

PLEASE NOTE VENUE

CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM AGENDA



Thursday 14 June 2007

at 10.00 am

in Committee Room 'B', Civic Centre

MEMBERS: CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM:

Councillors Akers-Belcher, Brash, Coward, Cranney, Hall, Hargreaves, Henery, Kaiser, Laffey, Lauderdale, London, Morris, Payne, Richardson, Shaw, Simmons, Sutheran, Tumilty and Worthy

Resident Representatives:

James Atkinson, Ian Campbell, Bob Farrow, Alan Greenwell, Ted Jackson, Jean Kennedy, Evelyn Leck, Alan Lloyd and Brian McBean – 1 vacancy

1. **WELCOME AND INTRODUCTIONS**
2. **APOLOGIES FOR ABSENCE**
3. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
4. **MINUTES**
 - 4.1 To confirm the minutes of the meeting held on 29th March 2007 (*attached*)
 - 4.2 Matters arising (maximum of 10 minutes) – Feedback sheet from last meeting attached.
5. **PUBLIC QUESTION TIME and WARD ISSUES (maximum of 30 minutes)**

Foggy Furze
Grange
Park
Rift House
Stranton
Burn Valley
Elwick

PLEASE NOTE VENUE

6. ITEMS FOR CONSULTATION

- 6.1 Presentation - Building Schools for the Future – Stage 3 Consultation – Paul Briggs, Assistant Director (Children’s Services Department)
- 6.2 Presentation - New Deal for the Communities Neighbourhood Action Plan (NDC NA P) – Mathew Walker, New Deal for Communities Manager

7. ITEMS FOR DISCUSSION and/or INFORMATION

- 7.1 Tees Valley Joint Minerals and Waste Development Plan Documents: Key Issues and Alternative Options Report – Tom Britcliffe, Principal Planning Officer
- 7.2 Street Naming Request - Church Street area – Head of Technical Services
- 7.3 Minor Works Budget 2007/08 – Director of Neighbourhood Services

8. ITEMS FOR DECISION

- 8.1 Minor Works Proposals – Jon Wright, Central Neighbourhood Manager
- 8.2 Rift House / Burn Valley Neighbourhood Action Plan (NA P) Update (Final for Endorsement) – Head of Regeneration

9. DATE, TIME AND VENUE OF NEXT MEETING

The next meeting of the Central Neighbourhood Consultative Forum will be held on Thursday 9th August, 2007 commencing at 6pm in The Baltic Suite, Hartlepool Maritime Experience (please use main Quay entrance).

The Central Area Police and Community Safety Forum will be held on Thursday 6th September 2007 commencing at 10am – venue to be identified.

10. ANY OTHER BUSINESS AGREED BY THE CHAIR

WARDS

Burn Valley
Elwick
Foggy Furze
Grange
Park
Rift House
Stranton

CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM

29th March, 2007

MINUTES OF THE MEETING



The meeting commenced at 10.00 a.m. in the Civic Centre

PRESENT:

Chair: Councillor Lilian Sutheran - Rift House Ward

Vice-Chair: James Atkinson (Resident Representative)

Councillor Gerald Hall	- Burn Valley Ward
Councillor Pauline Laffey	- Park Ward
Councillor John Lauderdale	- Burn Valley Ward
Councillor Frances London	- Foggy Furze Ward
Councillor Dr George Morris	- Park Ward
Councillor Carl Richardson	- Grange Ward
Councillor Victor Tumilty	- Grange Ward

Resident Representatives: Ian Campbell, Alan Greenwell, Ted Jackson, Evelyn Leck, Alan Lloyd and Brian McBean

Public: Miss Booth, Mr and Mrs Johnson, D Kirkwood, Mr, Mrs and Miss Loynes, Mr and Mrs Lumley, Mr Lynch, Mr McAndrew, Mr Morrish, Mr Nugent, Mrs Unwin and Mr Weld

Officers: Jon Wright, Acting Neighbourhood Manager (Centre)
Adele Wilson, Senior Regeneration Officer
Albert Williams, Maintenance and Buildings Manager
Cyril Winskill, Consultant Architect
Jo Wilson, Democratic Services Officer

PCT Representative: Ali Wilson

North Tees and Hartlepool NHS Trust Representative: Jan Atkinson

NDC Representative: Brian Dixon

Police Representatives: Sean Price and Claire Humble

Housing Hartlepool Representative: Lynn McPartlin

59. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Stephen Akers-Belcher, Pam Hargreaves, Gordon Henery, Bill Iseley, Robbie Payne, Ray Waller and Gladys Worthy and Resident Representatives Bob Farrow, Patrick Finnan and Jean Kennedy.

Councillor Victor Tumilty advised that Resident Representative Patrick Finnan had recently been hospitalised. The Chair asked that the best wishes of the Forum be passed on to him.

60. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

None

61. MINUTES

The minutes of the meeting held on 1st February 2007 were confirmed

62. CHIEF CONSTABLE

Chief Constable Sean Price gave a verbal update on current issues facing the police. He advised those present that crime statistics had continued to fall while the detection rate continued to rise, making Hartlepool the best performing of the four neighbouring districts. This success was attributed in large part to neighbourhood policing. Following a successful pilot this would now be implemented across Cleveland from April 2007.

Anti-social behaviour was high on the list of concerns for the police. Neighbourhood Policing had some involvement and special units had been set up to tackle this problem but there

needed to be a real concerted effort by police and public. Pressure needed to be put onto the parents and schools to provide discipline and structure to young people.

The Chief Constable also paid tribute to his officers for the improved financial status of the force. He advised that thanks to the amount of money left over at the end of 2006 there would be 22 new police officers in 2007 along with more PCSOs and special constables. This would mean over 2,000 uniformed personnel would be available in Hartlepool which would in turn make the community safer. A number of officers had also been moved from the custody suites back onto the front line to help combat that threat from organised crime and terrorism.

The Chief Constable concluded by stressing the need to keep working on these achievements and not rest on existing laurels.

The following questions/issues then arose:

- Resident Representative Alan Greenwell asked if there was any provision in family anti-social behaviour orders for the application of a curfew. The Chief Constable advised that curfews usually applied to individuals but could be applied to an area as a whole. He acknowledged that displacement could be a problem.
- Resident Representative Ian Campbell highlighted two further areas he felt were partly responsible for the rise in anti-social behaviour, the social security system and negative images and bad language on the

media. He acknowledged that these were not within the remit of the police but urged them to take what action they could. The Chief Constable agreed that young people needed to be given options to stop them following their parents onto the cycle of social security.

- Councillor Victor Tumilty reported that the dedicated phone number for community policing issues was often engaged. In addition he advised that the telephonists were often unaware of the geography of certain areas and asked if it would be possible for them to be provided with a postcode system to enable them to identify an area on a map. The Chief Constable felt this was not a bad idea however when people phoned to report an incident accents and obvious emotions often gave telephonists problems identifying areas. If a postcode system was used it would often need to be repeated for those reasons as the priority was for officers to be despatched to the correct address.
- Councillor Frances London praised the Chief Constable for the positive steps taken. However she asked if more resources could be provided to turn potentially anti-social children onto a different path. The Chief Constable advised that in many cases it was the parents who needed to be turned in the right direction rather than the children.
- Councillor Carl Richardson asked for a definition of the difference between PCSOs and Special Constables. The Chief Constable advised that Special Officers worked on a voluntary basis and had the same powers as Police Officers. PCSOs were paid to be

full-time patrol officers. However their powers were limited to less serious crime, such as anti-social behaviour, graffiti and vandalism. They were able to issue tickets and for anything more than that they were in contact with Police Officers. PCSOs were trained for four weeks whereas Special Constables were trained for two years.

- Resident Paul Nugent referred to Neighbourhood Watch. He asked if there was a scheme where new Police Officers would work with the local Neighbourhood Watch. The Chief Constable advised that there was a general lack of faith in Neighbourhood Watch across the country but officers were working with Safe in Teeside to turn to rectify this. Resident Representative Evelyn Leck requested that an e-mail system be set up to replace the defunct Ringmaster system.

The Chair thanked the Chief Constable for attending the meeting and answering members questions.

63. PUBLIC QUESTION TIME AND WARD ISSUES

Resident Representative Ian Campbell referred to the term of office for the Deputy Vice-Chair, which he and Resident Representative Evelyn Leck were sharing on a six-monthly basis, however in order to coincide with Councillor terms of office this would leave a seven-month gap. Mr Campbell suggested that rather than one person do six-months and the other one month it would be preferable to split the seven months equally between them. The Chair agreed this would be the best solution.

4.1

The Chair made reference to a letter, signed by several Councillors, which had recently appeared in the Hartlepool Mail calling into question the continuation of the Neighbourhood Forums. The Chair said she hoped that the Forums would continue for a long time as they served a vital purpose in allowing the public to be heard. Councillor George Morris advised that Conservative Party members had not endorsed the contents of the letter as did Councillor Victor Tumilty.

Foggy Furze

Councillor Frances London advised that a tree in an empty property was knocking against a wall. The Acting Neighbourhood Manager (Centre) would contact the landlord.

Grange

Resident Representative Alan Greenwell asked if litter in Grange Road from Mulgrave Road to Murray Street could be tidied. The Acting Neighbourhood Manager (Centre) advised that all major routes in the town, roads and footpaths, were cleaned daily with a mechanical sweeper. Mr Greenwell also referred to potholes in Elwick Road and its associated side streets.

Councillor Victor Tumilty reported an increase in anti-social behaviour in Hutton Avenue. Of particular concern was vandalism against property and cars parked in the alleyway. The Joint Action Group had requested a camera be set up. The Acting Neighbourhood Manager (Centre) advised that funding had been utilised for an additional mobile CCTV unit at a recent Joint Action Group meeting. The exact placement for this unit had yet to be finalised however.

Councillor Carl Richardson asked if something could be done about problems with anti-social behaviour at an address

in Grange Road. The Acting Neighbourhood Manager (Centre) informed members that the matter was already being looked at in a co-ordinated approach between the anti-social behaviour unit, the police and the Council.

Park

Resident Representative Ian Campbell requested an update on the current situation regarding the future of the toilets in Ward Jackson Park. The Acting Neighbourhood Manager (Centre) advised that he did not have that information at hand but would update members at a future meeting.

Councillor George Morris raised a number of issues including:

- The lack of CCTV in Ward Jackson Park
- Football being played on the bowling green in Ward Jackson Park
- The bus shelter on the right side of Grange Road leading to Ward Jackson Park had been vandalised
- High Tunstall pupils were leaving litter in the Naisberry Park area. Could a letter be sent to the head requesting action?
- Millston Close – youngsters playing football were annoying residents

The Acting Neighbourhood Manager (Centre) noted Councillor Morris' concerns. With reference to Millston Close he advised that consideration was being given to an alteration in landscaping to allow for mounds on the grassed area. A letter would be sent to residents asking their opinion on the matter.

Councillor Morris went on to praise officers for erecting a fence at Ward

4.1

Jackson Park to keep dogs away from children playing.

Resident Representative Ted Jackson raised the following issues:

- The current security situation at Tunstall Court. The Acting Neighbourhood Manager (Centre) reported that a contractor had been employed to seal the perimeter with steel shutters. The Development Control Manager had advised that the developer still had five years to begin work on the site and legally there was nothing the council could do.
- Plans for a photo appraisal of the Park Conservation Area. This was an excellent idea but could lead to accusations of intrusion by some residents. Perhaps an article could be put in the Hartlepool Mail to explain the reasons behind it?
- Park Residents Association would be liaising with Northumbria Water about flooding problems in the West Park area. It might be a good idea for the council's drainage engineer to be involved and he invited the Acting Neighbourhood Manager (Centre) to contact him for information on dates and times of meetings.

The Vice-Chair updated those present on the concerns of the Friends of Ward Jackson Park. These included

- Aldi/Golden Lion car park – excessive noise from cars and skate boarders
- Conservation Areas – photography proposal was intrusive and inhibiting.

- Request for lighting at the approach to the café at Ward Jackson Park
- Proposed car park adjacent to the main gates of the Park – inadequate fencing in the planning application
- Action needed to improve the band stand
- Fountain – reinstatement in progress but funding is needed
- Valley Drive sewers are a concern
- Helicopter landings are intrusive to nearby residents
- Lack of pedestrian crossings to the Park
- Concern over toilet arrangements in the Park
- Security cameras needed around the park
- Park bus terminus shelter in a bad state of repair.
- Request to find an occupier for Park Lodge

All concerns would be passed on to the appropriate department.

Resident Brenda Loynes highlighted concerns with litter at the back of Mountston Close and the state of the Springston Road grassed area. The Acting Neighbourhood Manager (Centre) advised that both issues would be rectified.

Councillor Pauline Laffey asked if drivers of Council lorries could be asked not to drive over grassed verges. She also

4.1

asked if it was the responsibility of the owners of derelict buildings to ensure they were kept to a reasonable standard. The Acting Neighbourhood Manager (Centre) advised that generally it was the owner's responsibility however he was unsure of the legal situation entirely.

Rift House

Resident Representative Alan Lloyd raised the following issues:

- Potholes outside Rift House flats. This was leading to cars parking on the pavement which was causing an obstruction to pedestrians
- A caravan was being parked on the corner and obstructing the view of drivers coming from both directions
- Masfield Road humps had been promised a year ago but Browning Avenue had been done first. Since Masfield was a school road traffic calming measures should have been put in place there first.

Stranton

Resident Representative Evelyn Leck reported rats round the back of Comet, caused by litter in the bushes. She asked if Comet could be contacted with a view to reinstalling the fence. The Acting Neighbourhood Manager (Centre) advised that pest control were aware of the existing rat problem. Comet had been contacted with reference to the fence and they had agreed to contact the owner of the land on this matter.

Burn Valley

Councillor Gerard Hall referred to a number of items which he felt could be worth consideration under minor works

schemes. These included provision of dog bins and the need for alleygates in the area. He went on to raise the following issues:

- Sewage outlets into the Burn Valley beck. Could this be addressed through the Environment Agency?
- Possible residents only parking in Blakelock Gardens. There were ongoing problems with speeding traffic in this area and a meeting was requested with the Acting Neighbourhood Manager (Centre)

Resident Representative Evelyn Leck raised the following issues

- Burn Valley drains. The Acting Neighbourhood Manager (Centre) advised that the Council cleaned the beck out at the grill on a regular basis. He was unaware of any work additional to this.
- Proposed alleygates at Marske Street / Stockton Street – one person had objected. The Acting Neighbourhood Manager (Centre) was unable to comment on this but would provide an update when he was able.
- Problems with speeding traffic in Blakelock Gardens. The Acting Neighbourhood Manager (Centre) advised that officers were looking into the possibility of a mobile CCTV camera being placed at this site.

Resident Ray McAndrew raised the following issues:

Burn Valley graffiti

Potholes outside Tesco and Wansbeck Gardens

Park Road / York Road traffic lights – problem with drainage

Problems with telephone transfers between council offices. Telephonists are unable to transfer directly, meaning members of the public were being given multiple numbers for one query. The Chair acknowledged this was a problem but said people were scattered in a variety of offices.

**64. NORTH TEES AND HARTLEPOOL
NHS TRUST CONSULTATION –
FOUNDATION TRUST STATUS**

Jan Atkinson of North Tees and Hartlepool NHS Trust gave a brief presentation on the proposals to give North Tees and Hartlepool foundation trust status later in the year. A 12-week consultation period was underway and was due to end on 16th April 2007. Details were given of the proposed governance arrangements, including the number of representatives per area that would be eligible to sit on the Council of Governors. Consultation feedback forms and Membership expression of interest application forms were provided for those present.

Hartlepool MP Ian Wright expressed concerns about the make-up of the council of governors and the related disadvantages to Hartlepool. He felt this would help fuel the perception that services will migrate from Hartlepool and asked how it could be ensured that Hartlepool residents would have the services and representation they needed. Ms Atkinson advised that the number of representatives was based on population size and there was no hidden agenda. In response to further comments from Resident Representative Evelyn Leck Ms Atkinson commented that Stockton would not vote against services and money would be used locally.

Councillor Carl Richardson commented that he did not believe the NHS should be used as a business. Residents needed a local health services. He urged them to complete the forms provided as Hartlepool people were needed on the Council of Governors.

Resident Representative Ian Campbell felt there were enough resources available to ensure that a town the size of Hartlepool had a hospital. Too much money was being spent on the wrong things or squandered.

Ms Atkinson would take the following questions / comments to Ian Dalton, the Chief Executive of North Tees and Hartlepool NHS Trust for his consideration:

- Councillor Jonathan Brash: What plans does the trust have beyond the next 5 years with regard to where medical care will be provided?
- Resident Representative Evelyn Leck: The Council of Governors should be an independent body.
- Councillor Gerard Hall: In a private company the directors can be removed by the members. Is it the same in this case? Could the foundation trust go bankrupt? And if so who would bail it out financially?
- Resident Representative James Atkinson: What influence could the directors have on strategy? Will members have training in impartiality?
- Resident Representative Alan Greenwell: Will this have a bearing on the closure of the hospital?

The Chair thanked Ms Atkinson for attending the meeting, answering questions and taking comments back to the Trust Chief Executive.

65. PROCURING ADDITIONAL GP SERVICES FOR HARTLEPOOL

Ali Wilson, Hartlepool PCT Representative, gave a presentation on the Fairness and Equity in Primary Care public consultation currently underway. The PCT had been asked to provide details on how it would like to make best use of 4-6 additional GPs. Based on the response from local residents 3 service models had been identified as follows

- A new GP practice to provide additional substance misuse services
- A new GP practice to provide essential, additional and enhanced services, with extended opening hours and improved links to Children's services, Learning Disability Services and Mental Health Services. This would be located in an area of the town with a low supply of GPs.
- A new GP practice to provide essential, additional and enhanced services with extended opening hours and act as an urgent care centre for the town. Probably based with the A&E area at University Hospital of Hartlepool.

Included in the presentation were slides giving more detailed information on these options and advising as to the expected timeline for these changes to take place. Ms Wilson urged all those present to become involved in the consultation process.

Resident Representative Brian McBean requested an update on the Wynyard Road facility. Ms Wilson advised that a

nurse-led walk-in clinic was still in operation but emergency care had been put on hold due to safety issues. Staff had been redeployed with the rapid response team but more GPs were needed.

Hartlepool MP Ian Wright referred to the proposed primary care centre in the town centre, asking if this could provide a full-time emergency care minor injury unit. Ms Wilson confirmed that consideration was being given to an urgent care facility in the town centre, possibly at the site of the former Barlows building. This was not a prelude to the closure of the hospital, more an acknowledgement that should the hospital close something local would be needed.

Resident Representative Alan Greenwell commented that patient notes needed to be readily available to out-of hours GPs as without them there was the risk of a mis-diagnosis. Ms Wilson advised that there was a national IT programme currently underway.

Resident Representative Ian Campbell asked if the lack of progress at the former Barlows building was directly related to the situation at the University Hospital of Hartlepool. Ms Wilson said this was not the case and the lack of progress was a result of complications arising from the planning process. This would not be a replacement, or insurance policy, for the hospital rather a facility to provide local healthcare such as diabetes checks.

The Chair thanked Ms Wilson for attending the meeting and answering questions.

66. RIFT HOUSE / BURN VALLEY NAP

Draft one of the Rift House / Burn Valley Neighbourhood Action Plan (NAP) Update was presented, with a detailed

accompanying report. The Acting Neighbourhood Manager (Centre) stressed the wish to get residents views on the draft NAP to ensure the priority concerns of local residents are reflected in the plan. Those present were asked to forward their comments to Adele Wilson, Senior Regeneration Officer, by Friday 30th March 2007 for inclusion in the final draft or Friday 27th April 2007 for inclusion in the final report for endorsement.

67. RESTORATION AND CLEANING REPAIRS TO WAR MEMORIALS IN VICTORY SQUARE AND REDHEUGH GARDENS

Consultant Architect Cyril Winskill gave a presentation outlining care and repair programmes at the war memorials in Victory Square and Redheugh Gardens. Details were given of the emergency repairs which had been carried out and the proposed restoration and remedial works.

Resident Representative James Atkinson asked if staining on the Redheugh Gardens statue could be removed. Mr Winskill advised that chemicals could remove most of it but some residual staining would always remain.

Resident Representative Alan Greenwell asked if a cleaning plan would be left behind for future generations when the current work was completed. Mr Winskill confirmed it would.

The Chair thanked Mr Winskill for attending the meeting and answering questions.

68. ANY OTHER BUSINESS

Resident Representative Alan Greenwell queried the possibility of providing specially formulated compact disc players for use by the blind when listening to talking books. Current models did not

have the facility to stop and start as cassette players did and those models which would do this were expensive. Was there any provision in the libraries for this? The Chair said the library would be approached on this matter. She also advised that Mr Greenwell raise it with Hartlepool MP Ian Wright.

68. DATE, TIME AND VENUE OF NEXT MEETING

14th June 2007 at 10 am in Committee Room B, Civic Centre.

12th April 2007 at 2pm – Central Police and Community Safety Forum in Committee Room B, Civic Centre.

LILIAN SUTHERAN

CHAIR

Central Forum Issues
29th March 2007

Request from Ian Campbell that when the previously agreed schedule to be deputy vice chairs ends the remainder of the time before March 08 be split evenly between Evelyn and Ian.

The conditions agreed when resident rep's were first elected should probably stand, however if there is an agreement then a vote could take place amongst the resident reps to establish an outcome.

Tree in the back lane of Melrose Street/Peebles Avenue overgrown and property empty.

The tree has been cut back by the area team.

Litter in Grange Road from Mulgrave to Murray Street – Jon to check the sweepers are doing the rounds.

This area is swept by mechanical sweeper every Tuesday

Potholes in the side streets of Elwick Road.

The next scheduled inspection for this area is in July 2007. After the last inspection in January a rating assessment has been requested by the highways team for Powell Street, Grassmere Street and Keswick Street due to the poor condition of the road surface and any actionable potholes were repaired and made safe. At this point in time Grassmere Street and Keswick Street are due to be re-surfaced in 07/08.

Request for a camera in Ward Jackson Park.

A meeting has been held to discuss the issues around installing CCTV and lighting within the Park further discussions to take place.

Graffiti in brick bus shelter near Tunstall Court.

The Perspex panels have been removed from the shelter and the repainting of the bus shelter is being looked into however the bus shelter is likely to be replaced when the car park and junction works are carried out.

Litter problem from the pupils at Tunstall School has returned – request to contact Head teacher.

The enforcement team have been informed of this and increased patrols will take place.

Millston Close land and football games that annoy residents.

Consultation letter sent out on 4th April for resident views and the information from the police states that the situation seems to be under control at present but this will continue to be monitored.

Aldi/Golden Libn noise of cars and skate boarding are excessive.

This information has been passed to Sgt Crawley.

Security arrangements at Tunstall Court.

Stuart Simpson from the Fire Brigade is the leading officer dealing with Tunstall Court and a letter has been written to the owners of the site over the concerns raised and if action is not taken then notice will be served.

Inadequate fencing in the planning application for the proposed car park.

The approval of final boundary treatments has been conditioned and you can contact Steve Wilkie direct on 523475 to discuss any further concerns you may have.

Bandstand is a disgrace and action is needed.

The bandstand is to have a technical plan drawn up so that it can be examined by the conservation section of HBC.

Is there any progress on the fountain?

The fountain has had the pumps removed and they are to be replaced shortly.

Sewers are a concern at Valley Drive.

Dave Thompson from the Engineering Consultancy Section can be contacted on 523245 to discuss the issue in detail.

Helicopter landings are intrusive.

Park resident association advised to write a letter outlining their concerns to the Civil Aviation Authority as the local authority has no jurisdiction over this type of matter.

There are no pedestrian crossings to Ward Jackson Park which is surrounded by busy roads.

Any crossings near to The Parade are dependant upon work carried out at Tunstall Court. The authority is looking at other potential sites in the area.

The Park Lodge is unoccupied and disreputable.

The division responsible for this are looking at various options to utilise the building and hope to progress this matter in the near future.

Conservation areas and the proposal to photograph every house frontage is intrusive and inhibiting for house owners to improve their homes.

The photographic survey will form part of the conservation area appraisal which is to be carried out in the Park Conservation Area. The Park area has been chosen as the next conservation area for a full appraisal as it has been under development pressure for some time now. An appraisal of the area is an assessment of the characteristics of an area including properties, the park, spaces and gardens. As part of this it is important to have a record of the properties which are in the area. Where possible photographs are taken from public areas, this may not be possible in all cases and some landowners may be contacted to request access to their property. The photographs are used for planning purposes only, they are not for publication. The pictures greatly assist when residents contact us regarding proposed developments to their homes. All residents will be given advance notice of when the Councils photographer intends to come and photograph their street.

Springston Road grassed area is an eyesore. **The area is maintained and the chestnut fencing will only remain until the shrub bed area is established.**

Rift House – potholes outside of flats, cars and trucks parking on paving and kerbs.

The pot holes have been inspected and orders placed for all the actionable defects. Within the minor works report there is a proposal to improve the parking in Thackeray Road.

Stranton – rats at the rear of comet and can the fence be replaced.

This is not council land but as a good will gesture this area will be cleared by the environmental team and junior wardens. Landowner will be contacted to inform them of their responsibility.

Blakelock Gardens parking – possible residential parking or speeding measures.

Phil Hepburn has now consulted on the resident parking in Blackelock Road. Paul Watson has liaised with a representative from the camera partnership who has walked and examined Blackelock Road and there is not a safe location to deploy a camera. However, on each approach to the bend of Brinkburn College there will be neon reduce speed signs installed.

Marske Street alleygates is there an update regarding installation?

This is still ongoing due to an objection.

Burn Valley graffiti.

The graffiti has been removed and paint will be supplied to repaint the doors and seats.

Pothole opposite Tesco entrance.

This was repaired on 5.4.07.

Pothole in Wansbeck Gardens.

The area will be made safe and repaired

Park Road/York Road lights – drainage problem.

Minor surface work has been carried out and investigating further drainage improvements.

Request for the provision of CD players adapted to use talking CD books.

At present the library does not provide CD players but if this is what users are requesting this is something the library service can look in to.

Report of: Director of Regeneration and Planning Services

Subject: Tees Valley Joint Minerals and Waste Development Plan Documents: Key Issues and Alternative Options Report (for information)

1. PURPOSE OF REPORT

- 1.1 To inform the Forum of the statutory consultation period and drop in event for the Tees Valley Minerals and Waste Development Plan Documents (DPDs).

2. BACKGROUND AND INFORMATION

- 2.1 Development Plan Documents are being produced to outline the planning policies relating to minerals and waste developments in the Tees Valley. Hartlepool Borough Council have teamed up with the other four Tees Valley authorities to prepare a joint Minerals and Waste Plan.
- 2.2 The Key Issues and Alternative Options Report represents the first stage of preparing the Tees Valley Joint Minerals and Waste Development Plan Documents (DPDs). The report identifies issues affecting minerals and waste development, and provides spatial planning options with dealing with these. The Report has been prepared by consultants Entec UK Ltd following consultation and discussion with the minerals and waste industry, officers and members of the Tees Valley Boroughs, environmental interest groups and other organisations identified as having an interest in minerals and waste in the area. Information arising from the stakeholder workshop held on 13 December 2006 has directly influenced the issues and options identified in the report and the objectives for the Sustainability Appraisal, which has provided a range of tailored objectives for the Tees Valley.

3 PUBLIC CONSULTATION

- 3.1 Public consultation is currently being carried out on the Issues and Options report and this will allow communities, organisations and businesses to have their say on what options should be used in the Tees Valley to deal with minerals and waste issues. The consultation will allow any further issues to be identified, and for options to be put forward for consideration on how to deal with such further issues.
- 3.2 A key part of the consultation in Hartlepool is the drop in session at the Central Library, which will take place on 18th June 2007 and run from 3pm to

7pm. On hand at the drop in session will be a number of employees of the environmental consultants Entec UK and Planning Officers from HBC who will explain the Issues and Options being proposed. Everyone who is interested should attend this event.

- 3.3 Copies of the Key Issues and Options report are available for viewing at all branch libraries and can be viewed and/or downloaded on the council's website. Anyone who would like to discuss the report in more detail or would like a paper copy should contact Tom Britcliffe on 523532. Any comments on the Report should be submitted by the end of June 2007.

4 RECOMMENDATION

- 4.1 That the report be noted and that interested parties be encouraged to attend the drop in session and make formal representations on the Issues and Options report.

Report of: Head of Technical Services

Subject: STREET NAMING REQUEST-CHURCH STREET AREA

1. PURPOSE OF REPORT

To receive feedback on a request, by a property developer, for the introduction of new street names for the back street, to the north of Church Street, and the access road leading to it, located opposite Lynn Street(North).as indicated in Appendix 1

2. BACKGROUND

The former bank at 65 Church Street has planning permission for a change of use to an antiques centre and art gallery. The new owner has requested postal addresses to be issued for the new properties, as this is a function carried out by Hartlepool Borough Council as the street naming authority.

After consultation with Royal Mail and the Fire Service the properties were allocated the postal addresses of 65a and 65b Church Street for doors located as indicated in Appendix 1.

