and improved lighting installed as part of the modernisation programme.	Due to commence in January 2010	
10	Programme of security work and new double glazed windows where required at the sheltered schemes.	UPVC windows to be replaced before march 2010	
11	Programme of modernisation and improvement to common rooms and communal areas at sheltered schemes.	Only 2 communal rooms transferred to Cestria to date. Working Group established to carry out option appraisal process on all the communal rooms	
12	New digital TV reception for sheltered schemes to enable tenants to have a wider choice of TV channels.	No progress	
13	To provide secure storage and battery re-charging at sheltered units for mobility vehicles.	Storage and charging facilities installed in No 2 of the sheltered courts.	
14	During the modernisation programme offer support to tenants where needed including the provision of temporary accommodation.	On going	






Theme 2 Service Improvements

PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
15	Convenient local offices situated in the district.	Move to new offices at Bowes 6 th May 2008 Open One Stop Shop	
16	Introduce a freephone repair line service	In place from 6 th May 2008	
17	£7 million spent in responsive maintenance in the first 5 years.	On track to deliver this level of expenditure	
18	Improving response times for responding to repair requests and offering appointments for all non urgent repairs. <ul style="list-style-type: none"> ✦ Emergency repairs – attended to within 2 hours and made safe within 24 hours ✦ Urgent repairs – attended and completed within 3 to 5 working days ✦ Non Urgent Repairs – completed within 25 days 	Targets achieved during Quarter 1	
19	Introduction of a painting programme	No progress	
20	Employment of an Occupational Therapist	An Occupational Therapist has been appointed	







Theme 2 (continued)



PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
21	Provision of a Handy Person Service	Commenced July 2008	
22	More priority to improving services for older people such as gardening and home decorating.	Consultations underway on provision of new gardening service.	
23	Clear Customer Care and Complaints procedure and an officer responsible for making sure all comments and complaints are speedily dealt with.	Customer Care and Complaints Policy adopted by the Board Customer Services Manager appointed	
24	Cestria to take over current Home Contents Insurance scheme.	Transferred as part of Transfer Agreement	

Theme 3 Affordable Rents




PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
25	Rent increases in line with Government rent re-structuring formula.	Being implemented	
26	New tenants after transfer to pay target rent.	Implemented	
27	Annual increase on service charges over next 7 years not to increase £1 a week and detailed breakdown of service charges to be provided.	Service charge increase for 2008/2009 in line with Association's Policy	
28	Payment of water rates with rent if Water Company agrees.	Implemented	
29	Same rent payment methods as with the Council.	Tenants can use the same payment methods that were available when they were a Council tenant.	

Theme 4 Tenant involvement in decision making








PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
30	5 Tenant Board Members selected following open advert and interviews.	5 Tenant Board Members in place	
31	Increase staffing and support for tenant engagement including looking to provide Community Development Officers to work alongside young people and residents.	Community Development Team established. Community development work underway through Sunderland AFC Foundation.	
32	Development of a comprehensive Customer Involvement Strategy, including a revised Tenant Participation Compact and support for Estate Agreements.	Discussions underway with Tenants Reference Group	
33	Work with tenant representatives to develop new and better ways of involving tenants in developing the service.	The Cestria Reference Group meets monthly and are regularly consulted upon Cestria's services. Up to 90 tenants are active through this group	
34	Actively support local Tenants and Residents Groups including a budget for such support.	Discussions underway with Tenants Reference Group. All Resident Associations written to and some visited	
35	Support for a formal Tenants Panel and work with tenant and residents groups to ensure panel is representative of tenants as a whole.	The Cestria Reference Group has been established and to date we have 90 tenants as members.	

PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
36	Programme of Estate Inspections with resident representatives.	Estate Walkabout programme published	
37	Encourage Tenants' and Residents' Groups to become involved in monitoring performance.	Tenant Inspectors appointed for the Grounds Maintenance Service.	

Theme 5 Regeneration

PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
38	Using the £67m modernisation programme to create local job opportunities and boost the local economy.	2 local companies appointed to undertake the Heating Replacement Programme and UPVC Door and Window Replacement programme	
39	Creation of training placements and apprenticeships through Building Services	We have one apprentice who has just completed his first year in Building Services About to advertise for 2 more apprentices 1 for Building Services and 1 for Grounds maintenance	
40	Provision of new homes following the completion of the major modernisation programme.	No Progress.	








Theme 6 Sustainable Communities









PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
41	Develop partnership working to support communities and tackle problems on estates.	Community Development Initiative to be launched with Sunderland Foundation on 23 rd May 2008.	
42	Employment of a specialist Benefits Advisor.	All staff in the Income management Team trained on Welfare Benefits Advice.	
43	Provision of a Community Caretaker Service and speedy action to deal with graffiti, dumping, litter etc.	Community Caretaker Service due to be in place in January 2009	
44	Dedicated enforcement team to deal with ASB and full use of powers available.	Two full time Anti-Social Behaviour Officers are in post and are utilizing the new powers available to tackle and resolve anti social behaviour.	
45	£1.5 million set aside for adaptations in first 5 years to enable elderly and disabled people to remain in their own homes including provision of handrails to steps where they are needed.	Estimated spend of £500,000 on adaptations in 2008/2009	
46	Fund a Tenants Resource Centre and support a Sheltered Users Forum.	The Tenant Reference Group being consulted on Tenants Resource centre	
47	Working in partnership with Social Care and Health to deliver assistance to elderly and vulnerable households.	Telecare Pilot being undertaken in conjunction with Supporting People.	