The new owner has raised the following concerns about these addresses:

- *The premises are going to be used as an antiques centre and art gallery which will be visited by many visitors from outside of Hartlepool, there will also be deliveries made by individuals to dealers in the premises. The proposal to name the side and rear doors as 65a and 65b Church Street is likely to create a great deal of confusion, because people will be looking for 65a and 65b on Church Street and not the side and rear of the property.*
- *A condition of the planning approval for the change of use of the premises is, that deliveries are made at the rear of the premises. It is essential that the rear entrance has its own street name and number to facilitate deliveries otherwise vehicles will be parked in Church Street whilst their drivers search for 65a and 65b.*

The suggested names for the side street are:

Lynn Street
New Lynn Street
Upper Lynn Street
Lynn Road
Lynn Lane

Suggested names for the back street are:

Station Lane
Station Approach
Lynn Lane
Back Church Street

3. PROPOSALS

As Church Street lies within a conservation area enquiries have been made of the Council's Conservation Manager who has advised that there are no issues with the creation of a new street name from a conservation point of view.

The Fire Rescue Service have advised that they would prefer the properties to be numbered 65a and 65b Church Street from their point of view.

Officers are satisfied that the proposed postal addresses will not cause any confusion with regard to both customers and delivery vehicles being able to locate the properties.

4. RISK IMPLICATIONS

Given comments received from the Fire Rescue Service there would appear to be some risks involved with creating a new street name in this area in respect of emergency response to an incident and the Brigades ability to identify a specific property effectively.

5. RECOMMENDATIONS

Comments are sought in respect of the request to create new street names in the location identified.

6. REASONS FOR RECOMMENDATIONS

It is policy, when creating new street names, that the relevant Forum are consulted in respect of the proposals

7. BACKGROUND PAPERS

None

8. CONTACT OFFICER

Mike Blair, Transportation and Traffic manager

Report: Director Neighbourhood Services

Subject: MINOR WORKS BUDGET 2007/2008

1. PURPOSE OF REPORT

- 1.1 To report to the Forum details of the Minor Works Budget allocation for 2007/2008 and the Forum's role with regard to the proposal and approval of schemes.

2. OUTLINE OF CONTENTS

- 2.1 In 2006/2007 the Forum was responsible for recommending and undertaking minor works for the general improvement of the Central Area from a budget allocated by the Council..
- 2.2 The remit of the Forum for 2007/2008 will be to request approval for proposed minor works schemes from the Neighbourhoods and Communities Portfolio Holder. If approval is given, then these works will be progressed in the normal way.
- 2.3 The Forum has been delegated £52,000 for this financial year, 2007/2008, as a Minor Works Budget. As was the case in 2006/2007, an additional allocation of £20,000 has been made from Highways Budgets (£10,000 from the Local Transport Plan and £10,000 from the Highways Maintenance Budget). This money will address specific highways issues raised by the Forum in the Central Area.
- 2.4 Further to this, an additional £15,000 has again been allocated to the Forum to address the common issue of the conversion of grass verges to hard standing, where the Forum considers this appropriate.
- 2.5 The framework, when considering proposed schemes, will continue as in previous years, as follows:
- (i) Outline schemes to be proposed by Members, Residents, Residents' Representatives or Officers:
 - (ii) The Chair and Vice Chair of the Neighbourhood Consultative Forum will assess the proposal and where appropriate, instruct Officers to cost the works and report to the Forum;
 - (iii) Reports to the Forum will include estimated costs, alternative options where appropriate, residents' views and any other related information.

- (iv) Minor works schemes are likely to include any works of improvement to the area which benefit the community or a number of individual residents and enhance the quality of life in the neighbourhood. Individual repairs and improvements would not normally be funded from this budget but would be referred to other departmental budgets.

3. RECOMMENDATION

3.1 The Forum is asked to note that:

- (i) The Forum will submit recommendations regarding minor works proposals to the Portfolio Holder for Neighbourhoods and Communities for final decision.
- (ii) £52,000 is available for general minor works schemes.
- (iii) £20,000 is available for highway related schemes.
- (iv) A further £15,000 has been allocated to specifically address the issues concerning grass verge re-instatement.

Report of: Central Neighbourhood Forum

Subject: MINOR WORKS PROPOSALS

1. PURPOSE OF REPORT

- 1.1 To consider improvement schemes for potential funding from the Central Neighbourhood Consultative Forum Minor Works Budget

2. BACKGROUND

- 2.1 The Minor Works Budget has been set at £87,000.00 for this financial year to 31st March 2008

A number of schemes are detailed below to address concerns raised by ward members and residents in the Central Forum area. These are as follows:

Removal of Grassed Verge Macaulay Road

The following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac the area in question is between 151 – 161 Macaulay Road.

Total Cost £2,600.00

Proposed controlled Crossing Raby Road

The following request has been received from the residents in the Raby Road area for the existing zebra crossing to be replaced with a controlled crossing and perhaps some minor junction improvements to make this a safer place to cross. This scheme has already had funding agreed in principal from the LTP, NDC and the Stranton and Dyke House NAP area, the total cost of the scheme is approximately £40,000.00 I would like to propose that the forum contribute

Total Cost £15,000.00

Pedestrian Tactile Crossings

The following request is for the Consultative Forums to contribute to the Central area's pedestrian tactile crossing program this, as you will be aware is a yearly request.

Total Cost £3,500.00

Removal of Grassed Verge Darwin Grove

The following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac outside numbers 9-11.

Total Cost £1,600.00

Removal of Grassed Verge Sinclair Road

The following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac outside numbers 2-16

Total Cost £2,600.00

Removal of Grassed Verge Galsworthy Road

The following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac outside numbers 2 to the junction of Compton Road.

Total Cost £4,650.00

Removal of Grassed Verge Macaulay Road

The following request is from residents in the area who wish for the grassed verge to be removed and replaced with tarmac outside numbers 29-39

Total Cost £2,200.00

Thackeray Road Parking Improvements

The following request is from residents in the area who wish for the grassed verge and a dead tree be removed and replaced with tarmac opposite number 33 Thackeray Road this will improve the parking in the area.

Total Cost £1,700.00

Pride in Hartlepool.

Every year the forum contributes from its minor works budget to fund community initiatives in the central forum area.

The forum is asked to contribute £5,000 to continue the work carried out by the Pride in Hartlepool team in the central forum area.

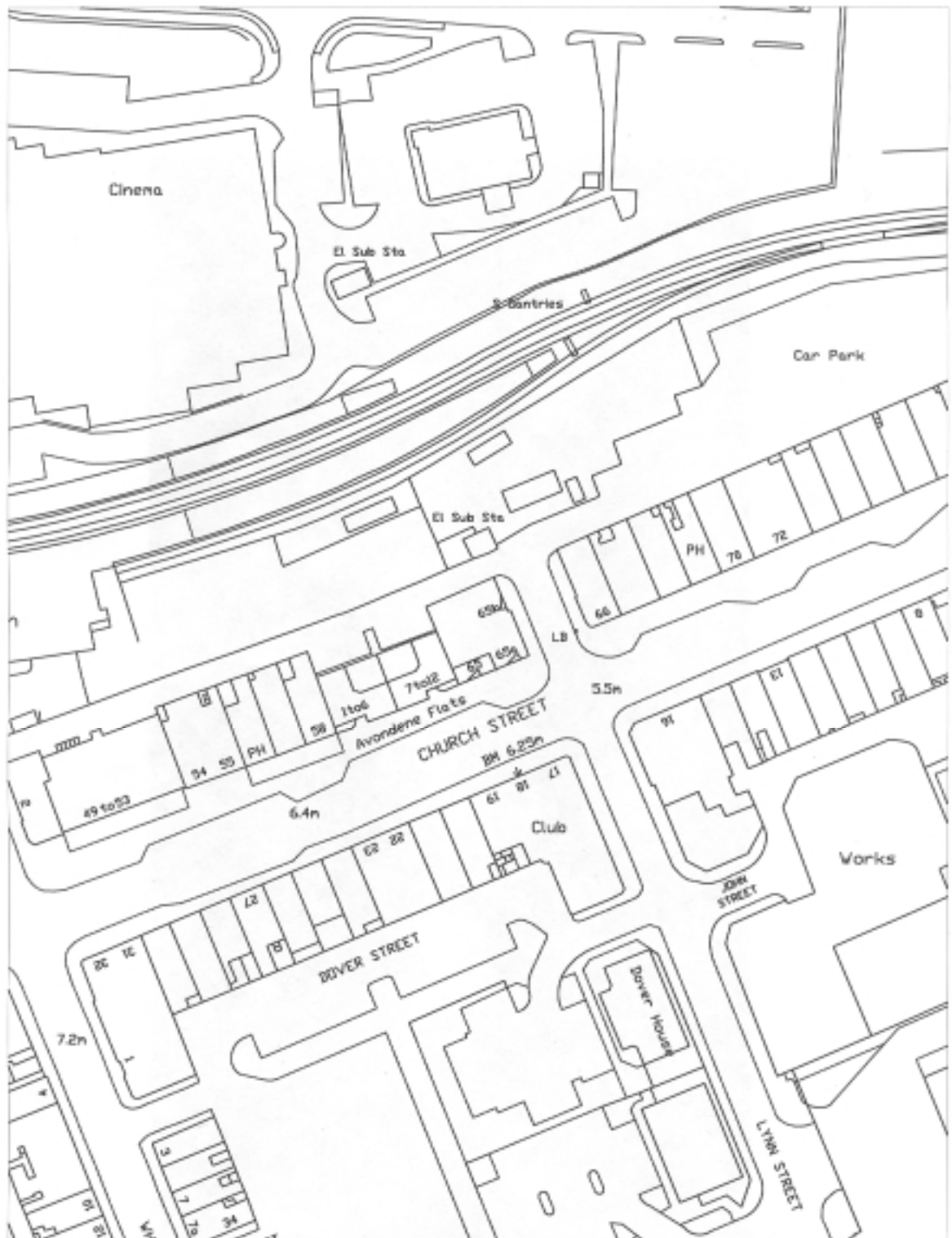
Total Costs £5,000.00

3.0 RECOMMENDATION

3.1 The Forum is requested to recommend to the Liveability Portfolio Holder that the schemes be approved from the Minor Works Budget

3.2 The cost of schemes proposed is **£38,850.00**

3.3 Minor works monies remaining is **£48,150.00** residents and members are reminded to contact members of the Neighbourhood Management team if there are any schemes you would like the forum to consider in the new financial year.



TITLE		65 Church Street	
HARTLEPOOL BOROUGH COUNCIL		DRAWN	DATE
DEPT. OF NEIGHBOURHOOD SERVICES		CPJR	MAY '07
HEAD OF TECHNICAL SERVICES: A.SMITH		SCALE	
		1:1000	
		DRG. NO.	REV.

Report of: Head of Regeneration

Subject: RIFT HOUSE/BURN VALLEY NEIGHBOURHOOD
ACTION PLAN (NAP) UPDATE (FINAL FOR
ENDORSEMENT)

1.0 PURPOSE OF REPORT

To seek endorsement of the Neighbourhood Action Plan Update for the Rift House and Burn Valley areas. A copy of the plan is attached along with a summary document highlighting the priority concerns of the local community, and the actions to address these.

2.0 BACKGROUND

- 2.1 Neighbourhood Action Plans are the local elements of the Hartlepool Neighbourhood Renewal Strategy. The Strategy forms part of the Community Strategy and the overall policy framework for the Borough, and sets out the long term vision for Hartlepool and the approach to the continuous improvement of services. NAPs have been developed in line with government policy for each of the wards which fall within the 10% most deprived wards nationally.
- 2.2 Neighbourhood Action Plans are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country and they should be influential in the future allocation of resources. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.
- 2.3 The Rift House/Burn Valley Neighbourhood Action Plan was the third NAP to be successfully prepared for the town in 2004. This plan was used as a base by the Rift House/Burn Valley Forum to identify how the Residents Priorities Budget (allocated by the Hartlepool Partnership, under Neighbourhood Renewal Funding), would be spent.
- 2.4 The Rift House/Burn Valley Neighbourhood Action Plan is the third NAP to be updated since the completion of the six NAPs across the town; Dyke House/Stranton/Grange, Burbank, Owton, Rossmere and North Hartlepool. In addition to this, it should be noted that a NAP has been developed for the New Deal for Communities (NDC) area, undertaken by the NDC Staff Team.
- 2.5 The Hartlepool Partnership has agreed to allocate a further £31,100 for the Residents Priority Budget for the 2007/08 financial year, specifically for the Rift House/Burn Valley NAP area. This funding will be used to continue to address some of the residents' priorities identified the updated plan.

3.0 CONSULTATION PROCESS AND CURRENT POSITION

- 3.1 The Rift House and Burn Valley neighbourhood is situated to the southwest of Hartlepool Town Centre. It covers the majority of the Rift House Ward (excluding Swalebrooke, Tynebrooke, Teesbrooke and Southbrooke Avenues) and a small part of the Burn Valley Ward covering roads between Stockton Road to Shakespeare Avenue, and Oxford Road to Elwick Road (the area is outlined on page 1 of the plan). The Rift House estate is a fairly large community which is predominantly social housing owned by Housing Hartlepool. Local residents have access to a variety of shops located on Catcote Road, and several schools are located within the neighbourhood. To the west the estate is surrounded by open countryside. The Burn Valley area is predominantly owner-occupier or private landlord housing and is within close proximity to the town centre and local shops on Elwick, Oxford and York Roads. The area is bordered by the Burn Valley Gardens and Waverley Terrace allotments.
- 3.1 The NAP Update has been developed through a range of consultation sessions with residents, children and young people, community/ voluntary groups, Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers and Housing Hartlepool). An initial community consultation event was held in February 2006, which was crucial in identifying the community's priorities and the actions required to address the priority concerns. Household survey data (Ipsos MORI 2006) and other baseline data and statistics have also provided an understanding of the conditions in the Rift House/Burn Valley area.
- 3.2 As described above, a wide range of consultation sessions were carried out to develop and inform the NAP Update. To complement this, comprehensive consultation was also undertaken to ensure comments were received from key stakeholders and residents on the draft. This further consultation included: -
- Working with the local residents associations; Rift House Community Association; Rift House East Residents Association and Burn Valley North Residents Association;
 - Working with groups and organisations such as the Autumn Club;
 - Working with Youth Groups operating throughout the area; Brinkburn Youth Centre and Monday Mayhem;
 - Visiting the Rift House/Burn Valley Forum;
 - Holding drop-in sessions at various community buildings;
 - Delivering a newsletter to every household in the area;
 - Visiting and working with local Primary and Secondary schools;
 - Liaising with Hartlepool Community Network and Housing Hartlepool;
 - Meetings with key service providers including; Hartlepool Borough Council Officers, community/voluntary groups and Ward Councillors and
 - Seeking comments at the Hartlepool Partnership and the Regeneration, Liveability and Housing Portfolio Holder in addition to the Central Neighbourhood Consultative Forum.

- 3.3 Hartlepool Community Network (HCN) have assisted in involving residents and community/voluntary groups in the consultation process.
- 3.4 All comments received were very positive and constructive and have helped to formulate an accurate action plan for the area. Meetings with key service providers (which all Ward Councillors were invited to) have also enabled us to identify funding and resources for some of the actions required, encourage key service providers to confirm their commitment to the delivery of actions and to ensure both residents and service providers felt ownership of the plan.
- 3.6 This 'finalised' Neighbourhood Action Plan Update, which includes all of the amendments suggested by consultees, has been endorsed by the Rift House/Burn Valley Forum, the Regeneration, Liveability and Housing Portfolio Holder and the Hartlepool Partnership Board. Any significant amendments arising from the Central Neighbourhood Consultative Forum will however be reported back to the Hartlepool Partnership.
- 3.7 The final version will be placed on the Hartlepool Partnership and Hartlepool Borough Council's websites for future reference.

4.0 RESIDENTS KEY CONCERNS

- 4.1 The information below illustrates some of the key issues which residents feel need to be addressed in order to improve the Rift House/Burn Valley area:

4.2 Jobs and Economy

- Increase provision and publicise existing opportunities around employment services.
- Raise aspirations of young people/parents in schools through information, advice and guidance for priority groups, especially those who are not in employment, education or training (NEET).
- Address poor transport provision to increase access to employment opportunities outside the area.

4.3 Lifelong Learning and Skills

- Increase I.T facilities/provision.
- Provide alternative methods of learning to encourage local residents to take up opportunities e.g. vocational training, modern apprenticeships, adult education training/apprenticeship, Train to Gain scheme and apprenticeship opportunities.
- Tackle barriers to education and training.
- Increase access to learning based activities/courses.

4.4 Health and Care

- Lack of doctors, dentists and pharmacy located in the Rift House area.
- High stroke rate in the Rift House/Burn Valley area.
- Encourage healthier lifestyles.
- Increase support for the elderly and disabled population, particularly to those who live alone.

- Lack of access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).

4.5 Community Safety

- Ensure the benefits of Neighbourhood Policing continue and explore the possibility of an increased Police presence in the area.
- Reduce drug dealing and drug related issues throughout the area particularly around the telephone box at Baden Street, the Catholic Club and Burn Valley Gardens.
- Reduce incidents of anti-social behaviour (particularly in Burn Valley Gardens after dusk when gates are locked) and associated behaviour e.g. vandalism, underage drinking and graffiti.
- Street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).
- Illegal use of off road motor bikes and quad bikes especially at the top of Masfield Road.
- Address traffic issues throughout the area in particular Baden Street, Masfield Road and Marlowe Road.
- Support and extend existing Neighbourhood Watch Schemes.

4.6 Environment and Housing

- Improve the environmental quality of the area.
- Address residents' concerns/problems with the refuse collection and recycling scheme.
- Traffic and road safety problems plus concerns with transport issues and uneven road surfaces/pavements as well as overhanging shrubs onto public footpaths.
- Improve provision and quality of cycle ways in the area.
- Need to look towards regulating the private rented sector and absentee landlords as there are an increasing number of anti-social tenants and families throughout the area who are in premises owned by private landlords. Need to also address the increase in vacant and boarded up properties owned by private landlords.
- Lack of affordable housing including family houses and two bedroomed bungalows.

4.7 Culture and Leisure

- Improve community and leisure centre provision across the NAP area particularly with the possible closure of the National Day Nurseries Association (NDNA) Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
- Improve links with the library service, churches and other organisations.
- Increase the number of affordable activities/facilities throughout the area for all generations but particularly for children and young people.
- Tackle the concern that people feel isolated at the top end of the Rift House area.
- Address the problems associated with the lack of locally based shops and improve the variety of products/produce stocked.

4.8 Strengthening Communities

- Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.
- Link Neighbourhood Action Plan (NAP) communities through organised events.
- Provide more capacity building/training events.

5.0 CONTENTS OF THE PLAN

5.1 The Rift House/Burn Valley NAP is attached, which includes a map of the area (outlined on page 1 of the plan).

5.2 The document has been structured in a way that is intended to give a clear picture of the strong themes running through the NAP back to the Community Strategy and the Neighbourhood Renewal Strategy.

5.3 The format of the document differs slightly from that of the original Rift House/Burn Valley NAP endorsed in 2004 as well as the Dyke House/Stranton/Grange and Burbank NAP Updates, which have recently been endorsed by the Hartlepool Partnership. The template has been amended as a result of the findings of the NAP Review as well as taking on board suggestions for improvement from service providers who refer to the plan on a regular basis.

5.4 The introductory section continues to cover the background to NAPs, a brief description of the Rift House/Burn Valley neighbourhood, how the Rift House/Burn Valley NAP Update has been developed, and a summary of the community's main concerns.

5.5 The following section then comprises the seven theme areas:- Jobs and Economy; Lifelong Learning and Skills; Health and Care; Community Safety; Environment and Housing; Culture and Leisure and Strengthening Communities. Each theme identifies the key statistics, the strengths and weaknesses and the gaps in service delivery which need to be addressed. Following this is a table which identifies the community's priority concerns, some of which are highlighted above (paragraph 4.2 to 4.8 of this report), the actions that are required to address these concerns, a column to identify whether actions are short term (within one year), medium term (between one and five years) or long term (five + years), the organisations who need to be involved in delivering the actions, possible funding and resources and how the actions will contribute to addressing strategic targets (such as the Local Area Agreement Indicators).

5.6 The next section outlines the key resources and programmes delivered in the area/accessible to residents of the Rift House/Burn Valley area. These follow the seven theme areas identified in the paragraph above. The last section of the plan is a Jargon Buster and a Summary Document.

5.7 In future, a resident's summary pamphlet will be produced to outline the key elements of the Rift House/Burn Valley NAP in response to the findings of

the NAP Review. This will be delivered to every household in the Rift House/Burn Valley area.

6.0 IMPLEMENTATION

6.1 The Council's Neighbourhood Services Department has adopted a neighbourhood management role to assist in the implementation of all NAPs. The original Rift House/Burn Valley NAP brought together service providers and residents through the Rift House/Burn Valley Forum. The updated NAP will continue to be overseen at a local level by this group, managed by the Central Neighbourhood Manager, along with being fundamental in considering allocations for the NRF Residents Priority Budget. In addition, the Hartlepool Partnership's Theme Groups have an important role to play in monitoring plan progress on strategic issues across all of the seven themes, on an annual basis.

7.0 FINANCIAL IMPLICATIONS AND RISK

7.1 In addition to the Neighbourhood Renewal Funding (Residents Priority Budget), the NAP will also continue to be influential in the future allocation of resources. The NAP Update provides a strategic analysis of the current problems, gaps and priorities which could be tackled should any new funding streams emerge. Impact upon priorities is expected to be made by using more efficiently and effectively existing mainstream resources on the more disadvantaged areas. This will coincide with a continuous improvement to services by all partners, which often only involves a series of small adjustments and a more efficient co-ordination of activity. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.

7.2 As previously outlined in paragraph 2.5, the Hartlepool Partnership agreed to allocate £31,100 for the Residents Priority Budget for the 2007/08 financial year specifically for the Rift House/Burn Valley NAP area. The Rift House/Burn Valley Forum will continue to discuss with the Central Neighbourhood Manager, Hartlepool Community Network, Housing Hartlepool and other key service providers how this funding and any subsequent match funding should be used to address some of the community's priority concerns.

7.3 There are no substantial risks in the Neighbourhood Action Plan process as the Local NAP Forum is well established and has experience in the allocation of funding. There is however a degree of risk associated with securing future resources, over and above the existing NRF monies. The Local Forum and the relevant officers will however be continually working in partnership with other service providers/organisations to ensure that every funding opportunity is utilised. There is also a slight risk in relation to the expenditure of the Neighbourhood Renewal Funding (Residents Priority Budget) not being achieved in the relevant financial year. This risk will be minimised by budgetary monitoring to ensure the funding is not lost to the area.

8.0 RECOMMENDATIONS

- 8.1 The Central Neighbourhood Consultative Forum is requested to **endorse the Neighbourhood Action Plan Update** for the Rift House/Burn Valley area.

9.0 REASONS FOR RECOMMENDATIONS

- 9.1 As previously outlined in paragraph 2.3, the Rift House/Burn Valley Neighbourhood Action Plan was the third NAP to be successfully prepared for the town in 2004 and the plan was used as a base by the Rift House/Burn Valley Forum to identify how the Residents Priorities Budget, (allocated by the Hartlepool Partnership, under Neighbourhood Renewal Funding), would be spent.
- 9.2 The group comprising residents, (including representatives from the local Residents Association established in the area), community/voluntary groups, the Borough Council and other key organisations such as Housing Hartlepool and Cleveland Police, has successfully spent over £120,500 of funding for the neighbourhood over 2004-2007.
- 9.3 Schemes supported are wide ranging and include increased car parking provision in areas such as Bennett Road, Compton Road, Dryden Road, Kipling Road and Martin Grove. The Forum has also initiated community safety projects such as the installation of security fencing at Browning Avenue Baptist Church and contributed to the Waverly Terrace allotment improvements. Local residents associations, the FAST project, the ORB Centre and activities for children and young people as well as pavement resurfacing works to the Burn Valley Gardens and traffic calming measures in Browning Avenue have also been supported through the NAP.
- 9.4 The endorsement of the Rift House/Burn Valley Neighbourhood Action Plan Update will enable local people and organisations to continue to work together to successfully integrate policies at a local level, improving the ways that services are provided, to achieve goals of lower unemployment and crime, better health, skills, housing and physical environment, and a stronger community with improved culture and leisure opportunities.
- 9.5 The Neighbourhood Action Plan will be influential in the future allocation of resources as it provides a framework for opportunities if further funding/resources become available.
- 9.6 The Neighbourhood Action Plan Update will continue to look at how services can be made more efficient and effective for the local community and help local service providers and users to continue to ensure that gaps between existing and desired services are identified and considered by service providers, to effectively add value and improve the quality of life in the Rift House/Burn Valley area.

10.0 BACKGROUND PAPERS

10.1 The original Neighbourhood Action Plan for the Rift House/Burn Valley area was endorsed by the Central Neighbourhood Consultative Forum on 25 November 2004, the Hartlepool Partnership on 03 December 2004 and what used to be the Regeneration and Economy Portfolio Holder on 08 December 2004.

11.0 CONTACT OFFICER

11.1 Gemma Clough, Principal Regeneration Officer, Regeneration and Planning Services, Bryan Hanson House, Hartlepool, TS24 7BT. Tel. 01429 523598. E-mail: gemma.clough@hartlepool.gov.uk.

Rift House / Burn Valley Neighbourhood Action Plan (NAP) Update.

Summary Document

This document highlights the priority concerns and actions required, as identified in Final for Endorsement, May 2007.

Jobs and Economy

- **Increase provision and publicise existing opportunities around employment services.**
- Drop in surgeries to provide advice on employment opportunities.
- Drop in surgeries to establish resident's needs regarding accessing barriers to employment.
- **Raise aspirations of young people/parents in schools through information, advice and guidance for priority groups, especially those who are not in employment, education or training (NEET).**
- Increase the level/support of career guidance in schools/further/higher educational establishments, and look at proving this from an earlier age within schools.
- Encourage local businesses to offer work experience/training opportunities/vocational training to motivate young people.
- Develop an Employment Club where residents can access information regarding employment, employment services and benefits.
- **Address poor transport provision to increase access to employment opportunities outside the area.**
- Explore opportunities to increase the frequency of public transport in the area, especially to other areas of the Borough.
- Liaise with Stagecoach and HBC Transport Coordinator to see if resources can be put in place for more frequent/regular service to be introduced through the area.

Lifelong Learning and Skills

- **Increase I.T facilities/provision.**
- Develop a local base from which residents of the area can access I.T facilities and tuition.
- Provide and develop local clubs from which I.T skills can be developed (for residents of all ages and abilities).
- **Provide alternative methods of learning to encourage local residents to take up opportunities e.g. vocational training, modern apprenticeships, adult education training/apprenticeship, Train to Gain scheme and apprenticeship opportunities.**
- Explore opportunities for creating more "hands on" learning opportunities in Primary and Secondary Schools.
- Promote and develop existing apprenticeship schemes available to residents of the area.

- **Tackle barriers to education and training.**
- Provide support to deal with barriers to education, for example childcare provision to young parents.
- Promote the Educational Maintenance Allowance (EMA) and Adult Learning Grant (including Care to Learn).
- **Increase access to learning based activities/courses.**
- Series of workshops including book keeping, driving theory e.t.c.
- Prepare elderly residents for retirement through information sessions.

Health and Care

- **Lack of doctors, dentists and pharmacy located in the Rift House area.**
- Investigate the possibility of locating a doctors, dentist and chemist in the area. NB although there are no services based within the Rift House area there are a number of practices, in close proximity, which serve local residents, this includes the Wynyard Road Primary Care Centre.
- Investigate the possibility of providing more health services on an outreach basis, for example hold health drop in clinics in the NDNA Building.
- Promote the delivery service of pharmacies in the town.
- **High stroke rate in the Rift House/Burn Valley area.**
- Promote the services of the Community Stroke Team Mobile Unit who are based at Wynyard Road.
- **Encourage healthier lifestyles.**
- Promote the benefits of walking (particularly to school).
- Promote access to Hartlepool PCT Health Trainer sited in the area.
- Promote access to countryside. The Rift House and Burn Valley areas are in close proximity to Public Rights of Way into the wider countryside.
- Liaise with local schools in order to promote and use the facilities of schools with and/or seeking 'Healthy Schools' status more effectively.
- Promote local health facilities, for example the swimming pool at Hartlepool Sixth Form College, Eldon Grove Community Sports Centre (subject to remaining open), Brierton Community Sports Centre and Summerhill.
- Promote local health services (including those for mental health issues and learning disabilities services) more effectively as residents are not aware of those available.
- Continue to promote the Healthy Schools agenda.
- Encourage young people to exercise more frequently.
- Investigate the possibility of setting up a Food Co-operative and Fruit and Vegetable Bag Scheme.

- Need to develop the education and training/skills with regards the healthy eating, for example by providing cookery classes.
- Encourage the use of health facilities and activities available and advertise more widely any concessionary rates available.
- Children's Centre services at Kingsley Primary School to include 'Stop Smoking Classes' (as Smoking Cessation classes not available in the Rift House/Burn Valley area), Savings Clubs and Healthy Eating classes.
- Continue to deliver the 'Straight Line' Project in order to tackle the issue of underage drinking.
- Approach local shops to discuss how the alcohol is being obtained by young people.
- **Increase support for the elderly and disabled population, particularly to those who live alone.**
- More low level support required for the elderly, for example befriending, shopping, cleaning etc.
- Adaptations required to housing to allow the elderly to live on their own comfortably.
- Promote local clubs which the elderly can attend, for example the Autumn Club.
- Promote the Hartlepool Exercise for Life GP Referral Scheme.
- Explore the possibility of using the National Day Nursery Association (NDNA) Building on Masefield Road for activities for the elderly as it easily accessible.
- **Lack of access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).**
- Need to address the lack of buses available for accessing GPs (particularly on Kendal Road) and hospitals serving Hartlepool residents (James Cook University Hospital and University Hospital of North Tees, especially with the pending closure of University Hospital of Hartlepool).
- Difficulties in making GPs and/or hospital appointments as waiting times are long.

Community Safety

- **Ensure the benefits of Neighbourhood Policing continue and explore the possibility of an increased Police presence in the area.**
- Seek to increase Police presence in the area and continue to maintain the good relationship between the neighbourhood PCs and PCSOs and the local community. PCs and PCSOs to continue enforcement and crime prevention work.
- **Reduce drug dealing and drug related issues throughout the area particularly around the telephone box at Baden Street, the Catholic Club and Burn Valley Gardens.**
- Seek to increase Police drug enforcement activities.

- Liaise with Service Providers to look at opportunities to increase drug clean up operations and advertise the existing drug clean up services more widely.
- Initiatives to raise awareness/educate the local community particularly young people on the dangers surrounding the use of drugs and their effects as well as drug related litter.
- Improve street lighting in the area to deter drug related activity e.g. at the top end of Burn Valley Gardens.
- Explore the possibility of increasing CCTV provision in the area to deter drug related activity and especially in 'hot spot' areas such as the front and rear of Catcote Road shops.
- **Reduce incidents of anti-social behaviour (particularly in Burn Valley Gardens after dusk) and associated behaviour e.g. vandalism, underage drinking and graffiti.**
- Residents to report incidents of anti-social behaviour to the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588.
- Seek to increase presence (high visibility patrols of Police/Police Community Safety Officers (PCSO's) and, ensure Officers establish good relationships with the local community particularly young people.
- Explore the possibility of a 'graffiti wall' (mural).
- **Street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club).**
- Improve street lighting provision.
- **Illegal use of off road motor bikes and quad bikes especially at the top of Masefield Road.**
- Seek to reduce illegal off road motor bike and quad bike usage.
- Residents to report incidents involving motorbikes and quad bikes being driven illegally to Cleveland Police Tel. 01642 326326 (Police Headquarters) and Cleveland Police to feedback 'good news' stories to the local community.
- Local schools to raise awareness regarding the legalities and dangers of using motorbikes illegally.
- Increased enforcement action e.g. Cleveland Police to increase targeted operations using the Off Road Motorbike Unit.
- Increase publicity on what is illegal activity.
- **Address traffic issues throughout the area in particular Baden Street, Masefield Road and Marlowe Road.**
- Explore the possibility of installing traffic lights to control the flow of traffic in Baden Street.
- Explore the possibility of introducing speed reduction measures/further speed reduction measures on Masefield Road and Marlowe Road
- **Support and extend existing Neighbourhood Watch Schemes.**
- Investigate the possibility of organising a publicity campaign to raise awareness and identify local volunteers to join the Neighbourhood Watch Scheme.

Environment and Housing

- **Improve the environmental quality of the area.**
- Address problems with litter through enforcement action in 'hot spot' areas and increased provision of litter bins/look at providing fewer but larger bins throughout the whole area, and a better response by litter clearance services to cover most problematic areas such as Sitwell Walk, back streets in the Burn Valley area and local schools, particularly Brierton Community School fence.
- Tackle fly tipping issues (particularly in Burn Valley Gardens; the beck and in alleyway between Kimberley Street and Colenso Street) through more enforcement, publicising fines and more frequent street cleansing.
- Clean up graffiti and address incidents of vandalism particularly in Burn Valley Gardens, on the substation and telephone cable boxes. Residents to provide specific information regarding persons committing illegal activity to the Neighbourhood Policing Team Tel. 01429 235811, the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588 or Cleveland Police Tel. 01642 326326 (Police Headquarters).
- Address dog fouling issues, particularly on Elwick Road, in the back streets of the Burn Valley area and Burn Valley Gardens through enforcement, publicising fines, providing more dog fouling bins and signs, and educating the community. Need to map the location of existing dog fouling bins across the Rift House/Burn Valley area and identify 'hot spot' areas which require action.
- Improve street cleansing (including litter removal and chewing gum on pavements) especially in public areas, such as shopping parades as well as back lanes (particularly in the Burn Valley area and behind Catcote Road shops), through enforcement, publicising fines, more litter bins or perhaps fewer larger bins, more regular cleansing and emptying of dog litter bins and encourage local people and businesses to contribute (e.g. helping with clean ups and removing litter from garden areas). NB chewing gum is not currently removed as the equipment is not available.
- Better response by litter clearance services to cover most problematic periods in the Burn Valley area (most concentrated litter problems caused by night time economy at weekends).
- Improve existing recycling amenities on Elwick Road by increasing collections and/or further provision. Also look to increase provision for further drop off points such as bottle banks etc. where appropriate and feasible.
- Educate local residents regarding recycling responsibilities.
Improve the appearance of local shopping parades/commercial properties e.g. Catcote Road, through works such as shop front improvements e.g. painting of window sills and shutters, hanging baskets, and litter removal etc. Work also required to the vacant building opposite Burn Valley Gardens which is in a state of disrepair.
- Further improve the allotments sites at Waverley Terrace (fencing improvements already taken place) and Catcote Road to include CCTV and security fencing where appropriate and feasible.
- Fires at allotment site in Waverley Terrace site and in the 'little wood' at the top of Masefield Road.

- **Address residents' concerns/problems with the refuse collection and recycling scheme.**
- Improve the collection of grass cuttings once the area has been mowed.
- Look at issues such as the litter created by the white bag and blue box collection.
- Look at issues such as residents have to carry boxes/bins to the end of the road to have the refuse/recycling collected.
- **Street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).**
- Improve street lighting provision.
- **Traffic and road safety problems plus concerns with transport issues and uneven road surfaces/pavements as well as overhanging shrubs onto public footpaths. (NB for information relating to the illegal use of motorbikes, motorised scooters and quad bikes, see Community Safety section).**
- Increase parking provision/on-street parking facilities particularly in the Rift House area (Glasworthy Road, Garrick Grove, Sinclair Road, Sitwell Walk, Walpole Road (cul-de-sac), Macaulay Road, Longfellow Walk and Fletcher Walk) and outside local schools, to reduce parking on grass verges e.g. through tarmacking grass verges, continuing to remove raised flower beds where applicable, creating physical parking bays where appropriate. Also look at the perceived problems created by double parking in Baden Street.
- Investigate access issues to properties in Panero Grove, Garrick Grove and Walpole Road (cul-de-sac) particularly for the elderly and disabled.
- Look at the congestion problems particularly outside local schools especially at Brierton Community School because of the car wash opposite, English Martyrs School and VI Form College and Kingsley Primary School.
- Look at the possibility of providing a pedestrian crossing on Elwick Road around the corner of Baden Street to Arncliffe Gardens area.
- Encourage parents and children to walk to school.
- Enforcement action on illegal parking (yellow lines and in resident permit zones) particularly on Elwick Road and Marlowe Road/junction of Catcote Road.
- Improve uneven road surfaces (including back lanes) and investigate the possibility of improving the condition of hazardous pavements (Tristram Avenue, Sinclair Road, Gulliver Road and Doyle Walk). Also need to address the problems caused by overhanging shrubs onto public footpaths.
- Improve road safety through traffic calming measures. NB Need to ensure the most appropriate solution is installed to resolve problems with speeding vehicles and, look to use alternative methods of traffic calming other than speed humps, where possible. Problem areas include Baden Street to Brinkburn Road and Marlowe Road.
- Assess problems associated with heavy good vehicles delivering to local shops especially on Chesterton Road turning onto Masefield Road through installation of signage or bollards (particularly on the corner of Chesterton/Masefield Road).

- Investigate how to improve local transport services, in the Rift House area, particularly to High Tunstall College of Science and after 6.00pm to areas such as the Headland, Seaton Carew etc. This would include a more frequent service, having an increased number of bus stops and limiting bus stop and timetable vandalism. NB Access to hospitals serving the Hartlepool area is a major concern (i.e. the University Hospital of Hartlepool, James Cook and North Tees).
- **Improve provision and quality of cycle ways in the area.**
- Improve existing cycle ways and extend where possible.
- **Need to look towards regulating the private rented sector and absentee landlords as there are an increasing number of anti-social tenants and families throughout the area who are in premises owned by private landlords. Need to also address the increase in vacant and boarded up properties owned by private landlords.**
- Promote and encourage take up of the landlord registration scheme and take appropriate action against member landlords who do not comply with the scheme.
- Investigate complaints from tenants having problems with the condition of their rented accommodation, and take appropriate action against their landlords.
- Strengthen the tenant selection process.
- Investigate complaints regarding anti-social tenants of private rented properties.
- Provide in-tenancy support for vulnerable groups such as ex-offenders.
- Explore the feasibility of providing and promoting landlord and tenant handbooks on good practice.
- Explore the possibility of a consultation exercise with a view to introducing a compulsory landlord licensing scheme.
- **Lack of affordable housing including family houses and two bedroomed bungalows.**
- HBC to explore with Registered Social Landlord partners opportunities for development, and to support funding bids within the Housing Corporation 2008-2011 programme.

Culture and Leisure

- **Improve community and leisure centre provision across the NAP area particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).**
- Improve existing community and leisure centre facilities, such as increasing access, for example, extending the ORB Centre opening hours, raising awareness of the activities available at facilities such as Brierton Community Sports Centre and offering reduced rates for some members as well as developing further affordable locally based activities.

- Explore the feasibility of either converting an existing building into a multi-purpose community/leisure centre facility including youth provision or a new build, such as on the site of St Columba Church – plans approved for a replacement church to be built, although an application from Three Rivers Housing Group for flats has also been approved (contact Hartlepool Borough Council: Development Control Department for further information on these applications), should the NDNA Building and Eldon Grove Sports Centre be closed. In addition, explore the possibility of making better use of local schools and their playgrounds, particularly the Sure Start development at Kingsley Primary School and the Children’s Centre (new foundation stage build)/school hall in Rift House Primary School (available during and outside of school hours), churches and public houses for educational and community purposes.
- Investigate the possibility of using abandoned open areas for recreation purposes and look at the feasibility of using such space to provide, for example, a football pitch as this has the potential to reduce the number of young people playing football in inappropriate places or a motorbike track as this has the potential to reduce the number of illegally used motorbikes/quads in the area or a designated skatepark.
- Explore opportunities to improve and increase transport links to leisure facilities based nearby and further afield, for example Summerhill and Billingham Forum, particularly on evenings and weekends.
- **Improve links with the library service, churches and other organisations.**
- Provide a local library/learning centre facility with provision for IT and tuition or generate links with the Central Library to provide services within the community or improve transport links to the Central Library. In addition, publicise library services (including the mobile library) more effectively.
- Look into the feasibility of creating an Internet Café in the area, similar to that of Café 177 which is based in York Road.
- Increase links between churches, community/voluntary organisations and Rift House/Burn Valley Forum.
- **Increase the number of affordable activities/facilities throughout the area for all generations but particularly for children and young people.**
- Look into the possibility of developing safe and well lit community based play areas for young people, for example, on the field at Masefield Road near Rift House Primary School or the open area around Tristram/Tennyson/Shakespeare Avenues as this is underutilised.
- Improve existing open area provision such as Burn Valley Gardens and the Recreation Ground (‘the Rec’). In addition, look into the feasibility of providing a ‘shelter’ on ‘the Rec’.
- Further develop and widely advertise, a diverse range of diversionary activities for young people, particularly for the under 13’s, on evenings and weekends providing opportunities for young people to meet up with friends. In addition look at ways of giving young people some form of responsibility and providing football opportunities for females.
- Raise awareness of what services and activities are available for all ages by publicising events, activities and facilities more effectively in recognition of the value of culture and leisure activities.

- Organise outings to coastal areas and places of interest, for example to an archaeology site and to the University of Teesside for lectures.
- Look into the possibility of providing a 'chill out café' for young people and provide workers for them to talk to, a playbus in the area, a Summer splash scheme (swimming activity) and public access on evenings and weekends at Brinkburn Youth Centre and a Badger Bus (an initiative offering access, at reduced rates, to the countryside whereby people can enjoy the benefits of fresh air and gentle exercise during the school summer holidays).
- **Tackle the concern that people feel isolated at the top end of the Rift House area.**
- Develop social activities such as sugarcraft sessions, knitting clubs, quiz nights and bingo sessions, geared towards bringing together the NAP communities.
- **Address the problems associated with the lack of locally based shops and improve the variety of products/produce stocked.**
- Investigate the possibility of locating a widely stocked convenience store in the area and encourage existing shops in the area to stock a wider choice of products and fresh produce. In addition, reduce the duplication of stock offered in multiple shops.

Strengthening Communities

- **Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.**
- Continue to provide support and encouragement for residents involved in groups/Resident Associations as well as those wishing to become more involved in their community and seek ways to improve community spirit for some residents.
- Raise awareness of the Rift House/Burn Valley Forum and its activities with a view to engaging more resident involvement.
- Explore the possibility of providing and funding a community centre facility in the area, particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
- Identify sources of funding in order to be able to maintain progress and provide additional Community Development Workers for the area.
- **Link Neighbourhood Action Plan (NAP) communities through organised events.**
- Organise a series of events and activities, for example quiz nights, geared towards bringing together the NAP communities.
- Advertise such events and good news stories across the NAP area if appropriate.

- **Provide more capacity building/training events.**
- Enable those playing an active role in the community to become more effective in their roles by holding further capacity building sessions, building on the success of the recent capacity building training programme organised by Hartlepool Community Network.

RIFT HOUSE/BURN VALLEY NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE



FINAL FOR ENDORSEMENT
May 2007

Text extracts can be made available in Braille, talking tapes and large print, on request. If you would like information in another language or format, please ask us. ☎ (01429) 523598.

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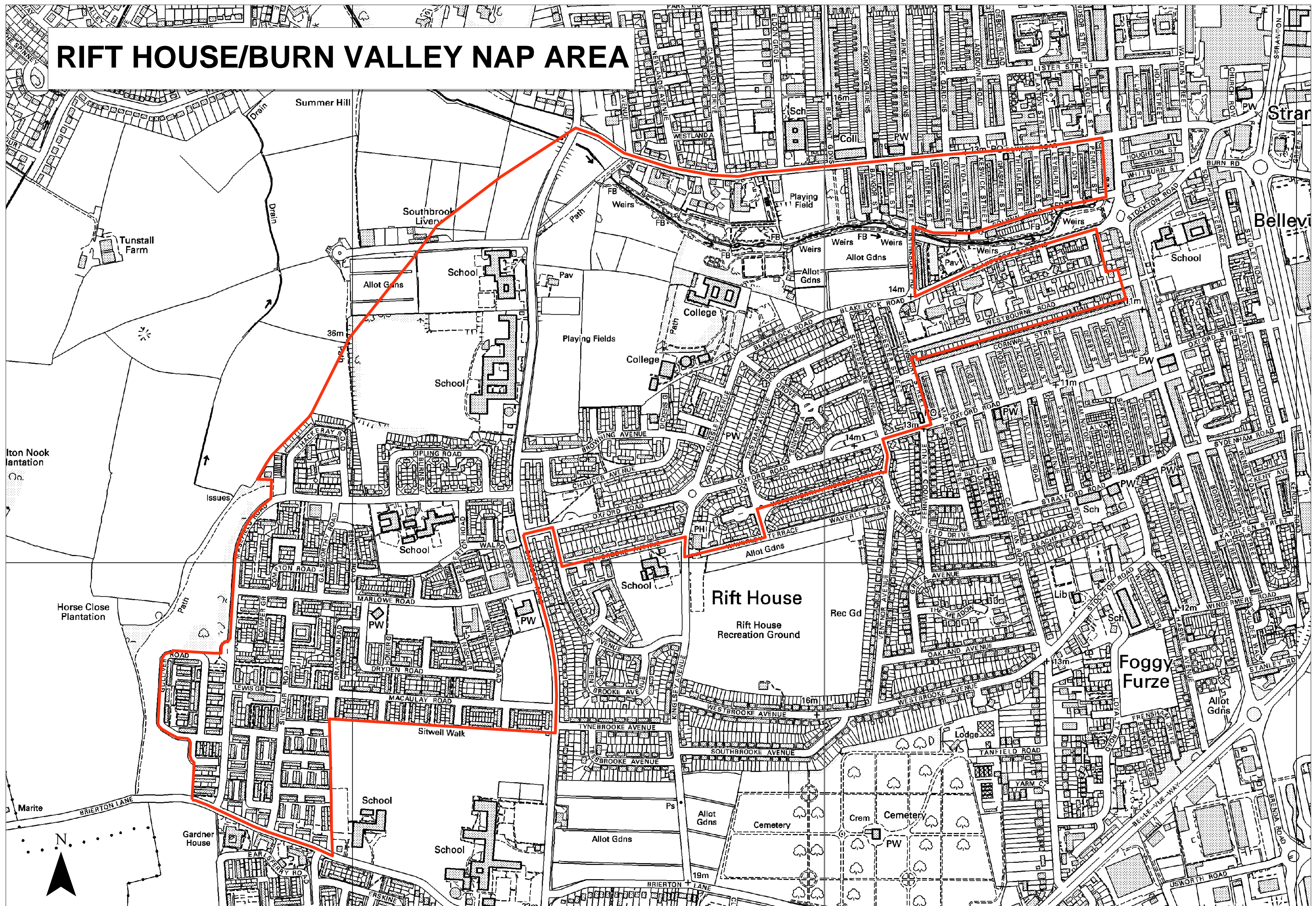
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RIFT HOUSE/BURN VALLEY NAP AREA



INTRODUCTION

What is a Neighbourhood Action Plan (NAP)?

NAPs identify local issues and priorities which have been raised through various forms of consultation sessions with local residents, children and young people, community/voluntary groups, Councillors and key service providers. The NAP also sets out realistic actions to address the priorities, the timescales for the actions to be achieved, the organisations who need to be involved in delivering the actions, possible funding and resources and how success will be measured (by addressing Local Area Agreement (LAA) Indicators).

NAPs are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country. NAPs provide a framework for opportunities and should therefore be influential in the future allocation of resources.

NAPs will look at how services can be made more efficient and effective for the local community. The purpose of the plan is to help local service providers and users to continue to ensure that gaps between existing and desired services are identified and considered by service providers, to effectively add value and improve the quality of life in an area.

NAPs have been developed to ensure local residents and community/voluntary groups have a central role in turning their neighbourhood around.

Context of a Neighbourhood Action Plan (NAP)

The Hartlepool Partnership has developed a Community Strategy which sets out a long-term vision for Hartlepool. The Hartlepool Local Area Agreement (LAA) sets out what will be done to achieve this vision and improve services. The Community Strategy provides the overall policy framework for all services in Hartlepool including regeneration and neighbourhood renewal activity. The Neighbourhood Renewal Strategy (NRS) forms part of the Community Strategy and sets out to reduce inequalities in the most disadvantaged communities and help to tackle social and economic exclusion. The need for the development of NAPs in the priority neighbourhoods was set out in the NRS and together the NAPs form the geographical element of the Hartlepool NRS. For further information on the Community Strategy, LAA and NRS please visit the Hartlepool Partnership website www.hartlepoolpartnership.co.uk alternatively you can contact the Hartlepool Partnership Support Team on Tel. 01429 284147 or by email to hartlepoolpartnership@hartlepool.gov.uk.

About the Rift House/Burn Valley Neighbourhood

The Rift House and Burn Valley neighbourhood is situated to the southwest of Hartlepool Town Centre, and covers the majority of the Rift House ward (excluding Swalebrooke, Tynebrooke, Teesbrooke and Southbrooke Avenues) and a small part of the Burn Valley ward covering roads between Stockton Road to Shakespeare Avenue, and Oxford Road to Elwick Road (the area is shown on the map, page 1). The Rift House estate is a fairly large community which is predominantly social housing owned by Housing Hartlepool (1092 properties in total). Local residents have access to a variety of shops located on Catcote Road, and several schools are located within the neighbourhood. To the west the estate is surrounded by open countryside. The Burn Valley area is

predominantly owner-occupier or private landlord housing and is within close proximity to the town centre and local shops on Elwick, Oxford and York Roads. The area is bordered by the Burn Valley Gardens and Waverley Terrace allotments.

There is a resident population of approximately 6,655 people living in 3,053 households. 22% of the population is ages 0-15 years, 58% of the population is of a working age and 20% are of retirement age.

What is the Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update?

The Rift House/Burn Valley Neighbourhood Action Plan (NAP) was the third NAP to be successfully prepared for the town back in 2004 following the completion of the Dyke House/Stranton/Grange NAP in 2002 and the Burbank NAP in 2004. This Plan was used as a base by the Rift House/Burn Valley Forum to identify how the Residents Priorities Budget, (allocated by the Hartlepool Partnership, under Neighbourhood Renewal Funding), would be spent.

The Forum comprising residents, (including representatives from the local Residents Associations established in the area), community/voluntary groups, the Borough Council and other key organisations such as Housing Hartlepool and the Police, has successfully spent over £120,500 of funding for the neighbourhood over 2004-2007.

To date, the Rift House/Burn Valley Forum has considered the lack of car parking provision in some areas throughout the neighbourhood and co-funded schemes in areas such as Bennett Road, Burns Avenue, Compton Road, Dryden Road, Kipling Road and Martin Grove. The Forum has also initiated community safety projects such as anti-crime schemes for vulnerable households, contributed to the Waverley Terrace allotment improvements, supported local residents associations, the ORB Centre and activities for children and young people as well as pavement resurfacing work to the Burn Valley Gardens and traffic calming measures in Browning Avenue.

Each of the Neighbourhood Action Plans (NAPs) across the town (Dyke House/Stranton/Grange, Burbank, Rift House/Burn Valley, Owton, Rossmere and North Hartlepool) are being updated, in the order in which they were developed, to establish current issues facing local residents. The Rift House/Burn Valley NAP is the third NAP to be updated following the completion of the Dyke House/Stranton/Grange NAP and Burbank NAP Updates.

The Rift House/Burn Valley NAP Update has been developed through a range of consultation sessions with local residents, children and young people, community/voluntary groups, Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers, Housing Hartlepool). An initial community consultation event was held in February 2006 which was crucial in identifying the community's priorities and the actions required to address the priority concerns. Household survey data (MORI 2006) and other baseline data and statistics have also provided an understanding of the conditions in the Rift House/Burn Valley area.

All comments received were very positive and constructive and have helped to formulate this action plan for the area. Meetings with key service providers and Councillors have also identified funding and resources for some of the actions required, encouraged key service providers to confirm their commitment to the delivery of actions and ensured both residents and service providers have ownership of the plan.

The Rift House/Burn Valley NAP Update will enable local people and organisations to continue to work together to successfully integrate policies at a local level, improving the ways that services are provided, to achieve goals of lower unemployment and crime, better health, skills, housing and physical environment, and a stronger community with improved culture and leisure opportunities.

There is no substantial new funding available specifically for the NAP, however Neighbourhood Renewal Funding (NRF) (Residents Priority Budget) is available in the Rift House/Burn Valley area to begin to address the priority concerns identified in the NAP.

As the Rift House/Burn Valley NAP is action led with realistic targets to encourage the collaboration of service providers to reach common aims, it is anticipated that the NAP will be influential in the future allocation of resources, such as further Neighbourhood Renewal Funding (NRF) (Residents Priority Budget), Housing Hartlepool's resources and the delivery of the Council's Neighbourhood Management Team's services.



Pictures: The Community Conference held in February 2007 to obtain the community's views.

Priority Concerns

The community's concerns are identified in the NAP for each of the seven Hartlepool Community Strategy themes and the action plan identifies how these concerns can be tackled. The timescales to address each of the actions are also detailed and can be defined as: Short Term = within one year, Medium Term = between one and five years and Long Term = five years or more.

Throughout the consultation sessions a number of priority concerns have been identified and are highlighted below:

Jobs and Economy:

- Increase provision and publicise existing opportunities around employment services.
- Raise aspirations of young people/parents in schools through information, advice and guidance for priority groups, especially those who are not in employment, education or training (NEET).
- Address poor transport provision to increase access to employment opportunities outside the area.

Lifelong Learning and Skills:

- Increase I.T facilities/provision.
- Provide alternative methods of learning to encourage local residents to take up opportunities e.g. vocational training, modern apprenticeships, adult education training/apprenticeship, Train to Gain scheme and apprenticeship opportunities.
- Tackle barriers to education and training.
- Increase access to learning based activities/courses.

Health and Care:

- Lack of doctors, dentists and pharmacy located in the Rift House area.
- High stroke rate in the Rift House/Burn Valley area.
- Encourage healthier lifestyles.
- Increase support for the elderly and disabled population, particularly to those who live alone.
- Lack of access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).

Community Safety:

- Ensure the benefits of Neighbourhood Policing continue and explore the possibility of an increased Police presence in the area.
- Reduce drug dealing and drug related issues throughout the area particularly around the telephone box at Baden Street, the Catholic Club and Burn Valley Gardens.
- Reduce incidents of anti-social behaviour (particularly in Burn Valley Gardens after dusk when gates are locked) and associated behaviour e.g. vandalism, underage drinking and graffiti.
- Street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).
- Illegal use of off road motor bikes and quad bikes especially at the top of Masefield Road.
- Address traffic issues throughout the area in particular Baden Street, Masefield Road and Marlowe Road.
- Support and extend existing Neighbourhood Watch Schemes.

Environment and Housing:

- Improve the environmental quality of the area.
- Address residents' concerns/problems with the refuse collection and recycling scheme.
- Street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).
- Traffic and road safety problems plus concerns with transport issues and uneven road surfaces/pavements as well as overhanging shrubs onto public footpaths. (NB for information relating to the illegal use of motorbikes, motorised scooters and quad bikes, see Community Safety section).
- Improve provision and quality of cycle ways in the area.
- Need to look towards regulating the private rented sector and absentee landlords as there are an increasing number of anti-social tenants and families throughout the area who are in premises owned by private landlords. Need to also address the increase in vacant and boarded up properties owned by private landlords.
- Lack of affordable housing including family houses and two bedroomed bungalows.

Culture and Leisure:

- Improve community and leisure centre provision across the NAP area particularly with the possible closure of the National Day Nurseries Association (NDNA) Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
- Improve links with the library service, churches and other organisations.
- Increase the number of affordable activities/facilities throughout the area for all generations but particularly for children and young people.
- Tackle the concern that people feel isolated at the top end of the Rift House area.
- Address the problems associated with the lack of locally based shops and improve the variety of products/produce stocked.

Strengthening Communities:

- Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.
- Link Neighbourhood Action Plan (NAP) communities through organised events.
- Provide more capacity building/training events.

Monitoring of the NAP

The Hartlepool Partnership has agreed a process for monitoring the implementation of each NAP. The Hartlepool Borough Council Neighbourhood Manager for the NAP area has responsibility for regularly updating the NAP Forum on how identified actions within their plan are being progressed. In addition progress on each of the theme sections is taken annually to the respective theme partnership and where there are actions that are not being progressed they are asked to consider what they can do to take them forward. The Hartlepool Partnership Board then receives a summary of the progress made on each of the NAPs.

The Rift House/Burn Valley NAP is not a one-off and will be reviewed over time in order to ensure that it remains relevant for local residents in the area.

Cross Cutting Themes

Through the development of the NAP, issues have been raised regarding how the seven themes, and the actions relating to them overlap for example, reducing anti-social behaviour could also improve levels of health as it will reduce stress levels. It was highlighted that these important links should be recognised and therefore the Rift House/Burn Valley Forum and the Hartlepool Partnership will ensure links are made by partnership working and referrals.

Equal Opportunities

The aim of the NAP is to encourage local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country. By addressing the issues raised in the NAP it is hoped that the residents of the Rift House/Burn Valley area will have an improved quality of life and have as much chance as any other resident in Hartlepool to achieve success in the issues which matter to them. The key objective of the NAP is therefore, to ensure equal opportunities for all is achieved through the partnership working. This will be a key issue that will run throughout the themes and will be monitored through the Rift House/Burn Valley Forum.

Diversity and Community Cohesion

Hartlepool Borough Council upholds a Race and Diversity Scheme as required by the Race Relations Amendment Act 2000 which includes all aspects of a Race Equality Scheme as well as many other equality and diversity issues relevant to other groups within the community. The Scheme shows how the Council intends to meet its obligations in relation to race and diversity issues by overcoming barriers to service provision, promote equal opportunities and encourage good race relations and community relations. Rift House/Burn Valley Forum and Hartlepool Partnership work alongside this in the NAP process. The NAP process will also aim to promote integration between communities and improve cohesion at a local level.

Access Issues

Any actions taken forward through the NAP will need to be assessed in terms of access issues and this should be considered at the design stage of any project. If any members of the general public have any access issues relative to their own area (except private buildings) they should contact Hartlepool Borough Council's Access Officer at Bryan Hanson House, Hanson Square, Hartlepool, TS24 7BT. Tel. 01429 523234.

JOBS AND ECONOMY

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics <ul style="list-style-type: none">▪ 14% of households receive income support in comparison to 13% Borough wide, 20% NRF area and 8% Nationally (JSU, 2006 data).▪ 27% of the working age population are in receipt of a benefit in comparison to 23% Borough wide, 35% NRF area and 13% Nationally (JSU, 2006 data).▪ The unemployment rate is 5.4% in the area in comparison to 4.4% Borough wide, 6.9% NRF area and 2.6% Nationally (JSU, 2006 data).▪ The level of worklessness is 39% in the area in comparison to 33% Borough wide, 42% NRF area and 25% Nationally (JSU, 2006).	
Strengths <ul style="list-style-type: none">▪ Good local public transport links to Town Centre.▪ Good Primary and Secondary Schools.▪ Jobs Club ran by Owton Manor West Neighbourhood Watch and Residents Association held in the NDNA Building, ORB Centre and St Matthew's Hall.▪ ORB Centre can provide employment advice but opening hours are limited.	Weaknesses <ul style="list-style-type: none">▪ High levels of unemployment in comparison to Borough rates.▪ High levels of worklessness in comparison to Borough rates.▪ Large percentage of households have a low income.▪ High proportion of population over retirement age.▪ Irregular bus services to other areas of the Borough.▪ Lack of local work opportunities, especially apprenticeship opportunities.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Continue to increase provision and publicise employment opportunities to residents of the area.
2.	Identify and foster closer links with priority groups within the area to increase levels of those in employment, education and training.
3.	Explore opportunities to increase the frequency of public transport to other areas of the Borough.