PROMISE NUMBER	NATURE OF WORK	PROGRESS TO DATE	STATUS
48	Continuation of Careline community alarm service and provision of a wide range of support to ensure individual independence can be maintained.	We are continuing to offer this service to private tenants. The Customer Care Manager is developing a marketing strategy to expand this service.	●



Appendix 2

Staff Pledge Update

NO	PROMISE	DESCRIPTION OF PROMISE	PROGRESS TO DATE	STATUS
1.	Terms and Conditions	Contractual terms and conditions to be protected on transfer	There have been no changes, other than voluntary, to the terms of conditions of those staff that have transferred. Transferring employees were asked to complete a schedule of their terms and conditions to ensure we could meet this promise	
2.	Pensions	Pension arrangements to remain the same – Cestria to apply for admitted body status	Cestria successfully gained admitted body status to the Local Government Pension Scheme and pension deductions have continued for those employees who are members	
3.	Salary	Salary to be paid in the same way and on the same day	The payroll has been outsourced to an external company and pay has been processed to the same timescales. A small number of staff are paid weekly and this has continued, although consultation will begin shortly to discuss moving them to monthly pay. As part of the Single Status agreement, it is likely this would have happened had they remained with the Council.	
4.	Salary	Pay , including increases, to remain in line with National Joint Council pay scales and negotiations	Incremental progression has remained the same and staff have received increments as they would have done with the Council. The pay award has not yet been implemented this year as it is still been negotiated by the NJC and trade unions.	
5.	Continuity of employment	Service with Chester-le-Street Council to be counted as continuous	This is covered by TUPE Regulations and continuous start dates are recorded on the HR system.	
6.	Trade Union Recognition	Trade Unions would be recognised in the same way and a recognition agreement would be developed	The same trade unions are recognised by Cestria. A recognition agreement has been drafted and is being considered at regional level	
7.	Working Hours	Working hours to remain the same	There have no changes to working hours unless these have been requested by individuals. The flexible working hours scheme remains in place.	

NO	PROMISE	DESCRIPTION OF PROMISE	PROGRESS TO DATE	STATUS
8.	Annual Leave	Annual leave entitlement to remain the same	Annual leave entitlement remain the same. Extra days awarded for service are now calculated annually, meaning staff no longer have to work the full five years to receive this benefit. This was implemented following a suggestion made in the staff survey.	
9.	Sick pay	Occupational sick pay to remain the same	This entitlement has remained the same.	
10.	Car allowances	Car allowance to remain the same	Car allowances have remained in line with the rates determined by the National Joint Council	
11.	Notice period	Contractual notice periods to remain the same	Contractual notice periods have not changed.	
12.	Training and Development	Employee's to have annual appraisal and training budget in the region of £200 per employee	Staff Appraisal scheme not yet developed. Likely to be fully implemented by April 2009. Training budget approved in line with Staff Pledge. Learning and Development programme in course of development.	
13.	Craft Workers Agreement	Craft workers agreement to be protected	There have no changes to the Craft Workers Agreement.	
14.	TUPE Protocol	Formal protocol to be developed to assist with transfer	The TUPE protocol was developed and agreed by the Board and the Council. The protocol was followed by both organizations, ensuring the transfer of staff went smoothly.	
15.	Contractual Policies	All contractual policies to remain broadly the same	Contractual policies have remained broadly the same and have been approved by the Board.	

NO	PROMISE	DESCRIPTION OF PROMISE	PROGRESS TO DATE	STATUS
16.	Non Contractual Policies	Range of policies to be developed for consideration by the Board	The Board has already approved several non-contractual policies and the remainder are included on future forward plans	●
17.	Accommodation	High quality offices within the District that meet the needs of disabled people, free car parking to be provided, non-smoking offices, appropriate desks, good quality seating, adequate storage, heating and lighting, kitchen and rest room to be provided	The move to Bowes Offices was completed successfully and staff have commented on how well it was managed. There are ample car parking spaces and disabled access to public areas. Staff were involved in choosing the furniture and additional storage has been ordered where required. There are several small kitchen areas and a large canteen.	●
18.	Health and Safety	Free uniforms, good quality PPE, free eye tests, tea and coffee making facilities, showers, lockers, loan worker safety arrangements, trained first aiders	Uniforms have been provided, the provision of free eye sight tests is being investigated and there are ample facilities to make tea and coffee. Showers are available and lockers will be provided in the new stores. A health and safety audit has been completed and action plans have been developed to address the issues including lone working. Four first aiders have been trained and there are plans to train further volunteers	●
19.	IT Systems	Good quality systems, work station assessments, laptops and other portable computer devices to be provided	Staff have complimented the quality of the IT equipment provided. There have been some issues with the IT systems particularly Microsoft Software. Third party systems are functioning to the effect that tenants are not inconvenienced. The remaining issues are currently being investigated and will be resolved as soon as possible. Laptops and portable computer devices have been provided to those that need them. Work station assessments will be addressed as part of the health and safety action plan.	●

NO	PROMISE	DESCRIPTION OF PROMISE	PROGRESS TO DATE	STATUS
20.	Transport	Tracker alarms to be fitted, vehicles to be air conditioned and pre-racked vans to be provided	The staff were consulted on the issues of transport and decided that the priority was having pre-racked vans rather than air conditioning or tracking.	
21.	Communication	Staff intranet to be available, team meetings to be held regularly, staff conferences to be held at least quarterly	The provision of a staff intranet has been discussed and suppliers are currently being appraised. A process of team meetings have been established, flowing from the weekly Executive meeting. Staff conferences have been held monthly since the transfer.	
22.	Health Care	Reduced contribution health care to be offered	Scheme approved by the Board and out for consultation	