JOBS AND ECONOMY

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>Increase provision and publicise existing opportunities around employment services.</p>	<ul style="list-style-type: none"> ▪ Drop in surgeries to provide advice on employment opportunities. ▪ Drop in surgeries to establish resident's needs regarding accessing barriers to employment. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>HBC Economic Development. RH/BV Forum. HCFE. Hartlepool Business Forum. Hartlepool Working Solutions. Business Link. Enterprising Hartlepool. Connexions and its successor. Working Links. Owton Manor West N'hood Watch and Residents Association.</p>	<ul style="list-style-type: none"> ▪ Service Providers to liaise with Rift House/Burn Valley Forum to discuss opportunities within the area. Owton Manor West Neighbourhood Watch and Residents Association hold a Jobs Club in the NDNA Building, ORB Centre and St Matthew's Hall. For more information Tel. 01429 273123. ▪ Service Providers to liaise with Rift House/Burn Valley Forum to discuss opportunities within the area. 	<p>Increase employment rate.</p>

JOBS AND ECONOMY

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Raise aspirations of young people/parents in schools through information, advice and guidance for priority groups, especially those who are not in employment, education or training (NEET).	<ul style="list-style-type: none"> ▪ Increase the level/support of career guidance in schools/further/higher educational establishments, and look at proving this from an earlier age within schools. ▪ Encourage local businesses to offer work experience/training opportunities/vocational training to motivate young people. ▪ Develop an Employment Club where residents can access information regarding employment, employment services and benefits. 	<p>Short Term.</p> <p>Medium Term.</p> <p>Medium Term</p>	<p>Local Schools. HBC Children's Services. HBC Youth Service. HBC Economic Development. Hartlepool Working Solutions. Connexions and its successor.</p>	<ul style="list-style-type: none"> ▪ Local schools to liaise with pupils/parents and Connexions plus its successor to discuss. ▪ Local schools, HBC Economic Development, Hartlepool Working Solutions and other Service Providers to liaise with local businesses in the area to discuss, subject to the availability of resources. ▪ All partners to discuss. 	<p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</p> <p>Increase employment rate.</p> <p>Reduce youth unemployment rate.</p>
Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Address poor transport provision to increase access to employment opportunities outside the area.	<ul style="list-style-type: none"> ▪ Explore opportunities to increase the frequency of public transport in the area, especially to other areas of the Borough. ▪ Liaise with Stagecoach and HBC Transport Coordinator to see if resources can be put in place for more frequent/late service to be introduced through the area. 	<p>Long Term</p> <p>Medium Term</p>	<p>N'hood Manager. RH/BV Forum. HBC Transport Coordinator. Stagecoach/ ARRIVA.</p>	<ul style="list-style-type: none"> ▪ All partners to discuss. ▪ Rift House/Burn Valley Forum to discuss. 	<p>Increase employment rate.</p> <p>Reduce youth unemployment rate.</p>

LIFELONG LEARNING AND SKILLS

WHAT IS THERE TO KNOW ABOUT THE AREA?

<p>Statistics</p> <ul style="list-style-type: none"> ▪ KS1 (Age 5-7) (L2+) Levels in Rift House/Burn Valley for numeracy and literacy are 82% in comparison to 82% Borough wide and 76% NRF area (JSU, 2006 data) ▪ KS3 (Age 11-14) (L5+) Levels in Rift House/Burn Valley for numeracy and literacy are 71% in comparison to 71% Borough wide and 63% NRF area (JSU, 2006 data). ▪ Levels of 5+ A*-C GCSE Grades are lower than the average, 29% in comparison to 58% Borough wide and 44% NRF area (JSU, 2006 data). ▪ 47% of adults in the area have no qualifications in comparison to 33% Borough wide, 48% NRF area and 29% Nationally (JSU, 2006 data). 	
<p>Strengths</p> <ul style="list-style-type: none"> ▪ Brierton Community School. ▪ Brierton Community Sports Centre. ▪ The English Martyrs RC School and Sixth Form College. ▪ High Tunstall Science College. ▪ Hartlepool Sixth Form College. ▪ Kingsley Primary School. ▪ Rift House Primary School. ▪ St Aidan's CE Primary School. ▪ St Cuthbert's Primary School. ▪ Eldon Grove Primary School. ▪ High educational attainment in Primary Schools, which have significantly improved. ▪ New Children's Centre developments at Rift House School and Kingsley School. ▪ Community Network has a Capacity Building budget that can be used towards learning based activities in 2007/08. ▪ National Day Nurseries Association (NDNA) building. ▪ Brinkburn Youth Centre. ▪ St Matthew's Hall. 	<p>Weaknesses</p> <ul style="list-style-type: none"> ▪ Educational attainment in Secondary Schools. ▪ High levels of unemployment. ▪ Residents have low aspirations. ▪ No local post-school learning opportunities/courses available within the area for adults. ▪ No local community library. ▪ Possible pending closure of Brierton School is a threat to the Rift House community and morale is low amongst staff and pupils of the school.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Increase access to I.T facilities, I.T classes delivered by a qualified tutor and clubs in the local area.
2.	Explore ways of providing alternative methods of learning for residents to take up new opportunities.
3.	Provide support for those residents experiencing barriers to learning.
4.	Continue and increase participation in learning based activities/courses.

LIFELONG LEARNING AND SKILLS

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>Increase I.T facilities/provision.</p>	<ul style="list-style-type: none"> ▪ Develop a local base from which residents of the area can access I.T facilities and tuition. ▪ Provide and develop local clubs from which I.T skills can be developed (for residents of all ages and abilities). 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>All Local Schools. RH/BV Forum. Community Groups. HBC Central Library. HBC Adult and Community Services. HBC N'hood Manager. Stranton Centre.</p>	<ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum, community groups and local schools to discuss the possibility of providing I.T facilities locally. ▪ Rift House/Burn Valley Forum to liaise with local Primary and Secondary Schools and HBC Adult Education and investigate. <p>Hartlepool Borough Council: Central library offers free access to I.T facilities and study space, homework and school study support. Tel. 01429 292905.</p>	<p>Increase the number of new Skills for Life qualifications.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>
Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>Provide alternative methods of learning to encourage local residents to take up opportunities e.g. vocational training, modern apprenticeships, adult education training/apprenticeship, Train to Gain scheme and apprenticeship opportunities.</p>	<ul style="list-style-type: none"> ▪ Explore opportunities for creating more 'hands on' learning opportunities in Primary and Secondary Schools. 	<p>Medium Term.</p>	<p>All Local Schools. HBC Children's Services. HCFE. Local Training Providers. LSC. HBC Adult Education. Jobcentre Plus. HBC Economic Development.</p>	<ul style="list-style-type: none"> ▪ Encourage local Primary and Secondary Schools to investigate. 	<p>Increase the number of new Skills for Life qualifications.</p> <p>Increase the number of Modern Apprentices Framework completions.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>

LIFELONG LEARNING AND SKILLS

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued...	<ul style="list-style-type: none"> ▪ Promote and develop existing apprenticeship schemes available to residents of the area. 	Medium Term.	See previous page.	<ul style="list-style-type: none"> ▪ Resources to be confirmed with Hartlepool College of Further Education (HCFE). HBC Adult Education will work with priority groups to develop provision of learning. Additionally the service also offers free information and advice on all learning opportunities. The service also offers specific projects to support people as they look for employment. For more information Tel. 01429 292340. 	<p>Increase the number of new Skills for Life qualifications.</p> <p>Increase the number of Modern Apprentices Framework completions.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>
Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Tackle barriers to education and training.	<ul style="list-style-type: none"> ▪ Provide support to deal with barriers to education, for example childcare provision to young parents. 	Medium Term.	All Local Schools. HBC Children's Services. HCFE. Local Training Providers. HBC Adult Education. HBC Youth Service. Stagecoach/ARRIVA. HBC Transport Coordinator.	<p>Resources to be confirmed with HBC Children's Services.</p> <p>Rift House/Burn Valley Forum to discuss with Stagecoach/ARRIVA, HBC Transport coordinator and HBC Economic Development.</p> <p>Hartlepool Jobcentre Plus has introduced Diplomas for young people aged 14-19 in specific subjects. Tel. 0845 600 1651.</p> <p>HBC Adult Education provides a range of support for certain courses including childcare and transport. In class support is also available.</p>	<p>Increase achievement at Key Stage 2,3 and 4.</p> <p>By 2008 all schools in Local Authority Districts in receipt of NRF have at least 50% of pupils achieve level five or above in english, maths and science.</p>

LIFELONG LEARNING AND SKILLS

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued...	<ul style="list-style-type: none"> Promote the Educational Maintenance Allowance (EMA) and Adult Learning Grant (including Care to Learn). 	Medium Term.	HBC Economic Development. Tees Valley Works. Jobcentre Plus. DFES.	<ul style="list-style-type: none"> EMA pays up to £30 a week directly into your bank account if you stay on in education at school or college after your GCSE's. <p>An Adult Learning Grant could pay you up to £30 per week during term time to help with the cost of studying full-time for a first Level 2 or Level 3 qualification.</p> <p>For more information Tel. 0800 100 900.</p>	<p>Increase achievement at Key Stage 2,3 and 4.</p> <p>By 2008 all schools in Local Authority Districts in receipt of NRF have at least 50% of pupils achieve level five or above in english, maths and science.</p>

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Increase access to learning based activities/courses.	<ul style="list-style-type: none"> Series of workshops including book keeping, driving theory etc. 	Medium Term.	All Local Schools. HBC Children's Services. HCFE. Local Training Providers. LSC. HBC Adult Education. Jobcentre Plus. St Matthew's Hall.	<ul style="list-style-type: none"> All Service Providers to discuss. <p>Local Primary Schools are available to hire to hold training courses during the day and on an evening.</p> <p>Capacity Building Project funding is available for 2007/2008. Voluntary sector work can become a route to gain employment. For more information, call Hartlepool Community Network on Tel. 01429 262641.</p> <p>HBC Adult Education will work with priority groups to develop provision of learning. Additionally the service also offers free information and</p>	<p>Increase the New Skills for Life Qualification.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>

LIFELONG LEARNING AND SKILLS

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued...	<p>Continued...</p> <ul style="list-style-type: none"> ▪ Prepare elderly residents for retirement through information sessions. 	<p>See previous page.</p> <p>Medium Term.</p>	<p>See previous page.</p>	<p>advice on all learning opportunities. The service also offers specific projects to support people as they look for employment. For more information Tel. 01429 292340.</p> <ul style="list-style-type: none"> ▪ All Service Providers to discuss. <p>Rift House Primary School hall is available for hire out of school hours. Tel. 01429 275239.</p>	<p>Increase the New Skills for Life Qualification.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>

HEALTH AND CARE

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- 47% of people in the Rift House/Burn Valley area have health problems in comparison to 27% NRF area and 24% Borough wide (Census 2001).
- 15.6% of people are incapable of working due to health problems in comparison to 19.7% NRF area and 13.7% Borough wide (JSU, 2006).
- 20% of the population in Rift House/Burn Valley are of retirement age, in comparison to 18% NRF area and 19% Borough wide (JSU, 2006).
- 35% of residents have a long standing illness, disability or infirmity in comparison to 41% NRF area and 34% Borough wide (Ipsos MORI 2006).
- 13% of residents suffer with anxiety/problems with nerves/depression or stress in comparison to 18% Borough wide and 21% NRF area (Ipsos MORI 2006).
- 38% of people in the Rift House/Burn Valley area smoke in comparison to 42% NRF Area and 31% Borough wide (Ipsos MORI 2006).
- 27% of residents never eat five portions of fruit or vegetables a day in comparison 22% NRF Area and 15% Borough wide (Ipsos MORI 2006).

Strengths

- Proposed Waverley Terrace allotment project – an allotment has been earmarked for users of a mental health service to grow their own fruit, vegetables and flowers to be distributed to friends and families and local food cooperatives.
- Good access to the health care facilities (for example the Diabetes Clinic) on Wynyard Road due to it being on a regular bus route.
- Access to Health Centre on Caroline Street for residents in the Burn Valley area and access to Wynyard Road Primary Care Centre for all residents.
- Hartlepool's Primary Care Trust Health Trainer Co-ordinator based in the Rift House area.
- Kingsley Primary School: pupils believe the anti bullying policy, healthy food initiatives and opportunities for exercise and play are excellent.
- Rift House Primary School.
- St Cuthbert's RC Primary School.
- National Healthy Schools Status: all local schools in the Rift House/Burn Valley area have this status or are working towards it.
- Brierton Community Sports Centre.
- Good sexual health programmes delivered in both primary and secondary schools.
- Hartlepool's Public Health Strategy seeks to commence addressing many of the concerns that are highlighted by residents between 2005 and 2010 (for further details, see Key Resources

Weaknesses

- Perceived lack of doctors, dentists and pharmacies (although some in the town have delivery services available) in the area.
- Bus services to GPs out of the area are limited (for example, there is no bus available to the GPs on Kendal Road from the Rift House/Burn Valley area).
- Long waiting times to see GPs, and difficulties making appointments.
- Lack of health advice services/classes based in the area, for example a mother and baby clinic.
- Lack of health facilities, including affordable gyms and exercise facilities in close proximity.
- Lack of awareness of learning disability services available in the Rift House/Burn Valley area.
- Vulnerable groups such as the elderly and disabled require more support, particularly around awareness and access to services.
- Lack of community space to utilise for health and care courses/activities.
- Perceived prevalence of underage smoking.

<p>Strengths and Programmes Section).</p> <ul style="list-style-type: none"> ▪ Stranton Community Learning Centre (CLC) is in close proximity to the area. ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road. The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal would include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community. ▪ The Rift House and Burn Valley area is in close proximity to Public Rights of Way reaching out into the wider countryside, although these could be promoted further. ▪ Smoking cessation drop-in sessions serving the Rift House and Burn Valley area. The nearest smoking cessation session drop-in is held at Owton Rossmere Resource Centre on a Friday afternoon, 2.00pm until 4.00pm, although locations are reviewed regularly. All drop-in sessions sited around the town are however available to Rift House/Burn Valley residents. 	<p>Weaknesses See previous page.</p>
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GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Lack of doctors, dentists and pharmacy located in the area.
2.	Need to tackle issues surrounding access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).
3.	Improve support for people who have had strokes.
4.	Encourage residents to live a healthier lifestyle.
5.	Provide more support to the elderly population, particularly to those who live alone.
6.	Tackle the issue of underage drinking.
7.	Increase provision and opportunities for healthy eating.

HEALTH AND CARE

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>Lack of doctors, dentists and pharmacy located in the Rift House area.</p>	<ul style="list-style-type: none"> ▪ Investigate the possibility of locating a doctors, dentist and chemist in the area. <p>NB although there are no services based within the Rift House area there are a number of practices, in close proximity, which serve local residents, this includes the Wynyard Road Primary Care Centre.</p> ▪ Investigate the possibility of providing more health services on an outreach basis, for example hold health drop in clinics in the NDNA Building. ▪ Promote the delivery service of pharmacies in the town. 	<p>Medium Term.</p> <p>Short - Medium Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. GP's. Dentists. Pharmacies. RH/BV Forum. Hartlepool Families First.</p>	<ul style="list-style-type: none"> ▪ All relevant partners to discuss. Resources to be explored. <p>Hartlepool PCT are seeking to recruit 5/6 new GPs in to Hartlepool in 2007/2008.</p> <p>Although not based in the area, the Town Centre Development will be open in 2009.</p> ▪ Hartlepool Primary Care Trust to consider. <p>Hartlepool Families First Health Bus visits Shakespeare Avenue on Mondays, 1.00pm until 3.00pm (NDC funded project). Hartlepool Families First would be able to respond to the needs of Rift House/Burn Valley residents, subject to resources.</p> <p>Hartlepool Primary Care Trust's Health Trainer Co-ordinator based in the Rift House area. Health Trainers work with the local community to access their health needs and provide a 'navigation' service to help people access appropriate services and initiatives. They also work one to one to assist in lifestyle change for issues such as healthy eating, increased physical activity and smoking cessation.</p> ▪ Rift House/Burn Valley Forum to discuss with pharmacies town wide. 	<p>Increase life expectancy in both males and females.</p> <p>Reduce mortality rates for all causes and ages of males.</p> <p>Improve access to social care services.</p> <p>Increase the proportion of people satisfied with the local people as a place to live.</p>

HEALTH AND CARE

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>High stroke rate in the Rift House/Burn Valley area.</p>	<ul style="list-style-type: none"> ▪ Promote the services of the Community Stroke Team Mobile services who are based at Wynyard Road. 	<p>Short Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. GP's. Dentists. Pharmacies. Community Stroke Team. RH/BV Forum. H'pool Carers.</p>	<ul style="list-style-type: none"> ▪ Hartlepool PCT (including the Community Stroke Support Team based at Wynyard Road) and relevant partners to discuss. 	<p>Increase life expectancy in both males and females.</p> <p>Reduce mortality rates for all causes and ages of males.</p>
Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>Encourage healthier lifestyles.</p>	<ul style="list-style-type: none"> ▪ Promote the benefits of walking (particularly to school). ▪ Promote access to Hartlepool PCT Health Trainer sited in the area. 	<p>Short Term.</p> <p>Short Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. Children's Centre. Brierton Community Sports Centre. Hartlepool Sixth Form College. Eldon Grove Community Sports Centre.</p>	<ul style="list-style-type: none"> ▪ Hartlepool Borough Council's Sports Development Team administers the Big City Walk Scheme which encourages children to record how many miles they walk in and out of school time. Tel. 01429 284050. ▪ All relevant partners to discuss and undertake a marketing campaign where possible. <p>Owton Manor West Neighbourhood Watch and Residents Association's Health Care Co-ordinator organises healthy walks in the Brierton area. Tel. 01429 273123.</p>	<p>Increase life expectancy in both males and females.</p> <p>Reduce mortality rates for all causes and ages of males and females.</p> <p>Increase the proportion of people satisfied with their area.</p> <p>Increase the number of schools</p>

HEALTH AND CARE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> ▪ Promote access to countryside. The Rift House and Burn Valley areas are in close proximity to Public Rights of Way into the wider countryside. ▪ Liaise with local schools in order to promote and use the facilities of schools with and/or seeking 'Healthy Schools' status more effectively. ▪ Promote local health facilities, for example the swimming pool at Hartlepool Sixth Form College, Eldon Grove Community Sports Centre (subject to remaining open), Brierton Community Sports Centre and Summerhill. ▪ Promote local health services (including those for mental health issues and learning disabilities services) more effectively as residents are not aware of those available. 	<p>Short Term.</p> <p>Short - Medium Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>Children's Centre. Summerhill. FAST Project. COOL Project. HBC Youth Services. HBC Children's Services. HBC Adult and Community Services. HBC Sports Development Team. Hartlepool MIND. Hartlepool Mental Health LIT.</p>	<ul style="list-style-type: none"> ▪ All relevant partners to discuss. ▪ Hartlepool Borough Council's Children's Services, Healthy Schools Co-ordinator, local schools and other relevant partners to discuss. <p>COOL Project based at Rift House Primary School on Wednesday evenings (5.00pm until 7.00pm), and Brierton Community Sports Centre on a Monday evening (5.00pm until 7.00pm). Tel. 01429 221832.</p> <p>St Cuthbert's RC Primary School and Rift House Primary School have the capacity to develop family learning or healthy eating courses, resources permitting.</p> <ul style="list-style-type: none"> ▪ Hartlepool Borough Council's Adult and Community Services, Sports Development Team, Hartlepool Sixth Form, Brierton Sports College, Eldon Grove Community Sports Centre, Summerhill and Rift House/Burn Valley Forum to discuss. ▪ All relevant partners to discuss. <p>Hartlepool MIND offers a variety of services and activities that all age groups can attend. Tel. 01429 269303.</p>	<p>achieving the new Healthy Schools Status.</p> <p>Increase annual Leisure Centre attendances.</p> <p>Increase Leisure Card holders attendance.</p> <p>Ensure young people are supported in developing self confidence, team working skills and enterprise.</p> <p>Decrease the percentage of residents stating that 'people being drunk or rowdy in public places' are a problem.</p> <p>Increase the percentage of residents who feel that people in their area are not treating them with respect and consideration is a very or fairly big problem.</p>

HEALTH AND CARE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> ▪ Continue to promote the Healthy Schools agenda. ▪ Encourage young people to exercise more frequently. ▪ Investigate the possibility of setting up a Food Co-operative and Fruit and Vegetable Bag Scheme. 	<p>Short - Medium Term.</p> <p>Short - Medium Term.</p> <p>Short - Medium Term.</p>	<p>School Sport Co-ordinators Programme. HBC Healthy Schools Co-ordinator. HBC Children's Centre and Childcare Co-ordinator. Local Schools. Residents. Young people. RH/BV Forum. HBC N'hood Manager. HBC Football Development Officer. GP's. Straight Line Project. Local Shops.</p>	<ul style="list-style-type: none"> ▪ Hartlepool Borough Council's Healthy Schools Co-ordinator. ▪ COOL Project based at Rift House Primary School on Wednesday evenings (5.00pm until 7.00pm), and Brierton Community Sports Centre on a Monday evening (5.00pm until 7.00pm). Tel. 01429 221832. <p>Families Accessing Support Team (FAST) Project offers a weekly football training session and participation in an under 18's youth league: 'Burn Valley FC'. Training is provided on a Tuesday at Brierton Community Sports Centre, 7.00pm until 8.30pm.</p> <p>Brierton Boys and Girls Project also operates in the area for young people between the ages of 14 and 18 on a Monday evening between 7.00pm and 9.00pm at Brierton Community Sports Centre. Tel. 01429 271571.</p> <p>Summerhill, a local nature reserve and outdoor sports centre is in close proximity to the Rift House/Burn Valley Neighbourhood Action Plan area, as are Public Rights of Way into the wider countryside.</p> <ul style="list-style-type: none"> ▪ Hartlepool Borough Council's Healthy Food Co-ordinator to discuss with Rift House/Burn Valley Forum. 	<p>Ensure young people are supported in developing self confidence, team working skills and enterprise.</p>

HEALTH AND CARE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued...	<ul style="list-style-type: none"> ▪ Need to develop the education and training/skills with regards the healthy eating, for example by providing cookery classes. ▪ Encourage the use of health facilities and activities available and advertise more widely any concessionary rates available. ▪ Children's Centre services at Kingsley Primary School to include 'Stop Smoking Classes' (as Smoking Cessation classes not available in the Rift House/Burn Valley area), Savings Clubs and Healthy Eating classes. ▪ Continue to deliver the 'Straight Line' Project in order to tackle the issue of underage drinking. ▪ Approach local shops to discuss how the alcohol is being obtained by young people. 	<p>Medium Term.</p> <p>Short - Medium Term.</p> <p>Short - Medium Term.</p> <p>Short Term.</p> <p>Short - Medium Term.</p>	<p>School Sport Co-ordinators Programme. HBC Healthy Schools Co-ordinator. HBC Children's Centre and Childcare Co-ordinator. Local Schools Residents. Young people. RH/BV Forum. HBC N'hood Manager. HBC Football Development Officer. GP's. Straight Line Project. Local Shops. Hartlepool PCT.</p>	<ul style="list-style-type: none"> ▪ Hartlepool Primary Care Trust, Hartlepool Borough Council's Healthy Food Co-ordinator and other relevant partners to discuss. Rift House Primary School have a Cookery Club for their Key Stage 1 pupils, which parents could partake in, resources permitting. ▪ Hartlepool Borough Council's Adult and Community Services, Sports Development Team and the Rift House/Burn Valley Forum to consider. ▪ Hartlepool Borough Council's Children's Centre and Childcare Co-ordinator to consider. ▪ The 'Straight Line' Project educates young people in the effects of underage drinking. For more information, Tel. 01429 239922. ▪ Rift House/Burn Valley Forum to discuss with local shops. 	See previous pages.

HEALTH AND CARE

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>Continued ...</p> <ul style="list-style-type: none"> ▪ Promote the Hartlepool Exercise for Life GP Referral Scheme. ▪ Explore the possibility of using the National Day Nursery Association (NDNA) Building on Masefield Road for activities for the elderly as it easily accessible. 	<p>See previous page.</p> <p>Short Term.</p> <p>Medium Term.</p>	See previous page.	<p>298686 or 292850.</p> <p>Palm Springs is held at Browning Avenue Baptist Church on the second Thursday of every month. Tel. 01429 222103.</p> <p>50+ Forum brings together people in the older age group to discuss matters of mutual interest. For more information, Tel. 01429 224466.</p> <ul style="list-style-type: none"> ▪ Hartlepool PCT and relevant partners to explore possibility of further promotion subject to resources. ▪ Rift House/Burn Valley Forum to discuss with National Day Nursery Association (NDNA) Building. 	See previous page.

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Lack of access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).	<ul style="list-style-type: none"> ▪ Need to address the lack of buses available for accessing GPs (particularly on Kendal Road) and hospitals serving Hartlepool residents (James Cook University Hospital and University Hospital of North Tees, especially with the pending closure of University Hospital of Hartlepool). 	Medium Term.	Hartlepool PCT. North Tees and Hartlepool NHS Trust. James Cook University Hospital.	<ul style="list-style-type: none"> ▪ Stagecoach/ARRIVA to discuss with Hartlepool PCT, North Tees and Hartlepool NHS Trust. James Cook University Hospital. Bus services are to be fully reviewed in 2008. <p>The Number 1 service runs to James Cook University Hospital.</p>	<p>Improve access to social care services.</p> <p>Improve A and E waiting times.</p> <p>Improve outpatient waiting times.</p>

HEALTH AND CARE

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ... <ul style="list-style-type: none"> ▪ Difficulties in making GPs and/or hospital appointments as waiting times are long. 	See previous page. Short Term.	Stagecoach/ ARRIVA. RH/BV Forum.	A commitment is required to providing a service to University Hospital of North Tees due to high cost implications. <ul style="list-style-type: none"> ▪ Hartlepool PCT are seeking to recruit 5/6 new GPs in to Hartlepool in 2007/2008. Rift House/Burn Valley Forum to discuss with all relevant partners.	Improve diagnostic waiting times. Improve inpatient and day case waiting times.

COMMUNITY SAFETY

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- The total crime offences (per 1000 population) is 110 in the area, which is low in comparison to 182.5 NRF Area, 129 Borough wide (HBC Community Safety 2005/2006).
- The total overall vehicle crime (per 1000 population) is 11.9 which is low in comparison to 17.4 NRF Area, 14.4 Borough wide (HBC Community Safety 2005/2006).
- The total violent crime (per 1000 population) is 30.9 which is low in comparison to 51.1 NRF Area, 34.5 Borough wide (HBC Community Safety 2005/2006).
- The total domestic burglary (per 1000 population) is lower than the Borough average, 14.3 in comparison to 21.5 NRF Area, 15.6 Borough wide (HBC Community Safety 2005/2006).
- 57% of residents are satisfied with the level of visible Police patrols in comparison with 20% in the rest of the neighbouring Police areas in the Tees Valley (Cleveland Police Satisfaction Survey 2006).
- 71% of residents feel safe walking alone in or around the area after dark in comparison to 61% NRF Area and 64% Borough wide (Ipsos MORI 2006).
- 61% of residents feel about as safe as three years ago, in comparison to 52% NRF Area and 61% Borough wide (Ipsos MORI 2006).
- 40% of residents feel that the speed and volume of road traffic is a problem in the area but not a serious problem in the area in comparison to 27% NRF Area and 25% Borough wide (Ipsos MORI 2006).
- 68% of residents feel that vandalism, graffiti and other deliberate damage is not a problem in the area in comparison to 59% NRF Area and 66% Borough wide (Ipsos MORI 2006).
- 87% of residents feel that people being attacked or harassed is not a problem in the area in comparison to 76% NRF Area and 83% Borough wide (Ipsos MORI 2006).
- 79% of residents feel that household burglary is not a problem in the area in comparison to 69% NRF Area and 74% Borough wide (Ipsos MORI 2006).
- 63% of residents feel that car crime is not a problem in the area in comparison to 61% NRF Area and 68% Borough wide (Ipsos MORI 2006).
- 73% of residents feel that drug dealing and use is not a problem in the area in comparison to 51% NRF Area and 63% Borough wide (Ipsos MORI 2006).
- 93% of residents feel that property being set on fire is not a problem in the area in comparison to 89% NRF Area and 92% Borough wide (Ipsos MORI 2006).
- 77% of residents feel that disturbance from crowds and gangs and hooliganism is not a problem in the area in comparison to 68% NRF Area and 71% Borough wide (Ipsos MORI 2006).

Strengths

- Neighbourhood Policing Scheme with a dedicated ringfenced PC and a dedicated ringfenced PCSO has made a big difference: much improved communication between Police and residents and people generally feel safer, but residents would like more officers for the Rift House/Burn Valley area.
- Relatively low crime statistics for the area.
- Improved lighting and CCTV installed at Colwyn Road.

Weaknesses

- Drug dealing and associated burglary and litter.
- Anti-social behaviour: perception of lots of youths hanging around Catcote Road shops area, Wordsworth Avenue, 'the Rec', Kipling Road and in Burn Valley Gardens after dusk in gangs, drinking, causing disturbances, fighting and smashing glass.
- Some residents still think graffiti is a problem on the estate.
- Vandalism, drug taking and graffiti in Burn Valley Gardens and

Strengths	Weaknesses
<ul style="list-style-type: none"> ▪ Reduced anti-social behaviour by young people. ▪ Improved street lighting in Martin, Dickens, Ruskin, Spenser Groves, Chaucer Avenue, Oxford Road, Elwick Road, Colwyn Road, Colenso Street, Shaw Grove, Gulliver Road and Waverley Terrace allotments. ▪ Improved fencing at Waverley Terrace allotments. ▪ Improved security measures in Burn Valley Gardens including improved lighting and pruning of bushes and trees. ▪ Increased target hardening measures through the distribution of 'Smartwater'. ('Smartwater' is an indelible solution containing its own unique DNA style identification code which can be painted on to possessions). ▪ A number of alleyways have been blocked off with alleygates and this has helped to reduce crime. ▪ Improved security measures to Housing Hartlepool properties (including secure doors). ▪ Families Accessing Support Team (FAST) Project contributing towards tackling problems of anti-social behaviour. ▪ Neighbourhood Watch Scheme. ▪ Domestic Violence Support Service and Domestic Violence Outreach Support Worker. ▪ Parking improvements and traffic calming measures in the area, although more improvements are required. ▪ Fitting of free fire and smoke alarms by Cleveland Fire Brigade. 	<ul style="list-style-type: none"> ▪ Marlowe Road garages. ▪ Poor Neighbourhood Watch coverage in some parts of the area. ▪ Off road motorbikes and quad bikes especially at the top of Masefield Road and also Waverley Terrace and 'the Rec'. ▪ Young people destroying shrubbery in Sheridan Grove ▪ No CCTV coverage at Catcote shops and in the Rift House area in particular. ▪ Poor street lighting at the top end of Burn Valley Gardens, in the side streets off Elwick Road and the drive to Hartlepool Sixth Form College and Brinkburn Youth Club. ▪ Incidents of anti-social behaviour and associated behaviour e.g. underage drinking and playing football on a night. ▪ Car parking on grassed areas. ▪ Fires at allotment sites and 'little woods' at the top of Masefield Road. ▪ Speeding cars particularly on Masefield Road and Marlowe Road. ▪ Children and young people have identified incidences of racism and bullying at school and in Burn Valley Gardens. ▪ Young people feel that there is a poor relationship between young people and the Police at Summerhill. ▪ Some young people do not feel safe around the estate during the day and on a night. ▪ Absentee private landlords in the area (see Environment and Housing section).

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Ensure the benefits of the Neighbourhood Policing scheme continue.
2.	Reduce drug related issues throughout the area.
3.	Reduce incidents of anti-social behaviour and associated behaviour.
4.	Further improve street lighting provision throughout the area.
4.	Address the issue of illegal off road motor bikes and quad bikes especially at the top of Masefield Road.
6.	Address traffic issues throughout the area.
7.	Encourage community participation in Neighbourhood Watch.

COMMUNITY SAFETY

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>operations and advertise the existing drug clean up services more widely.</p> <ul style="list-style-type: none"> ▪ Initiatives to raise awareness/educate the local community particularly young people on the dangers surrounding the use of drugs and their effects as well as drug related litter. ▪ Improve street lighting in the area to deter drug related activity e.g. at the top end of Burn Valley Gardens. ▪ Explore the possibility of increasing CCTV provision in the area to deter drug related activity and especially in 'hot spot' areas such as the front and rear of Catcote Road shops. 	<p>See previous page.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>Prevention Officer). Residents. DISC. Hartlepool Young Persons Drug Team (HYPE). ASB Unit. Community Drug Centre. British Telecom.</p>	<ul style="list-style-type: none"> ▪ Hartlepool Borough Council's 24 hour Drug Litter Service – 2 hour response time. 9.00am to 5.00pm, Tel. 01429 523333. 5.00pm to 9.00am, Tel. 01429 869424. ▪ Subject to funding and resources. <p>Rift House/Burn Valley Forum to discuss with the Drug Action Team Mobile Unit. The Drug Action Team is available to carry out education events in the local area, subject to resources.</p> <p>A town wide Personal Advisor who works alongside Hartlepool Young Persons Drug Team (HYPE).</p> <ul style="list-style-type: none"> ▪ Review street lighting provision subject to further consultation on key areas of concern as well as funding and resources. Rift House/Burn Valley Forum, residents and HBC Public Lighting Manager to identify any priority areas which are poorly lit. <p>NRF, Hartlepool Borough Council's Public Lighting Maintenance Plan and Housing Hartlepool.</p> <ul style="list-style-type: none"> ▪ HBC Community Safety is looking into CCTV provision in the area. <p>Subject to funding and resources.</p>	<p>for 12 weeks or more.</p>

COMMUNITY SAFETY

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>Officers establish good relationships with the local community particularly young people.</p> <ul style="list-style-type: none"> Explore the possibility of a 'graffiti wall' (mural). 	<p>See previous page.</p> <p>Short Term.</p>	See previous page.	<ul style="list-style-type: none"> Neighbourhood Policing Scheme to continue to address this issue. Single Point of Contact number Tel. 01429 235811. Increased patrols in the area (in the evenings and at weekends). Rift House/Burn Valley Forum to discuss with HBC Pride in Hartlepool and local schools. 	See previous page.

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).	<ul style="list-style-type: none"> Improve street lighting provision. 	Medium Term.	HBC Community Safety. HBC N'hood Services. HBC Public Lighting Manager.	<ul style="list-style-type: none"> Rift House/Burn Valley Forum to identify areas and discuss with HBC Public Lighting Manager. <p>HBC Street Lighting Maintenance Plan.</p>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase percentage of residents who feel very or fairly safe out in their neighbourhood after dark.</p> <p>Reduce percentage of people who are worried about being mugged on the street.</p>

COMMUNITY SAFETY

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>Illegal use of off road motor bikes and quad bikes especially at the top of Masefield Road.</p>	<ul style="list-style-type: none"> ▪ Seek to reduce illegal off road motor bike and quad bike usage. ▪ Residents to report incidents involving motorbikes and quad bikes being driven illegally to Cleveland Police Tel. 01642 326326 (Police Headquarters) and Cleveland Police to feedback 'good news' stories to the local community. ▪ Local schools to raise awareness regarding the legalities and dangers of using motorbikes illegally. ▪ Increased enforcement e.g. Cleveland Police to increase targeted operations using the Motorbike Unit. 	<p>Short - Long Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>Cleveland Police. Motorbike Unit. Residents. RH/BV Forum. Local Schools. HBC Adult and Community Services. N'hood Manager. ASB Unit. Cleveland Fire Brigade. Housing Hartlepool.</p>	<ul style="list-style-type: none"> ▪ Town wide illegal off road motorbike Steering Group to investigate and report on how to tackle and reduce the problem (increasing enforcement and awareness). There is a multi-agency group operating in conjunction with Stockton and Middlesbrough which looks at tackling the issues associated with off road motor bikes and quad bikes. Three meetings have been held since its inception in Summer 2006 and involves local Authority Officers (Neighbourhood Services), the Police and the Anti-Social Behaviour Unit Coordinator Tel. 01429 296588. An Off Road Motor Cycle Strategy is nearly developed which will bring a more co-ordinated approach to this issue. ▪ Residents to work with Cleveland Police and other relevant organisations. ▪ Rift House/Burn Valley Forum to work with local schools and other relevant organisations. ▪ Cleveland Police and other relevant organisations to discuss subject to funding/resources. 	<p>Reduce personal, social and community disorder reported to the Police.</p>

COMMUNITY SAFETY

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> Increase publicity on what is illegal activity. 	Short Term.	See previous page.	<ul style="list-style-type: none"> Cleveland Police and other relevant organisations to discuss subject to funding/resources. 	See previous page.
Priority Concern 6	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Address traffic issues throughout the area in particular Baden Street, Masefield Road and Marlowe Road.	<ul style="list-style-type: none"> Explore the possibility of installing traffic lights to control the flow of traffic in Baden Street. Explore the possibility of introducing speed reduction measures/further speed reduction measures on Masefield Road and Marlowe Road. 	<p>Short - Medium Term.</p> <p>Short Term.</p>	HBC Transport'n and Traffic. HBC N'hood Manager. Residents' Associations. RH/BV Forum. Cleveland Police.	<ul style="list-style-type: none"> Hartlepool Local Transport Plan, Neighbourhood Renewal Fund and Central Consultative Forums minor works budget. HBC Transportation and Traffic can provide the Rift House/Burn Valley Forum and Residents' Associations with options to reduce speeding cars. 	<p>Reduce the number of traffic related deaths and serious injuries.</p> <p>Reduce the number of children killed or seriously injured.</p>
Priority Concern 7	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Support and extend existing Neighbourhood Watch Schemes.	<ul style="list-style-type: none"> Investigate the possibility of organising a publicity campaign to raise awareness and identify local volunteers to join the Neighbourhood Watch Scheme. 	Short Term.	Cleveland Police. N'hood Police Support Team. N'hood Watch. Residents. Residents' Associations. Community/	<ul style="list-style-type: none"> The Neighbourhood Watch Scheme is in the process of becoming more proactive in the process of getting more volunteers from existing Neighbourhood Watch Schemes to go into the Police station by way of involving them in printing newsletters etc. Further information on the Neighbourhood Watch scheme can be obtained from the Neighbourhood Watch Officer on 	<p>Reduce the level of total crime.</p> <p>Increase the percentage of residents who are worried about having their home broken into.</p> <p>Increase percentage</p>

COMMUNITY SAFETY

Priority Concern 7	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ...	See previous page.	Voluntary Sector.	Tel. 01429 405585.	of people who are satisfied with the quality of service provided by the Police.

ENVIRONMENT AND HOUSING

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- 52% of households are owner occupied in comparison to 44% NRF Area and 53% Borough wide (Ipsos MORI 2006).
- 39% are social sector rented which is the same as the NRF Area, and higher than Borough wide at 33% (Ipsos MORI 2006).
- There has been a 76% rise in house prices in the Rift House/Burn Valley area between 2003 and 2005 (JSU, 2006).
- 9.3% of houses in Rift House/Burn Valley have no central heating in comparison to 8.1 NRF Area and 5.1% Borough wide (Census 2001).
- 45% of residents are very satisfied with living in the Rift House/Burn Valley area in comparison to 32% NRF Area and 43% Borough wide (Ipsos MORI 2006).
- 14% of people feel that litter and rubbish in the streets is a serious problem in the area, in comparison to 23% NRF Area and 17% Borough wide (Ipsos MORI, 2006).
- 16% of residents consider the speed and volume of traffic to be a serious problem in the area, in comparison to 22% NRF Area and 19% Borough wide (Ipsos MORI, 2006).
- 3% of residents consider a lack of parks and open spaces to be a serious problem in comparison to 15% NRF area and 9% Borough wide (Ipsos MORI, 2006).
- 8% of people feel that poor public transport is a serious problem in this area, in comparison to 7% NRF Area and 7% Borough wide (Ipsos MORI, 2006).

Strengths

- Improvements to flower beds in Colwyn Road.
- Recent car parking/grass verge removal improvements.
- Improved street cleansing.
- Increased amount of litter/dog litter bins in the area but litter is still a problem in some areas.
- Traffic calming measures on Masefield Road although alterations to the speed humps are to be made to ensure they are more effective.
- Summerhill Country Park has excellent cycle and pedestrian links.
- Open green space adjacent to Summerhill Country Park.
- The area has relatively high tree cover, which can have a positive effect on the environment and residents quality of life.
- Close proximity to a variety of shops on Catcote Road (Rift House area) and Oxford Road, Elwick Road and the Town Centre (Burn Valley area) – although no amenities for residents living at the top of the Rift House area.
- Close proximity to Burn Valley Gardens and the recent improvements to the Gardens through the rejuvenation scheme funded by New Deal for Communities (NDC) Programme as well as the work supported by the NRF Residents Priority Budget (allocated by the Rift House/Burn Valley Forum) which includes work to the front entrance, improved street lighting, resurfacing of pathways etc. however, further works still required particularly to

Weaknesses

- Speeding traffic in some areas.
- Litter (Brierton Community School fence, Sitwell Walk and back streets in the Burn Valley area a particular problem), fly tipping (Burn Valley Gardens), graffiti and vandalism (Burn Valley Gardens) and dog fouling problems (back streets in the Burn Valley area).
- Lack of car parking provision therefore cars park on grassed areas.
- Shops in poor state of repair throughout the area in particular the Catcote Road parade.
- Perceived lack of enforcement action on illegal parking (permit zones and double yellow lines) particularly on Elwick Road and Marlowe Road/junction of Catcote Road.
- Off road motorbikes and quad bikes especially at the top of Masefield Road (see Community Safety section).
- Grass cuttings not collected after an area has been mowed.
- Overhanging shrubs on public footpaths in some areas.
- Recycling collection not adequate for some residents (residents have to carry boxes/bins to the end of the road to have the refuse collected).
- Recycling amenities on Elwick Road not emptied regularly enough and are often overflowing.
- Need improvements to public transport system particularly after

<p>Strengths</p> <p>the top end of the Gardens.</p> <ul style="list-style-type: none"> ▪ Good public transport system along Oxford Road and Catcote Road although could be improved further particularly after 6.00pm in the Rift House area. ▪ Improvements to Waverley Terrace allotments although further work is still required. ▪ Green open spaces. ▪ Overgrown vegetation removed at a number of locations. ▪ Improvements in parking provision although more work is required. ▪ Quiet area to live in with good neighbours. ▪ New Care Home development (Lindisfarne) on the old Rift House Club site. ▪ Removal of raised flower beds in some streets off Elwick Road to increase car parking provision. ▪ Traffic calming measures. ▪ Street lighting improvements across the area particularly in the lower end of the Burn Valley Gardens, Ruskin, Martin, Spenser, Dickens Groves, Oxford, Elwick and Colwyn Road, Colenso Street, Shaw Grove, Chaucer Avenue and Gulliver Road. ▪ Alleygates/security improvements. ▪ Recycling scheme although there are unsuitable collection points for some residents. ▪ Regular visual audits. ▪ Good lines of communication with housing offices/associations. ▪ New development on the St Columba Church site will improve the area. ▪ Housing Hartlepool's dedicated Estate Caretaker. ▪ Recent modernisation to Housing Hartlepool properties. 	<p>Weaknesses</p> <p>6.00pm in the Rift House area.</p> <ul style="list-style-type: none"> ▪ Lack of dog litter bins in some areas. ▪ Uneven road surfaces and hazardous pavements e.g. Sinclair Road, Gulliver Road and Doyle Walk. ▪ Lack of drop off and pick up points for local schools especially on Catcote Road. ▪ Some flower beds remain in some streets off Elwick Road which limits parking availability. ▪ Poor street lighting at the top of Burn Valley Gardens, in the side streets off Elwick Road and the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club). ▪ Fires at allotment sites. ▪ Empty properties and absentee landlords particularly in the Burn Valley area. ▪ Transient population, need to retain tenants within the community particularly in the Burn Valley area. ▪ Vacant and boarded up properties in terraced streets plus absentee landlords and anti-social tenants. ▪ Lack of affordable housing including family houses and two bedroomed bungalows in particular.
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GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Improve environmental quality by addressing issues such as litter, fly tipping, graffiti, vandalism, dog fouling, recycling and improving appearance of local shopping parades and allotment sites.
2.	Address residents' concerns/problems with the refuse collection and recycling scheme.
3.	Further improve street lighting provision throughout the area.
4.	Address parking, traffic and road safety issues.
5.	Improve the condition of uneven road surfaces and pavements in certain areas.
6.	Improve the public transport system, serving the Rift House area, particularly after 6.00pm.
7.	Improve provision and quality of cycle ways in the area.

8.	Improve regulation in the private rented sector.
9.	Address the lack of affordable housing including family houses and two bedroomed bungalows.

ENVIRONMENT AND HOUSING

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>Continued ...</p> <ul style="list-style-type: none"> ▪ Clean up graffiti and address incidents of vandalism particularly in Burn Valley Gardens, on the substation and telephone cable boxes. <p>Residents to provide specific information regarding persons committing illegal activity to the Neighbourhood Policing Team Tel. 01429 235811, the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588 or Cleveland Police Tel. 01642 326326 (Police Headquarters).</p> <ul style="list-style-type: none"> ▪ Address dog fouling issues, particularly on Elwick Road, in the back streets of the Burn Valley area and Burn Valley Gardens through enforcement, publicising fines, providing more dog fouling bins and signs, and educating the community. <p>Need to map the location of existing dog</p>	<p>See previous page.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC Environmental Action Team. N'hood Enforcement Team. Youth Offending Service. Dog Wardens. Probation Service. Housing Hartlepool. Business Community. HBC N'hood Services: Waste Management.</p>	<p>Rift House/Burn Valley Forum and HBC Central Neighbourhood Manager to discuss and prioritise in terms of NRF Residents Priority Budget and Minor Works Budget.</p> <p>HBC's Bulky Waste Service.</p> <p>Housing Hartlepool's dedicated Estate Caretaker responds to incidents of fly-tipping.</p> <ul style="list-style-type: none"> ▪ Central Environmental Action Team and Neighbourhood Enforcement Team 'Graffiti Services'. <p>Rift House/Burn Valley Forum and Neighbourhood Manager to discuss and prioritise in terms of NRF Residents Priority Budget and Minor Works Budget.</p> <p>Rift House/Burn Valley Forum to work with HBC Youth Offending Service.</p> <p>Housing Hartlepool's dedicated Estate Caretaker is soon to be trained in graffiti removal.</p> <ul style="list-style-type: none"> ▪ HBC Central Neighbourhood Manager to liaise with NRF Environmental Operative and Central Environmental Action Team. <p>Neighbourhood Enforcement Team: Dog Warden Service can issue notices and fixed penalty fines. They can attend School Governors</p>	<p>Improve the cleanliness of the neighbourhood.</p> <p>Reduce the percentage of people who think litter and rubbish in the streets is a problem in their area.</p> <p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce level of criminal damage.</p> <p>Increase tonnage of household waste recycled or composted.</p>

ENVIRONMENT AND HOUSING

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>fouling bins across the Rift House/Burn Valley area and identify 'hot spot' areas which require action.</p> <ul style="list-style-type: none"> ▪ Improve street cleansing (including litter removal and chewing gum on pavements) especially in public areas, such as shopping parades as well as back lanes (particularly in the Burn Valley area and behind Catcote Road shops), though enforcement, publicising fines, more litter bins or perhaps fewer larger bins, more regular cleansing and emptying of dog litter bins and encourage local people and businesses to contribute (e.g. helping with clean ups 	<p>See previous page.</p> <p>Short Term.</p>	<p>HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC Environmental Action Team. N'hood Enforcement Team. Youth Offending Service. Dog Wardens. Probation Service. Housing Hartlepool. Business Community. HBC N'hood Services: Waste Management.</p>	<p>meetings to raise the profile and state the zero tolerance policy. Tel. 01429 523333.</p> <p>Neighbourhood Services Budget has £15,000 available town wide (£5,000 each for North, Central and South) per annum to provide bins (£200 per dog bin, disposal cost additional) at present but this is currently under review as providing more bins may not be the best solution if there are not the resources to empty more.</p> <p>Minor Works Budget and NRF Residents Priority Budget. Rift House/Burn Valley Forum and HBC Central Neighbourhood Manager to identify existing provision and look to identify 'hot spot' areas.</p> <p>Housing Hartlepool's Tenancy Relations and Enforcement Team Tel. 01429 525252.</p> <ul style="list-style-type: none"> ▪ NRF Environmental Operative and Central Environmental Action Team. <p>Neighbourhood Enforcement Team Street Cleansing and Dog Warden Services can also issue notices and fixed penalty fines. They can attend School Governors meetings to raise the profile and state zero tolerance policy Tel. 01429 523333.</p>	<p>Improve the cleanliness of the neighbourhood.</p> <p>Reduce the percentage of people who think litter and rubbish in the streets is a problem in their area.</p> <p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce level of criminal damage.</p> <p>Increase tonnage of household waste recycled or composted.</p>

ENVIRONMENT AND HOUSING

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>and removing litter from garden areas).</p> <p>NB chewing gum is not currently removed as the equipment is not available.</p> <ul style="list-style-type: none"> ▪ Better response by litter clearance services to cover most problematic periods in the Burn Valley area (most concentrated litter problems caused by night time economy at weekends). ▪ Improve existing recycling amenities on Elwick Road by increasing collections and/or further provision. Also look to increase provision for further drop off points such as bottle banks etc. where appropriate and feasible. ▪ Educate local residents regarding recycling responsibilities. ▪ Improve the appearance of local shopping parades/commercial properties 	<p>See previous page.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Medium Term.</p> <p>Medium Term.</p>	<p>HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC Environmental Action Team. N'hood Enforcement Team. Youth Offending Service. Dog Wardens. Probation Service. Housing Hartlepool. Business Community. HBC N'hood Services: Waste Management.</p>	<p>Rift House/Burn Valley Forum and HBC Central Neighbourhood Manager to discuss and prioritise in terms of NRF Residents Priority Budget.</p> <p>Neighbourhood Services budget has £15,000 available town wide per annum (£5,000 each for North, Central and South) to provide litter bins (£350 per litter bin, disposal cost additional) at present but this is currently under review as providing more bins may not be the best solution if there are not the resources to empty more.</p> <ul style="list-style-type: none"> ▪ HBC Central Neighbourhood Manager to discuss with HBC Neighbourhood Services, the feasibility of timetabling litter clearance services so it can cover Mondays. ▪ HBC Central Neighbourhood Manager to discuss with Rift House/Burn Valley Forum and identify potential locations for future amenities, although it is difficult to find suitable locations for recycling facilities. ▪ Resources to be confirmed. ▪ Subject to funding available but opportunities could become 	<p>Improve the cleanliness of the neighbourhood.</p> <p>Reduce the percentage of people who think litter and rubbish in the streets is a problem in their area.</p> <p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce level of criminal damage.</p> <p>Increase tonnage of household waste recycled or composted.</p>

ENVIRONMENT AND HOUSING

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>e.g. Catcote Road, through works such as shop front improvements e.g. painting of window sills and shutters, hanging baskets, and litter removal etc. Work also required to the vacant building opposite Burn Valley Gardens which is in a state of disrepair.</p> <ul style="list-style-type: none"> ▪ Further improve the allotments sites at Waverley Terrace (fencing improvements already taken place) and Catcote Road to include CCTV and security fencing where appropriate and feasible. ▪ Fires at allotment site in Waverley Terrace site and in the 'little wood' at the top of Masefield Road. 	<p>See previous page.</p> <p>Medium Term.</p> <p>Short Term.</p>	<p>HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC Environmental Action Team. N'hood Enforcement Team. Youth Offending Team. Dog Wardens. Probation Service. Housing Hartlepool. Business Community. HBC Parks and Countryside Manager. HBC N'hood Services: Waste Management.</p>	<p>available through Minor Works Budget, NRF Residents Priority Budget.</p> <p>Rift House/Burn Valley Forum to work with Youth Offending Service and local shop proprietors regarding a maintenance programme.</p> <ul style="list-style-type: none"> ▪ Subject to funding available but opportunities could become available through Minor Works Budget, NRF Residents Priority Budget etc. <p>Work with Allotment Association/allotment holders to identify solutions to upgrade allotment sites in the short term.</p> <p>HBC looking at the possibility of extending the coverage of the existing CCTV system at nearby Summerhill site to include the shared access lane with the allotments to provide security (Catcote Road allotments).</p> <ul style="list-style-type: none"> ▪ HBC Parks and Countryside Manager meeting with all allotment holders to discuss residents concerns. <p>Cleveland Police: Neighbourhood Policing Scheme. Single Point of Contact number Tel. 01429 235811.</p> <p>The Anti-Social Behaviour Unit (ASB)</p>	<p>Improve the cleanliness of the neighbourhood.</p> <p>Reduce the percentage of people who think litter and rubbish in the streets is a problem in their area.</p> <p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce level of criminal damage.</p> <p>Increase tonnage of household waste recycled or composted.</p> <p>Reduce number of deliberate fires.</p>

ENVIRONMENT AND HOUSING

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ...	See previous page.	See previous page.	Unit) based on Jutland Road can be contacted on Tel. 01429 296588.	See previous page.

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Address residents' concerns/problems with the refuse collection and recycling scheme.	<ul style="list-style-type: none"> ▪ Improve the collection of grass cuttings once the area has been mowed. ▪ Look at issues such as the litter created by the white bag and blue box collection. ▪ Look at issues such as residents have to carry boxes/bins to the end of the road to have the refuse/recycling collected. 	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC N'hood Services: Waste Management. HBC Environmental Action Team.</p>	<ul style="list-style-type: none"> ▪ Extra cost does not justify action (would cost an estimated £½ million to collect grass cuttings across the town). HBC Environmental Action Team will however respond to customer enquiries via the HBC Contact Centre Tel. 01429 266522. ▪ Resources to be confirmed. The contract is currently out to tender for the curb side recycling. It is anticipated that the new contract will include solutions to the problems residents have previously reported. ▪ Resources to be confirmed. The contract is currently out to tender for the recycling initiative. Problems highlighted should be addressed in the new contract. 	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase tonnage of household waste recycled or composted.</p>

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Street lighting improvements required	<ul style="list-style-type: none"> ▪ Improve street lighting provision. 	Medium Term.	HBC Community	<ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum to identify areas and discuss with HBC 	Increase the proportion of people

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Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>(particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).</p>	<p>Continued ...</p>	<p>See previous page.</p>	<p>Safety. HBC N'hood Services. HBC Public Lighting Manager.</p>	<p>Public Lighting Manager. HBC Street Lighting Maintenance Plan.</p>	<p>satisfied with their local area as a place to live.</p> <p>Increase percentage of residents who feel very or fairly safe out in their neighbourhood after dark.</p> <p>Reduce percentage of people who are worried about being mugged on the street.</p>
Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>Traffic and road safety problems plus concerns with transport issues and uneven road surfaces/pavements as well as overhanging shrubs onto public footpaths.</p> <p>(NB for information relating to the illegal use of motorbikes, motorised scooters and quad bikes, see</p>	<p>Increase parking provision/on-street parking facilities particularly in the Rift House area (Glasworthy Road, Garrick Grove, Sinclair Road, Sitwell Walk, Walpole Road (cul-de-sac), Macaulay Road, Longfellow Walk and Fletcher Walk) and outside local schools, to reduce parking on grass verges e.g. through tarmacking grass verges, continuing to remove raised flower beds where applicable, creating physical parking bays where appropriate. Also look at the perceived problems created by double parking in Baden Street.</p>	<p>Short - Medium Term.</p>	<p>RH/BV Forum. Local Schools. Residents Associations. HBC Transport'n and Traffic. Residents. HBC N'hood Manager.</p>	<ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum to discuss with HBC Central Neighbourhood Manager. <p>Subject to funding available but opportunities could become available through Minor Works Budget, Local Transport Plan (LTP) and NRF Residents Priority Budget.</p> <p>Criteria has been set to prioritise areas where grass verges need to be tarmacked to increase parking provision.</p>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase the number of schools with an approved school travel plan.</p> <p>Reduce number of traffic related deaths and serious injuries.</p>

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Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Community Safety section).	<ul style="list-style-type: none"> ▪ Investigate access issues to properties in Panero Grove, Garrick Grove and Walpole Road (cul-de-sac) particularly for the elderly and disabled. ▪ Look at the congestion problems particularly outside local schools especially at Brierton Community School because of the car wash opposite, English Martyrs School and VI Form College and Kingsley Primary School. ▪ Look at the possibility of providing a pedestrian crossing on Elwick Road around the corner of Baden Street to Arncliffe Gardens area. ▪ Encourage parents and children to walk to school. ▪ Enforcement action on illegal parking (yellow lines and in resident permit zones) particularly on Elwick Road and Marlowe Road/junction of Catcote Road. ▪ Improve uneven road surfaces (including back lanes) and investigate the possibility of improving the condition of 	<p>Short - Medium Term.</p> <p>Short - Medium Term.</p> <p>Medium - Long Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short - Medium Term.</p>	<p>Housing Hartlepool. HBC Environmental Action Team. N'hood Enforcement Team. Business Community. HBC Economic Development. HBC Regeneration. HBC N'hood Services. HBC Parking Services.</p>	<ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum to discuss with HBC Central Neighbourhood Manager and prioritise areas. Work to Panero Grove recently completed through Minor Works Budget. HBC Central Neighbourhood Manager currently undertaking consultation in Garrick Grove regarding parking issues. ▪ Rift House/Burn Valley Forum to discuss with HBC Central Neighbourhood Manager. HBC are looking at 20mph zones outside schools, including traffic calming measures. This will be a rolling programme. ▪ Resources to be confirmed. ▪ Rift House/Burn Valley Forum to work with local schools. ▪ HBC Parking Services. ▪ Subject to funding there could be opportunities under the Local Transport Plan, Minor Works Budget 	<p>Reduce number of children killed or seriously injured.</p> <p>Maintain and increase where possible the number of bus passenger journeys.</p> <p>Increase bus passenger satisfaction.</p>

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Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>hazardous pavements (Tristram Avenue, Sinclair Road, Gulliver Road and Doyle Walk). Also need to address the problems caused by overhanging shrubs onto public footpaths.</p> <ul style="list-style-type: none"> ▪ Improve road safety through traffic calming measures. NB Need to ensure the most appropriate solution is installed to resolve problems with speeding vehicles and, look to use alternative methods of traffic calming other than speed humps, where possible. Problem areas include Baden Street to Brinkburn Road and Marlowe Road. ▪ Assess problems associated with heavy good vehicles delivering to local shops especially on Chesterton Road turning onto Masefield Road through installation of signage or bollards (particularly on the corner of Chesterton/Masefield Road). ▪ Investigate how to improve local transport services, in the Rift House area, particularly to High Tunstall College of Science and after 6.00pm to areas such as the Headland, Seaton Carew etc. This would include a more frequent service, having an increased number of bus stops and limiting bus stop and timetable vandalism. NB Access to hospitals serving the Hartlepool area is a major concern (i.e. the University Hospital of Hartlepool, James Cook and North Tees). 	<p>See previous page.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Medium Term.</p>	<p>RH/BV Forum. Local Schools. Residents Associations. HBC Transport'n and Traffic. Residents. HBC N'hood Manager. Housing Hartlepool. HBC Environmental Action Team. N'hood Enforcement Team. Business Community. HBC Economic Development. HBC Regeneration. HBC N'hood Services. Local Shopkeepers. HBC Parking Services. Stagecoach/ARRIVA.</p>	<p>and NRF Residents Priority Budget.</p> <p>Rift House/Burn Valley Forum to discuss with relevant partners; HBC Transportation and Traffic and HBC Central Neighbourhood Manager.</p> <ul style="list-style-type: none"> ▪ Subject to funding but there could be opportunities under the Local Transport Plan (LTP), Minor Works Budget and NRF Residents Priority Budget. <p>Rift House/Burn Valley Forum to discuss with HBC Central Neighbourhood Manager and prioritise areas.</p> <ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum to discuss with HBC Transportation and Traffic and HBC Central Neighbourhood Manager to look towards possible solution (if any). ▪ Rift House/Burn Valley Forum and HBC Central Neighbourhood Manager to discuss with Hartlepool PCT, HBC Transport Co-ordinator and Stagecoach/ARRIVA. <p>The number 1 bus is currently in operation to James Cook Hospital. Commitment required to providing a service to North Tees from Hartlepool due to high cost implications.</p>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase the number of schools with an approved school travel plan.</p> <p>Reduce number of traffic related deaths and serious injuries.</p> <p>Reduce number of children killed or seriously injured.</p> <p>Maintain and increase where possible the number of bus passenger journeys.</p> <p>Increase bus passenger satisfaction.</p>

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Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Improve provision and quality of cycle ways in the area.	<ul style="list-style-type: none"> Improve existing cycle ways and extend where possible. 	Medium Term.	RH/BV Forum. HBC Transport'n and Traffic. HBC N'hood Manager.	<ul style="list-style-type: none"> Rift House/Burn Valley Forum to discuss with relevant partners. Resources to be confirmed. 	Increase proportion of people satisfied with their local area as a place to live.

Priority Concern 6	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Need to look towards regulating the private rented sector and absentee landlords as there are an increasing number of anti-social tenants and families throughout the area who are in premises owned by private landlords. Need to also address the increase in vacant and boarded up properties owned by private landlords.	<ul style="list-style-type: none"> Promote and encourage take up of the landlord registration scheme and take appropriate action against member landlords who do not comply with the scheme. 	Medium Term.	HBC N'hood Services. HBC Private Sector Housing Team Tenancy Relations Officer. Housing Associations. Housing Hartlepool. HBC Housing Partnership. Landlord Accreditation Scheme.	<ul style="list-style-type: none"> HBC Private Sector Housing Team's Landlord Registration Officer can be contacted on Tel. 01429 284333. 	Reduce personal, social and community disorder reported to the Police.
	<ul style="list-style-type: none"> Investigate complaints from tenants having problems with the condition of their rented accommodation, and take appropriate action against their landlords. 	Short Term.		<ul style="list-style-type: none"> HBC Private Sector Housing Team can be contacted on Tel. 01429 523324. 	Increase support to enable residents to live independently in their homes.
	<ul style="list-style-type: none"> Strengthen the tenant selection process. 	Short Term.		<ul style="list-style-type: none"> Anti-Social Behaviour Unit (ASB Unit) Tenant Referencing Scheme from the Summer 2007. 	Increase number of people receiving housing support services.
	<ul style="list-style-type: none"> Investigate complaints regarding anti-social tenants of private rented properties. 	Short Term.		<ul style="list-style-type: none"> Anti-Social Behaviour Unit (ASB Unit) can be contacted on Tel. 01429 296588. 	Increase percentage of new tenants receiving support from HBC to sustain their tenancies for 6 months.
	<ul style="list-style-type: none"> Provide in-tenancy support for vulnerable groups such as ex-offenders. 	Short Term.		<ul style="list-style-type: none"> HBC Private Sector Housing Team's Tenancy Relations Officer can be contacted on Tel. 01429 523338. 	Reduce number of

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Priority Concern 6	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> ▪ Explore the feasibility of providing and promoting landlord and tenant handbooks on good practice. ▪ Explore the possibility of a consultation exercise with a view to introducing a compulsory landlord licensing scheme. 	<p>Short Term.</p> <p>Short Term.</p>	See previous page.	<ul style="list-style-type: none"> ▪ HBC provide advice to tenants on general issues, tenancy relation's etc. Tel. 01429 284313. ▪ HBC Private Sector Housing Team can be contacted on Tel. 01429 523324. 	failed tenancies.

Priority Concern 7	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Lack of affordable housing including family houses and two bedroomed bungalows.	<ul style="list-style-type: none"> ▪ HBC to explore with Registered Social Landlord partners opportunities for development, and to support funding bids within the Housing Corporation 2008-2011 programme. 	Short - Medium.	HBC Private Sector Housing Team. Housing Hartlepool. Housing Associations. HBC Housing Partnership.	<ul style="list-style-type: none"> ▪ All partners to discuss and resources to be identified. 	Increase the proportion of people satisfied with their local area as a place to live.

CULTURE AND LEISURE

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- 86% of residents consider poor quality or lack of parks or open spaces to be not a serious problem in the area in comparison to 66% NRF Area and 75% Borough wide (MORI 2007).
- 45% of residents are very satisfied with sports clubs and facilities in the area in comparison to 33% NRF Area and 33% Borough wide (MORI 2007).
- 44% of residents are very satisfied with children's play areas compared to 14% NRF Area and 20% Borough wide (MORI 2007).
- 47% of residents are very satisfied with public parks and open spaces compared to 21% NRF Area and 29% Borough wide (MORI 2007).
- 61% of residents are very satisfied with libraries compared to 43% NRF Area and 46% Borough wide (MORI 2007).
- 43% of residents are satisfied with youth and community centres, compared to 74% NRF Area and 74% Borough wide (MORI 2007).

Strengths

- In close proximity to newly improved Burn Valley Gardens, however further works are still required, particularly to the top end of the Gardens.
- Newly refurbished play area in Burn Valley Gardens.
- Oxford Road play area.
- Facilities such as the ORB Centre, Brinkburn Youth Centre (and proposed refurbishment), Brierton Community Sports Centre, St Matthew's Hall and Browning Avenue Baptist Church.
- National Day Nurseries Association (NDNA) Building and Eldon Grove Sports Centre, although both of these facilities are currently being marketed for sale and alternative uses are being sought.
- Rift House Recreational Ground (The Rec).
- Little woods (woods and fields at the top of Masefield Road).
- FAST Project.
- COOL Project.
- Schools in the area run a variety of after school clubs.
- The Autumn Club meet weekly in Hartlepool Catholic Club on Marlowe Road.
- Palm Springs, a social group, meet monthly at Browning Avenue Baptist Church.
- Summerhill Country Park with excellent cycle and pedestrian links.
- Oxford, Catcote (although in poor condition) and Elwick Road shops.
- Youth provision for young people aged between 13 and 19.
- Adult Education provides leisure/culture type courses, such as arts and crafts, that local residents can access.
- Stranton Community Learning Centre (CLC) in close proximity to the Burn Valley area.

Weaknesses

- A perceived lack of youth provision/activities, particularly for the under 13's.
- Lack of awareness of the culture and leisure facilities/activities available in the area.
- Lack of outreach work in the area.
- Lack of safe play areas for young people.
- Lack of locally based shops and variety stocked.
- Lack of community facilities including a local library, particularly with the possible closure of the NDNA Building and Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
- St Columba Church to be demolished, although plans have been approved for a replacement church to be built. An application from Three Rivers Housing Group for flats on the site has also been approved.
- The closure and poor condition of the Hartlepool Borough Council building opposite Eldon Grove entrance to Burn Valley Gardens.
- Lack of locally based leisure/culture activities for adults, particularly the over 50's as The Autumn Club, held at the Catholic Club weekly and Palm Springs for those aged 55 and over, held at Browning Avenue Baptist Church monthly are the only activities for that age group in the area.
- Importance of culture and leisure in terms of low community spirit for some residents.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Improve community and leisure centre provision across the NAP area particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
2.	Improve links with the library service, churches and other organisations.
3.	Increase the number of activities/facilities throughout the area for all generations but particularly for children and young people.
4.	Tackle the concern that people feel isolated at the top end of the Rift House area.
5.	Address the problems associated with the lack of locally based shops and improve the variety of products/produce stocked.

CULTURE AND LEISURE

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
<p>Improve community and leisure centre provision across the NAP area particularly with the possible closure of the National Day Nurseries Association (NDNA) Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).</p>	<ul style="list-style-type: none"> ▪ Improve existing community and leisure centre facilities, such as increasing access, for example, extending the ORB Centre opening hours, raising awareness of the activities available at facilities such as Brierton Community Sports Centre and offering reduced rates for some members as well as developing further affordable locally based activities. 	<p>Medium Term.</p>	<p>St Matthew's Hall/ Community Centre. Brierton Community Sports Centre. Stranton Community Learning Centre (CLC). Browning Avenue Baptist Church. Lindisfarne Care Home. HBC Parks and Countryside. HBC Property Services. HBC Adult and Community Services. HBC Central Library. Brinkburn Youth Centre. ORB Centre. COOL Project. Summerhill. RH/BV Forum.</p>	<ul style="list-style-type: none"> ▪ Relevant Service Providers to discuss, in partnership with Rift House/Burn Valley Forum. <p>Plans to renovate and convert currently unused space in St Matthew's Hall so as to provide more areas for community use, should lottery bid and other fundraising activity be successful.</p> <p>A lot of activities on offer at Summerhill are free of charge. Those activities that have a charge to them are often low, being in effect subsidised. Concessionary rates are also offered. Tel. 01429 284584.</p> <p>The COOL Project in association with Manor West offers free activities on a Monday evening between 5.00pm and 7.00pm at Brierton Community Sports Centre. Tel. 01429 221832 or 01429 273123.</p> <p>Brierton Community Sports Centre offer a Concession Card to all Hartlepool residents who are in receipt of certain benefits, are disabled or in full-time education. Tel. 287606.</p> <p>Browning Avenue Baptist Church has an Annexe available for hire which is suitable for a wide range of uses. Tel. 01429 407707 or 01429 424159.</p>	<p>Increase annual Leisure Centre attendances.</p> <p>Increase leisure card holders attendance.</p> <p>Increase residents' satisfaction with public parks and open spaces.</p> <p>Increase the number of learners participating in Adult Education programmes.</p> <p>Increase life expectancy of both males and females.</p> <p>Reduce mortality rates from heart disease, stroke and related diseases in people under 75.</p>

CULTURE AND LEISURE

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>places or a motorbike track as this has the potential to reduce the number of illegally used motorbikes/quads in the area or a designated skatepark (see Community Safety section).</p> <ul style="list-style-type: none"> ▪ Explore opportunities to improve and increase transport links to leisure facilities based nearby and further afield, for example Summerhill and Billingham Forum, particularly on evenings and weekends. 	<p>See previous page.</p> <p>Medium Term.</p>	See previous page.	<p>Hartlepool Borough Council Parks and Countryside cannot under current policy provide additional football pitches, however, existing pitches can be improved.</p> <ul style="list-style-type: none"> ▪ Stagecoach/ARRIVA and Hartlepool Borough Council Local Transport Coordinator to discuss, subject to funding and resources. Public bus services to be completely reviewed in 2008. 	See previous page.

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Improve links with the library service, churches and other organisations.	<ul style="list-style-type: none"> ▪ Provide a local library/learning centre facility with provision for IT and tuition or generate links with the Central Library to provide services within the community or improve transport links to the Central Library. In addition, publicise library services (including the mobile library) more effectively. 	Medium Term.	<p>HBC Central Library. Stagecoach/ARRIVA. HBC Local Transport Coordinator. ORB Centre. St Matthew's Hall/ Community Centre. Browning Avenue Baptist Church.</p>	<ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum and Hartlepool Borough Council Central Library to discuss the possibility of providing a local library in the area, or look at developing links within the community, subject to funding and resources. ▪ Stagecoach/ARRIVA and Hartlepool Borough Council Local Transport Co-ordinator to discuss transport links to the Central Library, subject to funding and resources. Public bus services to be completely reviewed in 2008. 	Increase residents' satisfaction with libraries.

CULTURE AND LEISURE

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>Continued ...</p> <ul style="list-style-type: none"> ▪ Look into the feasibility of creating an Internet Café in the area, similar to that of Café 177 which is based in York Road. ▪ Increase links between churches, community/voluntary organisations and Rift House/Burn Valley Forum. 	<p>See previous page.</p> <p>Medium Term.</p> <p>Medium Term.</p>	<p>FAST Project. COOL Project. Children's Centres. Community/Voluntary Groups. RH/BV Forum. Hartlepool Community Network. Local Schools.</p>	<p>Central Library promotes and encourages literacy, reading, literature and other cultural activity through hosting group and society meetings as well as holding activities for young people in school holidays. It also offers free access to IT facilities including Internet and e-mail, learning and study space, printing services at a small charge, CV's at a reduced rate, newspapers and periodicals and access to a wide range of information in various forms. Tel. 01429 292905.</p> <p>The Mobile Library facility operates In the area and is available fortnightly on a Monday at Masefield Road between 1.00pm and 1.30pm and Marlowe Road between 1.40pm and 2.20pm as well as on a Friday at Lindisfarne Nursing Home between 10.00am and 10.25am. Tel. 01429 523614.</p> <ul style="list-style-type: none"> ▪ To be identified, subject to funding and resources. ▪ Service Providers to develop partnerships and raise awareness of activities throughout the local community. 	<p>See previous page.</p>

CULTURE AND LEISURE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> ▪ Further develop and widely advertise, a diverse range of diversionary activities for young people, particularly for the under 13's, on evenings and weekends providing opportunities for young people to meet up with friends. In addition look at ways of giving young people some form of responsibility and providing football opportunities for females. 	Medium Term.	See previous page.	<ul style="list-style-type: none"> ▪ Community/Voluntary Groups and Churches to identify and develop further diversionary activities with the potential to develop partnerships with other agencies. <p>A full time Youth Worker commenced employment with Browning Avenue Baptist Church on 1st April 2007 and is available to the local community. Tel. 01429 407707 or 01429 424159.</p> <p>St Matthew's Hall/Community Centre currently provides a wide range of activities for young people. Tel. 01429 298241.</p> <p>Browning Avenue Baptist Church hope to extend the Mayhem Meeting (for young people between the ages of 11 and 15), currently held one evening per week, to three nights per week.</p> <p>The ORB Centre provides a wide range of activities for young people. Tel. 01429 275816.</p> <p>Youth Services provide a Youth Club at Brinkburn Youth Centre for young people aged between 13 and 19 that includes organised trips and residential, with possible extension. Tel. 01429 523762.</p>	See previous page.

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Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>Continued ...</p> <ul style="list-style-type: none"> ▪ Raise awareness of what services and activities are available for all ages by publicising events, activities and facilities more effectively in recognition of the value of culture and leisure activities. 	<p>See previous page.</p> <p>Short Term.</p>	<p>COOL Project. FAST Project. Brinkburn Youth Centre. Summerhill. Stagecoach/ ARRIVA HBC Local Transport Coordinator.</p>	<p>Good play facilities, including an adventure playground and activities are available at Kingsley School during school hours.</p> <p>The FAST Project provides a free programme of health and beauty sessions and football for young people. Tel. 01429 271571.</p> <p>The COOL Project offers free activities in the area. Tel. 01429 221832.</p> <p>Housing Hartlepool/FAST Project Access to Basketball Project (A2B) for young people commenced March 2007. Tel. 01429 232716.</p> <p>Kingsley School & Rift House Primary School will provide additional activities through the creation of the Children's Centre.</p> <ul style="list-style-type: none"> ▪ All Service Providers to individually/collectively promote their services to the wider community. <p>Hartlepool Community Network in partnership with Hartlepool Borough Council Neighbourhood Development Officer plan to create an activities directory.</p>	<p>See previous page.</p>

CULTURE AND LEISURE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ...	See previous page.	Residents Association. Hartlepool Community Network. HBC N'hood Manager/ Dev't Officer. HBC Adult Education.	A proposed family fun/ environmental day for the local community and voluntary groups in the area may take place, subject to funding and resources. Tel. 01429 262641.	See previous page.

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Address the problems associated with the lack of locally based shops and improve the variety of products/produce stocked.	<ul style="list-style-type: none"> ▪ Investigate the possibility of locating a widely stocked convenience store in the area and encourage existing shops in the area to stock a wider choice of products and fresh produce. In addition, reduce the duplication of stock offered in multiple shops. 	Long Term.	RH/BV Forum. Business Community.	<ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum to discuss location. 	<p>Increase proportion of people satisfied with their local area as a place to live.</p> <p>Increase number of retail establishments offering Fairtrade products as an alternative.</p>

STRENGTHENING COMMUNITIES

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- 51% of residents don't feel very much/not at all part of the local community in comparison to 54% NRF Area and 45% Borough wide (MORI 2007).
- 78% of residents do not feel that they can influence decisions that affect the area in comparison to 68% NRF Area and 64% Borough wide (MORI 2007).
- 50% of residents agree that there is a lot of community spirit in the area in comparison to 47% NRF Area and 48% Borough wide (MORI 2007).
- 51% of residents have lived in the area for 20 years or more in comparison to 47% NRF Area and 48% Borough wide (MORI 2007).

Strengths

- Rift House/Burn Valley Forum – people and Council Officers/service providers have an improved working relationship as brought together through the Forum.
- Rift House East Residents Association.
- Rift House Community Association.
- Westbourne Road Residents Association.
- Burn Valley North Residents Association.
- Housing Hartlepool Residents Participation Officer.
- Children's Centres to be developed at Kingsley Primary School, Rift House Primary School and National Day Nurseries Association (NDNA) - the NDNA Centre is currently being marketed for sale but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there.
- St Matthew's Hall/Community Centre.
- Browning Avenue Baptist Church.
- Lindisfarne Care Home Community Room.
- Friendly community.
- The ORB Centre.
- Stranton Community Learning Centre (CLC) is in close proximity to the Burn Valley area.
- Friends of Burn Valley Gardens.
- Friends and family live close by and most families have lived there for many years.
- Good, friendly community.
- Quiet area and a pleasant place to live.
- Good sense of community spirit in some locations throughout the NAP area.

Weaknesses

- There is a perceived lack of community spirit/involvement for some residents.
- Transient population in some parts of the area.
- There is a lack of community capacity.
- Lack of community facilities including a local library and community centre, particularly with the possible closure of the NDNA Building and Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
- The possible closure of Brierton Community School is a threat to the local community.
- St Columba Church to be demolished, although plans have been approved for a replacement church to be built. An application from Three Rivers Housing Group for flats on the site has also been approved.
- Need to recognise the different needs of different parts of the community within the Rift House/Burn Valley area, and encourage these groups to work together.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.
2.	Link Neighbourhood Action Plan (NAP) communities through organised events.
3.	Provide more capacity building/training events.

STRENGTHENING COMMUNITIES

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.</p>	<ul style="list-style-type: none"> Continue to provide support and encouragement for residents involved in groups/Resident Associations as well as those wishing to become more involved in their community and seek ways to improve community spirit for some residents. 	Medium Term.	<p>Residents. Rift House Community Association. Rift House East Residents Association. Burn Valley North Residents Association. Westbourne Road Residents Association. RH/BV Forum. Hartlepool Community Network. Housing Hartlepool Resident Participation Officer. Community/Voluntary Groups. HBC N'hood Manager/Dev't Officer. St Matthews Hall. Lindisfarne Care Home.</p>	<ul style="list-style-type: none"> Hartlepool Community Network to lead on encouraging involvement, in association with the Hartlepool Housing Resident Participation Officer and Hartlepool Borough Council Neighbourhood Development Officer. 	<p>Maintain level of involvement of Hartlepool Community Network.</p>
	<ul style="list-style-type: none"> Raise awareness of the Rift House/Burn Valley Forum and its activities with a view to engaging more resident involvement. 	Short Term.		<p>Hartlepool Community Network is looking to establish another Residents Association in the Elwick Road area in 2007/2008.</p>	<p>Increase percentage of adults who feel they can affect decisions that affect their own area.</p>
	<ul style="list-style-type: none"> Explore the possibility of providing and funding a community centre facility in the area, particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought). 	Medium Term.		<ul style="list-style-type: none"> Rift House/Burn Valley Forum and Service Providers to discuss. <p>Rift House Primary School has a termly newsletter which is available for advertising. For more information Tel. 01429 275239.</p>	<p>Increase proportion of people undertaking voluntary work/community activity.</p>
	<ul style="list-style-type: none"> Identify sources of funding in order to be able to maintain progress and provide additional Community Development Workers for the area. 	Medium Term.		<ul style="list-style-type: none"> Plans to renovate and convert currently unused space in St Matthew's Hall so as to provide more areas for community use, should lottery bid and other fundraising activity be successful. <p>Lindisfarne Care Home has a dedicated community room for use by the community.</p> <ul style="list-style-type: none"> Hartlepool Community Network to explore further funding opportunities. 	<p>Increase proportion of people satisfied with their area as a place to live.</p> <p>Reduce the proportion of people feeling no involvement in the community.</p>

STRENGTHENING COMMUNITIES

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ...	See previous page.	Rift House Primary School.	See previous page.	See previous page.

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Link Neighbourhood Action Plan (NAP) communities through organised events.	<ul style="list-style-type: none"> Organise a series of events and activities, for example quiz nights, geared towards bringing together the NAP communities. 	Short Term.	Rift House Community Association. Rift House East Residents Association. Burn Valley North Residents Association. Westbourne Road Residents Association. RH/BV Forum. Hartlepool Community Network. HBC N'hood Manager/ Dev't Officer. Rift House Primary School.	<ul style="list-style-type: none"> Rift House Community Association, Rift House East Residents Association, Burn Valley North Residents Association, Westbourne Road Residents Association and Rift House/Burn Valley Forum to discuss. Rift House East Residents Association is producing an action plan of youth activities alongside activities for other residents for 2007/2008. Tel. 01429 271747. Hartlepool Community Network Officer plans to hold a community fun event/environmental day in the summer to bring all groups in Rift House/Burn Valley area together. Tel. 01429 262641. Community Chest Funding is available for 2007/2008. For more information, call Hartlepool Community Network on Tel. 01429 262641. 	Maintain level of involvement of Hartlepool Community Network. Increase percentage of adults who feel they can affect decisions that affect their own area. Increase proportion of people undertaking voluntary work/community activity.

STRENGTHENING COMMUNITIES

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> Advertise such events and good news stories across the NAP area if appropriate. 	Short Term.	See previous page.	<ul style="list-style-type: none"> Rift House Community Association, Rift House East Residents Association, Burn Valley North Residents Association, Westbourne Road Residents Association and Rift House/Burn Valley Forum to discuss. Hartlepool Community Network Officer collates monthly good news stories for NAP areas. Tel. 01429 262641 for more information. Hartlepool Community Network in partnership with Hartlepool Borough Council Neighbourhood Development Officer plan to create an activities directory. Tel 01429 262641. Rift House Primary School has a termly newsletter which is available for advertising. For more information, Tel. 01429 275239. 	See previous page.

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Provide more capacity building/training events.	<ul style="list-style-type: none"> Enable those playing an active role in the community to become more effective in their roles by holding further capacity building sessions, building on the success of the recent capacity building programme organised by Hartlepool Community Network. 	Short Term.	Hartlepool Community Network. Community/ Voluntary Groups. Housing	<ul style="list-style-type: none"> Hartlepool Community Network and relevant Service Providers to discuss. 	Maintain the level of involvement in the Community Network.

STRENGTHENING COMMUNITIES

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ...	See previous page.	Hartlepool Resident Participation Officer. SkillShare North East Limited. HBC Adult Education. HBC N'hood Manager/ Dev't Officer. Residents. Rift House Community Association. Rift House East Residents Association. Burn Valley North Residents Association. Westbourne Road Residents Association. RH/BV Forum.	See previous page.	<p>Increase percentage of adults who feel they can affect decisions that affect their own area.</p> <p>Increase proportion of people undertaking voluntary work/community activity.</p> <p>Increase number of individuals trained to deliver activities within clubs and the community.</p>

JOBS AND ECONOMY

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
Brierton Community School (A Specialist Sports College).	The School believes that inclusion and enterprise are key steps towards preparing children to become full and contributing members of the community. They pride themselves on giving young people the opportunity to be involved in community initiatives, enterprise events and introducing students to the world of work. Examples of projects that have taken place include the 'Goalz Project' that is designed to prepare young people for the world of work and 'Learn to Earn' event aimed at Year 10 (Age 14-15) students that focused on making a living after school and 'Business Dynamics' event also aimed at Year 10 that focused on the world of work and business. Currently the School has 26 Key Stage 4 (Age 14-16) students involved in alternative education projects at various providers in the town including Woodcraft Services, National Association for Rehabilitation of Offenders, Hart Education, Owton Fens Community Association (OFCA) and B76. These partners offer excellent training for the world of work for students who find the traditional mainstream curriculum difficult for whatever reason. This work across the town is having a big impact on reducing the number of students who become NEET (Not in Education or Training) at 16 years of age. The school is currently facing closure following six months of public consultation to shape a HBC Council bid for up to £90m from the Government's Building Schools for the Future (BSF) initiative, to bring the town's schools up to 21st century standards. For more information Tel. 01429 265711.
Business Link.	Business Link works with individuals and businesses, at all levels of experience and knowledge, providing easy access to impartial information on all aspects of business including employing people, finance, IT and e-commerce and marketing. For more information Tel. 0845 600 9006 or e-mail Business Link at info@tees.businesslink.co.uk .
Children's Centres.	Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.

Examples of key current programmes/projects	Description
Continued...	<p>In the Rift House/Burn Valley area, the Children's Centre services are currently based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – nursery has been vacated and is being refurbished. Works commenced April 2007. ▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007. ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the centre is currently being marketed for sale but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there. <p>These Centres will also provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, family support such as adult education and parenting support, a base for childminders and access to Jobcentre Plus for advice on such issues as employment and benefits advice. This integrated approach will provide holistic support for children's development, support to families with young children and will facilitate the return to work of those parents who are currently unemployed. For more information Tel. 01429 284284.</p>
Community/Voluntary Groups.	<p>A number of community/voluntary groups can assist in preparing for and finding suitable employment. The voluntary sector provides volunteer opportunities that can lead to employment through the Hartlepool Voluntary Development Association (HVDA) and the Volunteering Into Employment Neighbourhood Renewal Fund (NRF) funded project. For more information Tel. 01429 262641.</p>
Connexions.	<p>From the 1st April 2007, Connexions Tees Valley became the responsibility of Hartlepool Borough Council. It continues to provide impartial and accessible information, advice and guidance for young people aged between 13 and 19 years of age. This is in addition to a wide range of other services. Services can be accessed in:</p> <ul style="list-style-type: none"> ▪ schools and colleges; ▪ work-based learning providers; ▪ community locations; ▪ youth facilities and; ▪ one-stop shops in high street locations. <p>Connexions support learning, remove barriers to progression, raise aspirations and create opportunities to enter education, employment</p>

Examples of key current programmes/projects	Description
Continued...	<p>or training. Personal Advisor's (PA's) are based in all schools, colleges and work-based learning providers and offer a range of support to young people. The majority of this support is based around careers guidance and supporting the young person's preparation for the world of work.</p> <p>Connexions has a one-stop shop based on Tower Street where young people can drop-in without an appointment between 10.00am and 5.00pm to receive advice and guidance on subjects including housing and benefit information, careers advice and referral to training providers. For more information Tel. 01429 275501.</p>
Enterprising Hartlepool.	<p>This is a group of new entrepreneurs assisted by Hartlepool Borough Council and Business Link that encourage inter-trading amongst members, thus offering mutual support and improving communication between small businesses in the town. The group is made up of new-start businesses, people with new business ideas and established young businesses. For more information Tel. 01429 867677.</p>
Families Accessing Support Team (FAST Project).	<p>Funded through the Neighbourhood Renewal Fund (NRF), this project takes a multi agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour. Training is provided one evening per week on a Thursday at Dyke House School's all weather pitch during winter months and St Joseph's Primary School field during summer months. Other initiatives have involved individual work with some football members around training/employment and linking young people into developmental opportunities/qualifications e.g. FA Level One Coaching Awards, Junior Sports Leaders Awards and training in Children's Mentoring. For more information Tel. 01429 271571.</p>
Hartlepool Borough Council Adult and Community Services: Sport and Recreation.	<p>Provides opportunities to undertake instructor/coaching qualifications in a variety of activities e.g. football, life-guarding, cricket etc. Many of those associated with the programmes have gone on to successfully gain employment with the department. For more information Tel. 01429 284050.</p>
Hartlepool Borough Council: Central Library.	<p>The Central Library is situated in the town centre, which is accessible by public transport from the Rift House/Burn Valley area. It provides free public access to computers, the internet and e-mail. Printing services are also available at a small charge and at a reduced rate for</p>

Examples of key current programmes/projects	Description
Continued...	<p>CV's. Study space, desks, writing facilities, newspapers and periodicals are available plus information on training, education and all information enquiries. The Library is open seven days per week:</p> <p>Monday to Thursday: 9.30am – 7.00pm. Friday to Saturday: 9.30am – 5.00pm. Sunday: 11.30am – 3.30pm. Community Room available at subsidised rates during the daytime and up to 9.30pm.</p> <p>Hartlepool Children's Information Service provides expert, impartial information on all childcare matters and is based in the Central Library Monday to Friday: 9.30am – 5.00pm.</p> <p>Support is also provided to people returning to work following illness and/or disability. For more information Tel. 01429 292905.</p>
Hartlepool Borough Council: Economic Development.	<p>The Economic Development Team offer a range of different services designed to meet the needs of businesses. The team provides help with starting and growing a business successfully, by offering access to a partnership comprising a number of local, regional and national business support organisations, combined with financially supported professional business advice. This network can support businesses in tackling issues such as marketing, planning, legal matters, health and safety, recruitment, premises and financial matters at whatever size and stage a business is at. The team also supports businesses based on the Longhill and Sandgate Industrial Estates. A Business Liaison Manager is assigned to the estates and has responsibility for assisting the businesses to create new employment opportunities. The scheme also provides grants to improve the security of buildings and to improve the work environment for personnel. The aims of the scheme are to help businesses to sustain employment and the local economy, provide local people with enhanced training opportunities, provide higher standards of living, create and sustain a better working environment for the workforce.</p> <p>The team also provides a variety of support to businesses looking to relocate to Hartlepool, in providing the right business environment for their enterprise development activities. Hartlepool Working Solutions is part of the Economic Development Team and provides dedicated recruitment and training services to local businesses and residents. The team provides a range of services that are designed to meet the</p>

Examples of key current programmes/projects	Description
Continued...	needs of local employers and also provide opportunities for local unemployed residents. This includes a free recruitment service for employers and residents, tailored training courses, as well as financial assistance and specialised Human Resources (HR) advice and guidance. A service is also provided through the Job Smart Market Stall in Middleton Grange Shopping Centre. For more information Tel. 01429 523511.
Hartlepool Business Forum.	Offers free information to businesses in the form of seminars based on a wide range of business subjects aimed at addressing key issues faced by the business community. The events programme is run annually with a series of events taking place from September of one year to May of the next. All events provide valuable information and networking opportunities for both start-up and established businesses. For more information Tel. 01429 867677.
Hartlepool College of Further Education (HCFE).	Hartlepool College of Further Education (HCFE) specialises in full and part time education for people aged 14 years and over. Level 2 Entitlement: training is provided in conjunction with the Learning and Skills Council Tees Valley for people aged 19 years and over. 'Access IT': outreach IT training is provided in Hanson Square, Lynn Street in conjunction with Learn Direct. The college also engages with the 14 to 16 age group. They offer a wide range of vocational subjects to complement academic studies or as an alternative. Apprenticeship programmes are also offered in a variety of careers in construction and plumbing, engineering, business and administration, hospitality, hair and beauty, health, care and public services. For more information Tel. 01429 295000.
Hartlepool College of Further Education (HCFE) - Hartlepool Business Development Centre.	Hartlepool College of Further Education's Business Development Centre provides businesses with training and services utilising the latest technological developments in professional and modern surroundings. The Centre is fully equipped with three conference suites offering the latest in conference equipment. Training is offered in a range of key areas including business improvement techniques, management, occupational health and construction, as well as bespoke business services. For more information Tel. 01429 292888.
Hartlepool Innovation Centre.	Based outside of the Rift House/Burn Valley area, Hartlepool Innovation Centre, managed by UK Steel Enterprise is based on Queens Meadow Business Park and offers high quality modern, state-

Examples of key current programmes/projects	Description
Continued...	of-the-art office and workshop accommodation for new and growing businesses. This purpose built facility is suitable for a wide range of business activities. Businesses with an emphasis on technology will find the Innovation Centre an ideal base, as it is equipped with the essential tools of today's communications. UK Steel Enterprise has many years of experience in supporting new and expanding businesses with tailored finance as well as flexible quality accommodation that a growing business needs. For more information Tel. 01429 239500.
Hartlepool Voluntary Development Agency (HVDA).	HVDA offers a programme of free tailored Qualification Support and Career Coaching to local residents including residents from the Rift House/Burn Valley area. The programme can assist people in their return to work or career change by helping them to find direction, build confidence and self-esteem and improve application writing and interviewing skills. Sessions are tailored to individuals own needs and people interested can access up to 10 hours of free personal coaching. For more information Tel. 01429 262641.
Hartlepool Working Solutions: Connect2Work.	Hartlepool Working Solutions Connect2Work scheme aims to target 16-24 year olds and their families across Hartlepool as part of a "family caseloading" approach. Beneficiaries will have access to pre-employability training who will have the opportunity to complete a nationally recognised qualification. For more information Tel. 0149 284482.
Hartlepool Working Solutions: Enhancing Employability.	Hartlepool Working Solutions: Enhancing Employability works with schools and local employers to raise aspirations of pupils and to identify possible career options and educational routes. For more information Tel. 01429 284087.
Hartlepool Working Solutions: Jobs Build (NRF).	Provides financial assistance to local residents so that they can be secure and remain in paid employment. Offers bursaries and job subsidies to employers who employ local residents and provides them with associated training. For more information Tel. 01429 284087.
Hartlepool Working Solutions: Opportunities for Women (NRF).	Training is on offer, free of charge, to those women who are unemployed, lone parents or returners to work, of working age living in a Neighbourhood Renewal Fund (NRF) area (including the Rift House/Burn Valley area) and in receipt of benefit. For most courses, a free crèche is provided. In some situations, women who work only a

Examples of key current programmes/projects	Description
Continued...	few hours a week can be considered for free training if it is needed for a career change. The Women's Development Fund (WDF) is directed towards women who are setting up their own business or starting a new form of self-employment and these women can apply for a grant of up to £500 for advertising and publicity to launch their new business. The WDF Panel makes decisions on individual applications. Opportunities for Women is part of the Hartlepool Working Solutions team and has close links in the community with SureStart, and other community and voluntary organisations. The project is also linked strongly with the Children's Information Service and the Lone Parent Advisors at Jobcentre Plus. For more information Tel. 01429 523513.
Hartlepool Working Solutions: Work Route (NRF)/Progression to Work.	Offers paid temporary employment and associated training in a variety of skill areas in a supported environment. The project has a constant flow of people from local residential areas that get the opportunity to improve their working knowledge and skills and in many cases are given placements with businesses based on the neighbouring Longhill and Sandgate Industrial Estates, with the possibility of gaining permanent employment from this. For more information Tel. 01429 284583.
Hartlepool Working Solutions: Work Smart (NRF).	Business support service, which offers a range of services to businesses, in providing advice, information and guidance in subjects including contracts of employment, employment legislation and current human resources issues. The aim of this is improving employment practices that, in turn improves the employment offer to local residents. For more information Tel. 01429 284305.
Jobcentre Plus: Pathways to Work.	Jobcentre Plus offers the Pathways to Work initiative which can help people with health problems to enter/re-enter employment. Anyone making a new claim or a repeat claim for Incapacity Benefit should speak to an adviser in your local Jobcentre Plus office. For more information Tel. 0845 600 2808.
JobSmart.	JobSmart is a drop-in stall within the indoor market in Middleton Grange Shopping Centre. All residents who visit the stall will be offered help with advice on jobs and training, preparing CV's and job applications, a job search service, basis benefits and advice and guidance on self employment. This Centre is managed by Hartlepool Working Solutions and staffed

Examples of key current programmes/projects	Description
Continued...	<p>by members of the Jobs Mart Consortia. JobSmart is Hartlepool's Employment and Skills Consortia with a membership of over 40 employment and training providers from the public, private and voluntary sector who have access to mainstream and area based funding which will provide a broad range of provision to customers and beneficiaries. JobSmart has been established in order to provide a more cohesive and integrated approach to employment and training provision, which will be used to target residents in the deprived wards, including Rift House/Burn Valley and raise employment rates in these areas.</p> <p>The stall is open Monday, Tuesday, Thursday and Friday between 9.30am and 4.30pm and Wednesday between 10.00am and 4.30pm. For more information Tel. 01429 284482.</p>
Learning and Skills Council (LSC) Tees Valley.	<p>The Learning and Skills Council (LSC) is responsible for planning and funding high quality education and training for everyone in England other than those in Universities, and aims to:</p> <ul style="list-style-type: none"> ▪ ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities; ▪ make learning truly demand-led so that it better meets the needs of employers, young people and adults; ▪ transform the learning and skills sector through <i>Agenda for Change</i>; ▪ strengthen its role in economic development to provide the skills needed to help all individuals into jobs; ▪ improve the skills of the workers who are delivering public services and; ▪ strengthen the capacity of the LSC to lead change nationally, regionally and locally. <p>Specific priorities are to:</p> <ul style="list-style-type: none"> ▪ increase the proportion of young people achieving a Level 2 qualification; ▪ reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification; ▪ improve the basic skills of adults, including increasing the number of Skills for Life qualifications, which count towards the national Skills for Life target and; ▪ increase the number of Apprenticeship completions.

Examples of key current programmes/projects	Description
Continued...	<p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> ▪ increase the proportion of young people and adults achieving a Level 3 qualification; ▪ reduce the proportion of young people not in education, employment or training and; ▪ increase participation in higher education towards 50 per cent of those aged 18 to 30 by 2010 and aim to prepare more learners for higher education through increased progression to Level 3. <p>For more information Tel. 0845 0194181.</p>
Moneywise Community Banking	<p>A town-wide service, Moneywise (Hartlepool Credit Union) offers an easy way to save and an affordable way to borrow. Wages, benefits and any other direct payments can be paid into an account. Membership is open to anyone living or working in Hartlepool, regardless of circumstance. Sponsored by New Deal for Communities (NDC) with a head office in Avenue Road, there are also numerous collection points around the town, including Housing Hartlepool offices. There are also collections for young people in some schools. Confidential advice is also available in partnership with the Citizens Advice Bureau (CAB). For more information Tel. 01429 863542.</p>
National Day Nurseries Association (NDNA).	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire.</p> <p>The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal will include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community.</p> <p>For more information Tel. 01429 236405.</p>
Nextstep.	<p>Funded by the Learning and Skills Council, Nextstep promotes learning and work and is available free to all adults aged 20 and over who have not yet achieved a first full level 2 qualification. The information and advice service helps people to improve their career prospects, discover learning needs, work towards obtaining a qualification or to make the most of their job. Nextstep can provide</p>

Examples of key current programmes/projects	Description
Continued...	details of what support is available and help people decide what training is best for them. Advisors make sure that local people have access to the best possible advice and information on courses, training and looking for work. An Information, Advice and Guidance Advisor is available every Monday by appointment at Hartlepool Jobcentre Plus. Information and advice is also available at Hartlepool College of Further Education or the nearby Connexions One-Stop Shop in Tower Street. For more information Tel. 01429 275501 (Connexions One-Stop Shop) or 01429 295000 (Hartlepool College of Further Education) or 01642 358099.
ORB Centre.	A resource centre based in Shrewsbury Street and part of the Oxford Road Baptist Church, giving support to the community and is open to residents of all ages. Two Community Link Workers and a Youth Worker are assisted by volunteers. For more information Tel. 282334.
Owton Manor West Neighbourhood Watch and Residents Association.	Owton Manor West Neighbourhood Watch and Residents Association hold a Jobs Club in the NDNA Building and St Matthews Hall. For more information and details of the services please Tel. 01429 273123.
Parent and Toddler Care in Hartlepool (PATCH).	Childcare is often a barrier to people entering/re-entering employment or employment related training. PATCH seeks to address this by running support group sessions at flexible times. They also offer outreach home support to individual families, parents and carers for as long as it is required, deliver accredited voluntary training courses to volunteers and sign post families to services as appropriate. Hartlepool PATCH holds a parent and toddler support group at the Stranton Community Learning Centre (CLC) every Friday afternoon between 1.15pm-2.45pm. The group is open to all adults/carers who have children under the age of 5 years. For more information Tel. 01429 862727.
Pathways to Work.	The aim of Pathways to Work is to encourage customers claiming Incapacity Benefit (IB) and Income Support (IS) on the ground of incapacity to consider work opportunities by providing a framework of support in the early stages of their claim, balancing improved opportunities with greater responsibilities on the customer to actively consider a return to work. Pathways to Work applies to customers from 18 to 59 (but is also available on a voluntary basis to other age groups) and provides

Examples of key current programmes/projects	Description
Continued...	<p>access to a wide range of provisions, improved financial incentives and better support for people who move from I to Jobseekers Allowance (JSA).</p> <p>To find out more information contact should be made with a Jobcentreplus Advisor by telephoning 0845 6002808.</p>
Stranton Community Learning Centre.	<p>The Stranton Community Learning Centre (CLC) is located next to Stranton Primary School which is in close proximity to the Rift House/Burn Valley area. The spacious centre caters for all ages as there are a diverse range of Adult Education courses, activities and clubs on offer, which are based around computing, sports, arts and crafts and performing arts. The Stranton Community Learning Centre is open 6 days a week at the following times:</p> <p>Monday and Tuesday: 9.00am - 9.00pm. Wednesday: 9.00am - 10.00pm. Thursday: 9.00am - 9.00pm. Friday: 9:00am - 8.00pm. Saturday: varies week to week depending on bookings.</p> <p>There are many different facilities at the Centre, which include a computer suite, meeting room, performing arts room, sports hall with indoor facilities and sports facilities. For more information Tel. 01429 231329.</p>
Tees Valley Works.	<p>Tees Valley Works is a partnership between the five local authorities who have developed employment and training initiatives across the sub-region for unemployed people and employed women. All of the projects offer information, advice and guidance interviews, accredited training opportunities at flexible hours and support to progress the beneficiary into employment, Further Education or other training opportunities.</p> <p>For more information on current Tees Valley Works projects Tel. 01642 608316.</p>
Working Links.	For more information Tel. 01642 236053.

LIFELONG LEARNING AND SKILLS

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
Brierton Community School (A Specialist Sports College).	<p>The School believes that inclusion and enterprise are key steps towards preparing children to become full and contributing members of the community. They pride themselves on giving young people the opportunity to be involved in community initiatives, enterprise events and introducing students to the world of work. Examples of projects that have taken place include the 'Goalz Project' that is designed to prepare young people for the world of work and 'Learn to Earn' event aimed at Year 10 (Age 14-15) students that focused on making a living after school and 'Business Dynamics' event also aimed at Year 10 that focused on the world of work and business. Currently the School has 26 Key Stage 4 (Age 14-16) students involved in alternative education projects at various providers in the town including Woodcraft Services, National Association for Rehabilitation of Offenders, Hart Education, Owton Fens Community Association (OFCA) and B76. These partners offer excellent training for the world of work for students who find the traditional mainstream curriculum difficult for whatever reason. This work across the town is having a big impact on reducing the number of students who become NEET. (Not in Education or Training) at 16 years of age. The school is currently facing closure following six months of public consultation to shape a HBC Council bid for up to £90m from the Government's Building Schools for the Future (BSF) initiative, to bring the town's schools up to 21st century standards. For more information Tel. 01429 265711.</p>
Children's Centres.	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.</p> <p>In the Rift House/Burn Valley area, the Children's Centre services are currently based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – nursery has been vacated and is being refurbished. Works commenced April 2007. ▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007.

Examples of key current programmes/projects	Description
Continued...	<ul style="list-style-type: none"> ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the centre is currently being marketed for sale but should the building continue to be used as a community facility, Children’s Centre services will continue to be provided from there. <p>These Centres will also provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, family support such as adult education and parenting support, a base for childminders and access to Jobcentre Plus for advice on such issues as employment and benefits advice. This integrated approach will provide holistic support for children’s development, support to families with young children and will facilitate the return to work of those parents who are currently unemployed. For more information Tel. 01429 284284.</p>
Community Network.	<p>The Community Network has a Capacity Building budget for 2007/08 that can be used towards providing learning based training courses for residents of the area. For more information please Tel. 01429 262641.</p>
Connexions.	<p>From the 1st April 2007 Connexions Tees Valley became the responsibility of Hartlepool Borough Council. It continues to provide impartial and accessible information, advice and guidance for young people aged between 13 and 19 years of age. This is in addition to a wide range of other services. Services can be accessed in:</p> <ul style="list-style-type: none"> ▪ Schools and colleges; ▪ Work-based learning providers; ▪ Community locations; ▪ Youth facilities; ▪ One-stop shops in high street locations. <p>Connexions support learning, remove barriers to progression, raise aspirations and create opportunities to enter education, employment or training. Personal Advisor’s (PA’s) are based in all schools, colleges and work-based learning providers and offer a range of support to young people. The majority of this support is based around careers guidance and supporting the young person’s preparation for the world of work.</p> <p>Connexions has a one-stop shop based on Tower Street where young people can drop-in without an appointment between 10.00am and</p>

Examples of key current programmes/projects	Description
Continued...	5.00pm to receive advice and guidance on subjects including housing and benefit information, careers advice and referral to training providers. For more information Tel. 01429 275501.
Families Accessing Support Team (FAST).	Funded through the Neighbourhood Renewal Fund (NRF), this project takes a multi agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour. Training is provided one evening per week on a Thursday at Dyke House School's all weather pitch during winter months and St. Joseph's Primary School field during summer months. Other initiatives have involved individual work with some football members around training/employment and linking young people into developmental opportunities/qualifications e.g. FA Level One Coaching Awards, Junior Sports Leaders Awards and training in Children's Mentoring. For more information Tel. 01429 271571.
Hartlepool Business Development Centre.	Hartlepool College of Further Education's Business Development Centre provides businesses with training and services utilising the latest technological developments in professional and modern surroundings. The Centre is fully equipped with three conference suites offering the latest in conference equipment. Training is offered in a range of key areas including business improvement techniques, management, occupational health and construction, as well as bespoke business services. For more information Tel. 01429 292888.
Hartlepool College of Further Education (HCFE).	Hartlepool College of Further Education (HCFE) specialises in full and part time education for people 14+ years of age. Level 2 Entitlement: training provided in conjunction with Learning and Skills Council Tees Valley for people aged 19 years and over. 'Access IT': outreach IT training is provided in Hanson Square, Lynn Street in conjunction with Learn Direct. The college also engages with the 14 to 16 age group. They offer a wide range of vocational subjects to complement academic studies or as an alternative. Apprenticeship programmes are also offered in a variety of careers in construction and plumbing, engineering, business and administration, hospitality, hair and beauty, health, care and public services. University of Teesside courses also offered. For more information Tel. 01429 295000.
Hartlepool Sixth Form College.	Hartlepool Sixth Form College is a specialist Sixth Form College and is the largest provider of A Level courses in Hartlepool offering a wide range of subject options. It also offers students the opportunity to re-sit

Examples of key current programmes/projects	Description
Continued...	GCSE courses. The College runs vocational courses in Child Care and Child Minding. Advice and guidance for potential students and parents is always available. For more information Tel. 01429 294444.
Hartlepool Voluntary Development Agency (HVDA).	HVDA offers a programme of free tailored Qualification Support and Career Coaching to local residents including residents from the Rift House/Burn Valley area. The programme can assist people currently in or those thinking about entering education by providing one-to-one support to help them overcome any barriers to learning by building confidence and self-esteem and helping them to manage their time effectively. Sessions are tailored to individual's own needs and people interested can access up to 10 hours of free personal coaching. For more information Tel. 01429 262641.
Hartlepool Borough Council Adult and Community Services: Adult Education.	<p>Adult Education delivers accredited and non-accredited learning in community venues across the town. As well as our advertised courses the service works with priority groups to develop new learning opportunities.</p> <p>Anyone needing support to access learning should contact Student Support services for further information. Support includes childcare, transport, fee remission and a variety of in class activities such as specialised software, modification of learning materials and support staff.</p> <p>Adult Education also offers a free information and advice service on all learning opportunities. In addition, Adult Education also offers support to the unemployed through two specific projects that analyse people's skills and offer support. Skills coaching helps people understand and work towards the skills they need for their chosen job. Maxim8 is a programme of modules centred around key activities to maximise potential when searching for employment.</p> <p>Contact Adult Education on 01429 868616 or email on adult.education@hartlepool.gov.uk or visit www.haded.org.uk for further information.</p>
Hartlepool Borough Council Adult and Community Services: Sport and Recreation.	Provides community based learning including ICT/literacy and languages, early years childcare, arts and crafts, business administration, online testing, information, advice and general guidance. Adult Education Development Workers will try and engage

Examples of key current programmes/projects	Description
Continued...	<p>with priority groups e.g. people with mental health difficulties. For more information Tel. 01429 868616.</p> <p>Sports and Recreation provide opportunities to undertake instructor and coaching qualifications for a variety of activities including football, lifeguarding and cricket amongst others. For more information Tel. 01429 284050.</p>
Hartlepool Borough Council: Central Library.	<p>The Central Library is situated in the town centre, which is accessible by public transport from the Rift House/Burn Valley area. It provides free public access to computers, the internet and e-mail. Printing services are also available at a small charge and at a reduced rate for CV's. Study space, desks, writing facilities, newspapers and periodicals are available plus information on training, education and all information enquiries. The Library is open seven days per week:</p> <p>Monday to Thursday: 9.30am – 7.00pm. Friday to Saturday: 9.30am – 5.00pm. Sunday: 11.30am – 3.30pm.</p> <p>Community Room available at subsidised rates during the daytime and up to 9.30pm.</p> <p>Hartlepool Children's Information Service provides expert, impartial information on all childcare matters and is based in the Central Library Monday to Friday: 9.30am – 5.00pm.</p> <p>Support is also provided to people returning to work following illness and/or disability. For more information Tel. 01429 292905.</p>
Hartlepool Borough Council: Children's Services.	<p>From August 2005, Hartlepool Borough Council became a Children's Services Authority. This means that alongside providing a strong and effective education service, it now also provides services across Rift House/Burn Valley relating to children and young people.</p>
Hartlepool Borough Council's Children's Services (Youth Services).	<p>The service offers young people between the ages of 13 and 19 years of age advice, guidance and support, delivered by 1 full-time Project Leader and 11 qualified Youth Support Workers. After consultation and relationship building with young people, their needs are assessed and consequently programmes of work are developed with the young people. For more information Tel. 01429 523762.</p>
Hartlepool Borough Council Children's Services (Youth Services) –	<p>The Youth Group runs on a Monday, Wednesday, Thursday and</p>

Examples of key current programmes/projects	Description
Youth Group.	Friday (with the possible extension to 6 nights per week) at Brinkburn Youth Centre between 7.00pm and 9.00pm for those aged between 13 and 19. A programme of activities based on the needs of young people (both recreational and educational) are available, these include snooker and pool, access to the sports hall, arts and crafts workshops, residential as well as drug education and sexual health sessions. For more information Tel. 01429 523762.
Hartlepool Working Solutions: Enhancing Employability.	Hartlepool Working Solutions: Enhancing Employability works with schools and local employers to raise aspirations of pupils and to identify possible career options and educational routes. For more information Tel. 01429 284097.
Hartlepool Working Solutions: Jobs Build (NRF).	Provides financial assistance to local residents so that they can be secure and remain in paid employment. Offers bursaries and job subsidies to employers who employ local residents and provides them with associated training. For more information Tel. 01429 284087.
Hartlepool Working Solutions: Work Route (NRF).	Offers paid temporary employment and associated training in a variety of skill areas in a supported environment. The project has a constant flow of people from local residential areas that get the opportunity to improve their working knowledge and skills and in many cases are given placements with businesses based on the neighbouring Longhill and Sandgate Industrial Estates, with the possibility of gaining permanent employment from this. For more information Tel. 01429 284583.
Hartlepool Working Solutions: Work Smart (NRF).	Business support service, which offers a range of services to businesses, in providing advice, information and guidance in subjects including contracts of employment, employment legislation and current human resources issues. The aim of this is improving employment practices that, in turn improves the employment offer to local residents. For more information Tel. 01429 284305.
Jobcentre Plus.	Jobcentre Plus is a government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. We are part of the Department for Work and Pensions (DWP) and play a major role in supporting the Department's aim to 'promote opportunity and independence for all through modern, customer-focused services'. For more information Tel. 0845 608 8564.

Examples of key current programmes/projects	Description
Kingsley Primary School.	<p>Kingsley Primary School offers pupils a buddying system, which includes the buddy bus stop, where children can stand if they have nobody to play with. The school also focuses on healthy eating and numerous fundraising opportunities throughout the year. For more information please Tel. 01429 273102.</p>
Learning and Skills Council (LSC) Tees Valley.	<p>The Learning and Skills Council (LSC) is responsible for planning and funding high quality education and training for everyone in England other than those in Universities, and aims to:</p> <ul style="list-style-type: none"> ▪ ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities; ▪ make learning truly demand-led so that it better meets the needs of employers, young people and adults; ▪ transform the learning and skills sector through <i>Agenda for Change</i>; ▪ strengthen its role in economic development to provide the skills needed to help all individuals into jobs; ▪ improve the skills of the workers who are delivering public services and; ▪ strengthen the capacity of the LSC to lead change nationally, regionally and locally. <p>Specific priorities are to:</p> <ul style="list-style-type: none"> ▪ increase the proportion of young people achieving a Level 2 qualification; ▪ reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification; ▪ improve the basic skills of adults, including increasing the number of Skills for Life qualifications, which count towards the national Skills for Life target and; ▪ increase the number of Apprenticeship completions. <p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> ▪ increase the proportion of young people and adults achieving a Level 3 qualification; ▪ reduce the proportion of young people not in education, employment or training and; ▪ increase participation in higher education towards 50 per cent of

Examples of key current programmes/projects	Description
Continued...	<p>those aged 18 to 30 by 2010 and aim to prepare more learners for higher education through increased progression to Level 3.</p> <p>For more information Tel. 0845 0194181.</p>
Moneywise Community Banking.	<p>A town-wide service, Moneywise (Hartlepool Credit Union) offers an easy way to save and an affordable way to borrow. Wages, benefits and any other direct payments can be paid into an account. Membership is open to anyone living or working in Hartlepool, regardless of circumstance. Sponsored by New Deal for Communities (NDC) with a head office in Avenue Road, there are also numerous collection points around the town, including Housing Hartlepool offices. There are also collections for young people in some schools. Confidential advice is also available in partnership with the Citizens Advice Bureau (CAB). For more information Tel. 01429 863542.</p>
National Day Nurseries Association (NDNA).	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire.</p> <p>The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal will include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community.</p> <p>For more information Tel. 01429 236405.</p>
Nextstep.	<p>Funded by the Learning and Skills Council, Nextstep promotes learning and work and is available free to all adults aged 20 and over who have not yet achieved a first full level 2 qualification. The information and advice service helps people to improve their career prospects, discover learning needs, work towards obtaining a qualification or to make the most of their job. Nextstep can provide details of what support is available and help people decide what training is best for them. Advisors make sure that local people have access to the best possible advice and information on courses, training and looking for work. An Information, Advice and Guidance Advisor is available every Monday by appointment at Hartlepool Jobcentre Plus. Information and advice is also available at Hartlepool College of Further Education or the nearby Connexions One-Stop Shop in Tower Street. For more information Tel. 01429 275501</p>

Examples of key current programmes/projects	Description
Continued ...	(Connexions One-Stop Shop) or 01429 295000 (Hartlepool College of Further Education) or 01642 358099.
Parent and Toddler Care in Hartlepool (PATCH).	Childcare is often a barrier to people accessing educational courses. PATCH seeks to address this by running courses at flexible times. They also offer outreach home support to individual families, parents and carers for as long as it is required, deliver accredited voluntary training courses and sign post families to courses as appropriate. Hartlepool PATCH holds a parent and toddler support group at the Stranton Community Learning Centre (CLC) every Friday afternoon between 1.15pm - 2.45pm. The group is open to all adults/carers who have children under the age of 5 years. For more information Tel. 01429 862727.
Rift House Primary School.	Rift House Primary School provides a breakfast club from 8.00am and an After School Club until 5.30pm, to allow working parents some flexibility. The School also has a Parents Room, which includes a noticeboard, which can be used for any form of advertisement. The School also distributes a newsletter to all pupils on a termly basis, anyone is able to advertise within this, please contact the school for more details. The school hall can be used as a meeting venue and is available for the public to hire. The school will lose its ICT suite due to the refurbishment of the nursery, however 3 ICT trolleys have been provided, with laptops and wireless internet access. The school also has a litter picking scheme, budding system in order to reduce bullying and sports leaders. For more information please Tel. 01429 275239.
SkillShare North East Ltd.	SkillShare North East Ltd, based in the Belle Vue Community, Sports and Youth Centre provides capacity building training and community development support enabling people to play a more active and influential role in the regeneration of their communities. The 6-12 most requested sessions each quarter is put into a quarterly training diary and these sessions are available free of charge to voluntary and community groups. However, due to funding limitations this service is currently suspended until at least June 2007 (depending on the availability of funding). Sessions can be bought-in, however, and include assertiveness and confidence building; business planning; communication skills; effective meetings; event planning and organisation; funding strategies; group-work skills; leadership skills; newsletter production; personal safety; report writing; roles and

Examples of key current programmes/projects	Description
Continued...	responsibilities; social inclusion and; vision setting. Sessions are available to groups by request and SkillShare will work to local needs in terms of venue and timings. Groups can apply for single sessions or develop a number of sessions into a training programme, which can be locally accredited if required. SkillShare also offer a number of qualifications such as the Take The Lead (OCNNER Level 1) for people who are involved in representing their communities; Effective Community Involvement & Leadership programme (OCNNER Level 2) for people who are recognised as leaders in their community/community groups; Community Development Work (OCN Level 2/3); Managing Voluntary & Community Organisations (OCN Level 2). For more information Tel. 01429 868353.
St Aidan's CE Primary School.	For more information please Tel. 01429 273695.
St Cuthbert's Primary School.	St Cuthbert's Primary School provides pupils with secure bike parking to ensure that pupils can remain healthy by cycling to and from school. The school has an ICT suite that could be used by parents as a venue during the day and on an evening for training courses. For more information please Tel. 01429 275040.
The English Martyrs RC School and Sixth Form College.	As well as standard school facilities each year the School prepares a programme of Enterprise Activities for the pupils. These include mock interviews, future assessments and entrepreneurial masterclasses. For more information Tel. 01429 273790.
Working Links.	For more information Tel. 01642 236053.

HEALTH AND CARE

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
Anchor Trust Community Development Team.	The Community Development Team work with individuals and groups in the Rift House/Burn Valley area who are, or cater for people 50+, to assess needs and requirements and to seek to address these where possible, for example holding a 'Falls Prevention Day' and having the opportunity to take part in a series of seated exercise sessions. For more information Tel. 01429 224466 or email atcdteam@hotmail.com .
Brierton Community Sports Centre.	<p>Brierton Community Sports Centre offers a wide range of activities for all ages and facilities include a main sports hall, fitness suite, fitness suite and gym, dance studio, outdoor courts and meeting rooms.</p> <p>The Centre is open:</p> <p>Monday to Thursday - 9.00am until 10.00pm Friday - 9.00am until 9.00pm Saturday and Sunday - 9.00am until 5.00pm</p> <p>Concessions are available to those on certain benefits, the disabled or those in full-time education. For more information, Tel. 01429 287606.</p> <p>Please note: the Centre will be unaffected by the closure of Brierton Community School.</p>
Brinkburn Youth Centre.	As well as hosting Hartlepool Borough Council Children's Services (Youth Services) – Youth Group on a Monday, Wednesday, Thursday and Friday evening for 13 to 19 year olds, the Centre Swimming Pool is used by primary schools in the area and the Centre's Sports Hall is used by sporting clubs. The facility can be hired for training and other uses. For more information Tel. 01429 265400.
Browning Avenue Baptist Church: Palm Springs	Palm Springs is a social group for people aged 55 and over and is held at Browning Avenue Baptist Church on the second Thursday of every month. Activities include trips and lunches out, quizzes, workshops and guest speakers. For more information, Tel. 01429 222103.

Examples of key current programmes/projects	Description
<p>Children's Centres.</p>	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.</p> <p>In the Rift House/Burn Valley area, the Children's Centre services are currently to be based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – the nursery has been vacated and is being refurbished. Works commencing Summer 2007. ▪ Kingsley Primary School – a new extension is being built, work is due to commence in Summer 2007. ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the Centre is currently being marketed for sale but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there. <p>Children's Centre's deliver services for parents-to-be, parents and children up to age 5. Services focussed on health include antenatal care, health visiting, advice on weaning, nutrition, breast feeding, safety, behaviour management, emotional well being, gurgle and play sessions and choking baby and baby resuscitation visits.</p> <p>These Centres will also provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, family support such as adult education and parenting support, and a base for childminders. This integrated approach will provide holistic support for children's development, support to families with young children and will facilitate the return to work of those parents who are currently unemployed. For more information Tel. 01429 284284.</p>
<p>Community Outdoor Organised Leisure (COOL Project).</p>	<p>The Community Outdoor Organised Leisure (COOL Project) is based at Rift House Primary School on Wednesday evenings, 5.00pm until 7.00pm. There is also another session held in Brierton Community Sports Centre on Monday evenings, 5.00pm until 7.00pm. A diverse range of sporting, arts and crafts activities are available for young people, aged between 8 and 14 years, to take part in on a weekly basis. There are also plans to hold a summer scheme at the Rift House Recreational Ground. For more information Tel. 01429 221832.</p>

Examples of key current programmes/projects	Description
Domestic Violence Strategy.	<p>The Safer Hartlepool Partnership, alongside a range of agencies including the police, the health service, probation service and voluntary sector organisations have formulated the Domestic Violence Strategy to highlight best practice and identify gaps in service provision. The Domestic Violence Strategy Group is charged with developing and implementing the strategy which includes the key elements, prevention, enforcement and education.</p>
Eldon Grove Community Sports Centre.	<p>The Sports Centre provides residents of all ages and abilities with access to a wide range of sporting and recreational activities during the hours of 9.00am to 10.00pm Monday to Friday. A multi-purpose hall can accommodate both sporting activities and small non-sporting events. The Centre also has two large rooms that have the potential for a range of uses, a small fitness room, two large tennis courts and access to the large playground of Eldon Grove Primary School outside of school hours.</p> <p>The Centre is currently being marketed for sale and will remain open until the end of June to allow alternative uses and options for the Centre to be explored.</p> <p>For more information Tel. 01429 868011.</p>
Endeavour Home Improvement Agency.	<p>Endeavour Home Improvement Agency provides a range of home improvement services to enable older, disabled and vulnerable people to live independently by repairing, maintaining, or adapting their homes. Endeavour Home Improvement Agency currently employs two 'handy men', which provide the following services:</p> <ul style="list-style-type: none"> ▪ Target hardening measures such as fitting windows security locks or security lighting. Referrals are made through the police; ▪ Low level practical support such as running wires, putting curtains up and replacing light bulbs. Referrals can be made by anybody living within the Borough of Hartlepool. <p>For more information Tel. 01429 272220.</p>
Families Accessing Support Team (FAST Project).	<p>The FAST Project (in partnership with the Belle Vue Community, Sports & Youth Centre) offers a weekly football training session and participation in an under 18's youth league: 'Burn Valley FC'. Training is provided one evening per week on a Tuesday at Brierton</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Community Sports Centre, 7.00 until 8.30pm (held between 6.00pm and 7.00pm in Spring/Summer months on the Recreational Ground).</p> <p>Brierton Boys and Girls Project (in partnership with Hartlepool Borough Council's Football Development Officer, Brierton Sports Centre and the Safer Hartlepool Partnership) also operates in the area for young people between the ages of 14 and 18 on a Monday evening between 7.00pm and 9.00pm at Brierton Community Sports Centre. Boys have the opportunity to take part in football sessions and the girls can take part in health and beauty sessions and netball. For more information Tel. 01429 271571.</p>
Hartlepool Access Audit Group (HAG).	<p>Hartlepool Access Audit Group (HAG) has an Access Audit Group that has experience of partnership working with Hartlepool Borough Council to identify and assist in prioritising work for paving, for example tactile markings, dropped kerbs and other areas of work around the built environment. The Access Audit Group has assisted many organised services and businesses to improve their premises. New services include Personal Emergency and Evacuation Plans and Access Statements. For more information Tel. 01429 861777 or 01429 891881.</p>
Hartlepool and East Durham Alzheimer's Trust.	<p>The principle objective of the Hartlepool Alzheimer's Trust is the promotion of the relief and treatment of those suffering from Alzheimer's disease and related disorders, and to provide support for such persons and their families. The Trust provides general care and counselling services and provides advocacy advice and information regarding Alzheimer's disease and related disorders. For more information Tel. 01429 868205.</p>
Hartlepool Borough Council Adult and Community Services (Social Care Services).	<p><u>Duty Team</u> – Social Care Services in Hartlepool offer support to people of all ages. They work with colleagues in Health and other organisations to make sure that they, and their carers, can assess the services they need. The Duty Team is the single point of contact for social care services in Hartlepool. The team can offer support themselves, give information and advice, refer people to specialist teams or put them in touch with other useful organisations. People passed to specialist teams will speak to a Care Manager who may be a social worker. They will ask for more information about the individual's needs and may start the assessment process. For more information Tel. 01429 523872.</p>

Examples of key current programmes/projects	Description
Continued ...	<p data-bbox="1060 175 1917 451"><u>Communication Needs</u> – Adult and Community Services strive to ensure information about support and services available is easy to understand and in an appropriate language and format. Staff have access through a video link to a British Sign Language interpreter and a telephone link to community language interpreters through the Language Line Service. Interpreting services can also be provided for face to face interviews. Written information can also be provided in a number of formats to suit individual's needs. For more information Tel. 01429 523665.</p> <p data-bbox="1060 492 1917 833"><u>Central Integrated Team</u> – Providing an assessment and care management service to older people the team comprises PCT Staff, Nurses and Social workers working in several wards in the central area of Hartlepool. Social workers are allocated specific wards in order to maintain involvement and links in the community. The Central Integrated Team are also linked with other health care professionals such as Occupational Therapy, Home Care, Telecare and Mobile Rehabilitation which enable them to provide a full support service to people in the community, if possible in their own homes. For more information, Tel the Duty Team as above or the Team direct on Tel. 01429 523885.</p> <p data-bbox="1060 873 1917 1247"><u>Multi Link Team</u> – The Multi-Link Team comprises staff from Hartlepool PCT, the University Hospital of Hartlepool and Hartlepool Borough Council Adult and Community Services, working together to provide support and assistance to enable to maintain their independence within their homes, or to assist people when discharged from surrounding hospitals. The Multi-Link Team has access to a range of specialist services, which include Rapid Response Nursing Team, Social Work Team, Rapid Response Home Care Team, Mobile Rehabilitation Team and the Short Term Residential Care (Rehabilitation and Recovery) Team. The Multi Link Team is based at Swinburne House on Swinburne Road in Hartlepool. For more information Tel. 01429 289921.</p> <p data-bbox="1060 1287 1917 1487"><u>Day Opportunities Service</u> – Day opportunities staff at Warren Road offer people with learning disabilities access to a range of 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 experience which lead to fulfilling and rewarding lives (employment, education, leisure and recreation, arts, drama, etc). For people with more</p>

Examples of key current programmes/projects	Description
Continued ...	<p>complex physical health care needs, therapy based services are available including 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. For more information Tel. the Duty Team on 01429 523872.</p> <p><u>Disability Services</u> – Staff at Havelock Centre promote and enable people to access opportunities within the centre and within the wider community. The emphasis is on developing skills, building social networks and gaining experience which will lead to fulfilling and rewarding lives. The social work/Care Management Team provide an assessment and care management support service to people with physical disabilities. Support can be given with personal care and daily living skill needs in people’s own homes. Specialist assessment and rehabilitation programmes are provided to people with sensory loss including equipment for people across age ranges. The Employment Link Team supports disabled people into paid employment with the Occupational Therapy Team focusing on rehabilitation and promotion of independence. For more information Tel. the Duty Team on 01429 523872.</p> <p><u>Mental Health Services</u> – There are many services in Hartlepool that support people with mental ill health and their carers. Hartlepool Council works with lots of groups and organisations to make sure that people get the services they need. Hartlepool council provides its social care services in partnership with Tees, Esk and Wear Valley NHS Trust (TEWV). They call all of these services <u>Hartlepool Integrated Mental Health Services (HIMHS)</u>. Services provided include specialist teams providing assessment, care planning and support to people in the community; day services, hospital care alongside discharge support and rehabilitation; advice, treatment and support for people who use alcohol or drugs and confidential emotional support through Mental Health Matters Helpline. For more information Tel. 01429 285522 or the Duty Team on Tel. 01429 523872.</p> <p><u>Supporting People</u> – Supporting people is a national programme delivered by local authorities committed to providing a better quality of life for vulnerable people to live more independently. The programme provides housing related support to help vulnerable people establish and successfully maintain their own home. The Supporting People</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Team in Hartlepool work with Health, Probation and support services to commission services that meet the needs of people living in Hartlepool. Supporting people services are free if you are entitled to housing benefit. Others may have to pay for their support but can apply for help by requesting a Fairer Charging Assessment. For more information Tel. 01429 523540.</p> <p><u>Intensive Social Support Team</u> – The Intensive Social Support Team provide support services to people who are vulnerable to increase or maintain their independence in their home. The team’s focus is on enabling people to safely keep as much independence as possible. The team promotes people’s physical and emotional well being, autonomy and social inclusion. Support can provided to assist with; housing related difficulties; bill paying and budgeting; accessing new technology; some domestic tasks such as shopping; access to the local community to promote social inclusion or support with rehabilitation and recuperation plans. The team is registered with the Supporting people Programme. For more information Tel. 01429 851253.</p> <p><u>Direct Payments</u> – Direct Payments is money given by Hartlepool Borough Council to people who have been assessed as eligible for community care services instead of arranging services for them. This money is to enable people to buy the care and support that they have been assessed as needing. It gives people the flexibility to shape services to meet their individual needs. Support in managing a Direct Payment can be given to provide as little or as much support as is needed. To get a Direct Payment people must be assessed by a Care Manager as needing help and support. For more information contact your Care Manager or the Direct payment Support Team Tel. 01429 234049.</p>
Hartlepool Borough Council Adult and Community Services (Sports Development Team).	<p>The following sports initiatives specifically impact upon the Rift House/Burn Valley area:</p> <ul style="list-style-type: none"> ▪ Swim Development Officer and programme including organised gala’s. ▪ Sportability Club – a wide range of sports for disabled people to take part in, held in Eldon Grove Sports Centre on a Tuesday evening between 7.00pm until 9.30pm. ▪ Outdoor Activities Co-ordinator and programme including team building, climbing, mountain biking, canoeing, caving and fishing;

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ Big City Walk Scheme – linking with PE and Geography cross curricular activities where pupils record how many miles they walk both in school and in their own time. ▪ Walking Your Way to Health – residents can improve their health and fitness by taking part in gentle to moderate walks throughout Hartlepool and other areas. ▪ School Coaching whereby coaches go into schools and teach multi-skills including activities such as netball and football. <p>For more information Tel. 01429 284050.</p>
Hartlepool Borough Council Children’s Services: Acorn Therapeutic Team.	<p>The Acorn Therapeutic Team is staffed by Hartlepool Borough Council’s Children’s Services Department and aims to provide advice for parents and therapeutic help and support for children and young people. Staff are qualified and experienced social workers and can offer a range of services including:</p> <ul style="list-style-type: none"> ▪ Individual therapeutic sessions for children/young people who have emotional or behavioural difficulties, ▪ Parent Advice Service (this is for parents who have a concern about their child’s behaviour, emotional welfare or any general parenting issues. Contact the number below for an informal and confidential discussion) and direct work with parents, ▪ Post disclosure work with children and young people who have experienced abuse, ▪ Specific group work, for example children living in domestic violence, bullying, bereavement etc., ▪ Consultation, advice and training to other groups, ▪ Trauma de-briefing, ▪ Information leaflets. <p>The team accepts referrals from Schools, Health Professionals, Police, colleagues within Social Care and directly from parents. For further details, Tel. 01429 294111.</p>
Hartlepool Borough Council: Central Library.	<p>The Library is situated close to the Burbank area and has a large collection of books on health and wellness topics including complementary medicine. A recent development is the ‘Reading for Mental Well being’ collection, which has been selected in partnership with MIND and the NHS Mental Health Trust. These books are for people who wish to develop better understanding of how to deal with certain mental health conditions such as anxiety, depression, stress,</p>

Examples of key current programmes/projects	Description
Continued ...	<p>low self-esteem, bereavement and others. Also the Library can provide general information and access to online resources. The Library is open seven days per week:</p> <p>Monday to Thursday: 9.30am until 7.00pm. Friday to Saturday: 9.30am until 5.00pm. Sunday: 11.30am until 3.30pm.</p> <p>Community rooms are also available throughout the day and on an evening up until 9.30pm.</p> <p>The Library is also the base for the Hartlepool Child Information Service. It is in the Library on a Monday to Friday from 9.00pm until 5.00pm providing expert and impartial advice and information on all childcare matters and Children's Services. For more information, Tel. 01429 292905.</p>
Hartlepool Borough Council Children's Services (Youth Services) – Youth Group.	<p>The Youth Group runs on a Monday, Wednesday, Thursday and Friday (with the possible extension to 6 nights per week) at Brinkburn Youth Centre between 7.00pm and 9.00pm for those aged between 13 and 19. A programme of activities based on the needs of young people (both recreational and educational) are available, these include snooker and pool, access to the sports hall, arts and crafts workshops, residentials as well as drug education and sexual health sessions. For more information Tel. 01429 523762.</p>
Hartlepool Borough Council: Children's Services (Youth Services).	<p>The service offers young people between the ages of 13 and 19 years of age advice, guidance and support, delivered by 1 full-time Project Leader and 11 qualified Youth Support Workers. After consultation and relationship building with young people, their needs are assessed and consequently programmes of work are developed with the young people.</p> <p>Hartlepool Borough Council's Youth Services design programmes of work covering health and care areas such as sexual education and relationship advice, Chlamydia testing, alcohol awareness and drugs education, healthy lifestyles and general fitness. This is delivered at Brinkburn Youth Centre as part of the overall programme.</p> <p>For more information Tel. 01429 523762.</p>
Hartlepool Borough Council: Community Nutritionist.	For more information Tel. 07793 9580753.

Examples of key current programmes/projects	Description
Hartlepool Borough Council: Football Development Officer.	A new town-wide Football Development Officer is now working within the area to promote football and sports/health education. For more information Tel. 01429 262798.
Hartlepool Borough Council's Healthy Food Project.	<p>The Healthy Food Project aims to develop and oversee the creation of fresh fruit and vegetable co-ops across the town. The project aims to promote and encourage the consumption of fresh fruit and vegetables by addressing current issues and barriers, particularly to those communities who cannot afford or are socially excluded from this aspect of healthy living.</p> <p>For more information on the Healthy Food Project, contact Hartlepool Borough Council's Healthy Food Co-ordinator on Tel. 01429 284261.</p>
Hartlepool Carers.	Hartlepool Carers is a voluntary organisation, which supports unpaid carers in their caring role. Carers can support family or friends in need of care because of illness or disability. Hartlepool Carers also provides a voluntary service, which offers counselling, therapies, low level support, a sitting service and an advocacy service. For more information Tel. 01429 283095.
Hartlepool Deaf Centre.	Hartlepool Deaf Centre is based on Stockton Road and offers a variety of training opportunities and activities. For more information, Tel. 01429 222206, Text Phone. 01429 282322.
Hartlepool Exercise for Life GP Referral Scheme	The Exercise for Life GP Referral Scheme is available across Hartlepool providing programmes of physical activity as a specific intervention in dealing with health and well being issues. The Scheme has 49 referring partners (either GP's or other health practitioners). The Exercise for Life GP Referral Scheme also works with the hospital in the delivery of a cardiac rehabilitation programme. Places are limited and by GP or hospital referral only.
Hartlepool Families First.	A unique charity formed in 1988 as a self help group of parents with a focus on play provision for their disabled children, Hartlepool Families First (HFF) has developed into an organisation providing innovative and wide ranging community health services. HFF services include after school clubs for children with profound learning difficulties, services for children and teenagers, as well as health education serving the local adult community. For more information, Tel. 01429 867016.

Examples of key current programmes/projects	Description
Hartlepool Mental Health Unit.	Hartlepool Mental Health Unit currently provides hospital based mental health services for the adults and older people of Hartlepool and South Easington in the mental health unit of the University Hospital of Hartlepool. In line with national guidelines, more people with mental health problems in Hartlepool are being treated and supported in their own homes by a growing range of community mental health teams. In 2006 the single storey purpose built building, Sandwell Park on Lancaster Road opened. It has 16 ensuite bedrooms for adults and 16 for older people, two courtyard gardens and a number of flexible indoor spaces that can be used for a wide range of treatment and therapies. The therapies available include relaxation classes, art and music workshops, group and individual counselling sessions. The unit has car parking spaces for staff and visitors and is surrounded by fencing, trees and bushes.
Hartlepool MIND.	Hartlepool MIND offers support to anyone suffering from mental health problems and/or emotional distress. Hartlepool MIND can help with the following; self harm, unusual feelings and beliefs, hearing voices, mood disorders, Obsessive Compulsive Disorder (OCD), depression, anxiety, stress and any other mental health issues. For more information Tel. 01429 269303.
Housing Hartlepool Access to Basketball (A2B) Project.	The A2B Project aims to provide adults and young people across the tenures with an opportunity to access free professional basketball games ('Newcastle Eagles') at the Newcastle Arena with a view to then participating in free professional basketball coaching sessions at a neighbourhood level. Such provision will also provide participants with the opportunity to undertake basketball coaching/community sports leader award training. For more information, Tel. 01429 232716.
Hartlepool Older People's Strategy.	<p>The Hartlepool Older People's Strategy's aim is to improve the quality of life for older people by enabling them to participate as active citizens in the life of Hartlepool, and, when necessary, to receive the right care in the right time place at the right time through the following aspirations:</p> <ul style="list-style-type: none"> ▪ To be valued and included as active citizens within communities, ▪ To have their voices heard and responded to, ▪ To have choice and control over their own lives, ▪ To lead healthy, safe and independent lives,

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ To live independently in their own homes and to choose the type of home environment best suited to their needs, ▪ To have support and access to high quality services when and where supported. <p>The 50+ Forum in partnership with the Older People's Local Implementation Team are charged with implementing the Older Person's Strategy. This partnership in conjunction with Hartlepool Borough Council's Adult and Community Services, also produced the 'Ageing Well in Hartlepool' booklet that details activities, services and contact numbers that are useful to the older community. For a copy of this booklet, Tel. 01429 266522.</p>
Kingsley Primary School.	Kingsley Primary School is located on Kingsley Avenue. For more information, Tel. 01429 273102.
Local Implementation Team (LIT) for Older People.	The Local Implementation Team for Older People is the main joint planning forum for issues that impact on Older People, consisting of representatives of Older People, Carers and key service providers and agencies from the statutory voluntary and community organisations providing services to Older People.
Mental Health Local Implementation Team (LIT).	<p>The Hartlepool Mental Health Local Implementation Team (LIT) are responsible for:</p> <ul style="list-style-type: none"> ▪ Ensuring local services are planned and delivered to meet the requirements of the NSF and the needs of the people of Hartlepool; ▪ Ensuring that laws relating to mental health are followed; ▪ Providing information on the performance of mental health services in Hartlepool to the government and other bodies as necessary. <p>The Hartlepool LIT meets monthly and there are also a number of sub groups that focus on priority areas which are as follows:</p> <ul style="list-style-type: none"> ▪ Mental Health Promotion/Suicide Prevention; ▪ Primary Mental Health Care/Access to services; ▪ Specialist Care; ▪ Support for Carers; ▪ Black and Ethnic Minorities; ▪ Social Inclusion;

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ Employment. <p>For more information, Tel. 01429 285079.</p>
National Day Nurseries Association (NDNA) Regional Centre, Masefield Road.	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire.</p> <p>The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal would include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community. For more information, Tel. 01429 236405.</p>
National Healthy Schools Programme.	<p>The strategic aims of the National Healthy Schools Programme are:</p> <ul style="list-style-type: none"> ▪ To support children and young people in developing healthier behaviours; ▪ To raise pupil achievement; ▪ To help reduce health inequalities; ▪ To promote social inclusion. <p>Schools through the whole school approach, are asked to demonstrate evidence in the core themes of:</p> <ul style="list-style-type: none"> ▪ Personal, social and health education including sex and relationships education and drug education; ▪ Healthy eating; ▪ Physical activity; ▪ Emotional health and well being (including bullying). <p>Hartlepool Borough Council's Healthy Schools Coordinator works with all schools to assist in the development of the whole school approach to healthy living and to encourage pupils to make healthy lifestyle choices. All local schools within the Rift House/Burn Valley area have Healthy School Status or are currently working towards it. For more information, contact Hartlepool Borough Council's Healthy Schools Coordinator on 01429 284256.</p>
ORB Centre.	A resource centre based in Shrewsbury Street and part of the Oxford

Examples of key current programmes/projects	Description
Continued ...	<p>Road Baptist Church, giving support to the community and is open to residents of all ages and areas. Two Community Link Workers and a Youth Worker are assisted by volunteers.</p> <p>The Centre also provides a drop-in facility, with signposting services and outreach sessions and the opening hours are as follows:</p> <p>Monday, Wednesday and Friday – 9.30am until 11.30am. Tuesday and Thursday – 1.00pm until 3.00pm.</p> <p>The Centre also provides a Fruit and Vegetable Scheme, and refreshments and biscuits are available during the opening hours of the Centre. For more information, Tel. 01429 282334.</p>
Parent and Toddler Care in Hartlepool (PATCH).	<p>The PATCH project run parent support groups which provide a variety of play activities in safe and stimulating environments with a wide range of play equipment. PATCH also loan home safety equipment and equipment for teenage parents. For more information Tel. 01429 862727.</p>
Patient and Public Involvement (PPI) Forum.	<p>Patient and Public Involvement (PPI) Forums are made up of groups of volunteers from the local community who are enthusiastic about helping patients and members of the public influence the way that local healthcare is organised and delivered. Forum members come from different backgrounds and have a wide range of experience and skills. They are keen to work with all sectors of the community to find out what people think about health and healthcare in the local area and take action wherever necessary. For more information Tel. 01429 287315.</p>
Primary Care Trust (PCT).	<p>Hartlepool Primary Care Trust (PCT) is the organisation that provides and commissions Hartlepool's local primary and community health services. The PCT's main role is to improve health and make sure that when people are ill they have access to the best possible health care. The PCT provides a range of health services including district nursing, health visitors, school nursing service, rapid response care, sexual health and contraception services and a range of community clinics. Hartlepool PCT are developing Estate Strategies in order to look at the relocation of primary care services. In addition, the PCT has set up an integrated health and social care team. Hartlepool PCT works with the 16 GP practice's which serve the</p>

Examples of key current programmes/projects	Description
Continued ...	<p>people of Hartlepool. The PCT are also responsible for ensuring access to 12 Dental practices, 17 community Pharmacies and 9 Optometrist practices, which serve the people of Hartlepool. The PCT also provides a range of health services which include the following:</p> <p><u>School Nursing Service</u> - The School Nursing Service is a universal service that predominantly works with multi-agencies to seek out and identify the health needs of the school aged population. The service comprises qualified nurses who work closely with children, young people and their families, social services, schools and community and voluntary groups to promote the health and well being of school aged children. The aims of the service are to:</p> <ul style="list-style-type: none"> ▪ Promote the health and well being of the school aged child so that they may reach their full potential and not be disadvantaged by ill health or disability, ▪ Contribute to the planning and implementation of health education and promotion programmes (such as National Health Schools Programmes) for the school aged population and their families both in and out of the school setting (This would include healthy eating, sun safety, smoking, medicine safety etc.), ▪ Provide specialist advice to children, young people and their families on a range of health issues through drop-in sessions at schools, clinics opportunistic meetings and via the telephone. <p>The School Nursing Service operates in all schools in the area, which includes a dedicated Nurse who works with the four feeder schools to Dyke House Comprehensive School, focussing on obesity issues.</p> <p>The School Nursing Service participates in the co-delivery of sex education programmes at all key stages i.e. APAUSE and Lucinda and Godfrey. For more information please Tel. 01429 267901.</p> <p><u>District Nursing Service</u> – District Nurses work together with other health professionals, social services, statutory, voluntary and private agencies in assessing patient needs and the provision of patient care. For more information Tel. 01429 267901.</p> <p><u>Health Visitors</u> – Health Visitors are an integral part of the NHS's community health services. They are qualified nurses with further specialist training in child health, health promotion and health</p>

Examples of key current programmes/projects	Description
Continued ...	<p>education. Every family with a child under five has a named Health Visitor. For more information Tel. 01429 267901.</p> <p><u>Speech and Language Therapy Service</u> – The Speech and Language Therapy Service provides a specialist service to adults and children who have speech, language or communication disorders. The Service also offers a specialist service to adults and children who have swallowing, eating and drinking disorders. For more information Tel. 01429 267901.</p> <p><u>Community Stroke Team</u> – The Community Stroke Team provide rehabilitation to people who have suffered form a stroke in the last six months. For more information Tel. 01429 285380.</p> <p><u>OPTIN (Older Person Team for Integrated Needs)</u> – The Older Person Team for Integrated Needs is a service specifically for older people, aged 65 years or over, residing in either Residential or Nursing homes. The service covers patients who have, or develop, non urgent chronic conditions. For more information Tel. 01429 285372.</p> <p><u>Smoking Cessation Service</u> – The Smoking Cessation Service is a Teesside service, which works in partnership with other agencies in order to reduce smoking prevalence in Teesside. Within Hartlepool the Smoking Cessation Service works closely with Nurse Prescribers offering weekly drop-in clinics throughout the town to help those people who want to stop smoking. The nearest smoking cessation session is held at Owton Rossmere Resource Centre on a Friday afternoon, 2.00pm until 4.00pm, although locations are reviewed regularly. For more information Tel. 01642 223023.</p> <p><u>Coronary Heart Disease (CHD) Nursing Team</u> – The Coronary Heart Disease Nursing Team run Secondary Prevention Clinics within GP practices and offers a service to all patients with established coronary heart disease. The Service works as part of the Cardiac Rehabilitation Service which brings together health professionals from Hartlepool PCT, the University Hospital of Hartlepool, consultants, GP's, practice nurses, health visitors to improve the lives of patients. For more information Tel. 01429 285364.</p> <p><u>Macmillan Nursing Service</u> – Macmillan Nurses are qualified nurses that have specialist skills and knowledge in order to help patients manage any of the symptoms associated with their illness and also provide emotional and practical support for patients and their families.</p>

Examples of key current programmes/projects	Description
Continued ...	<p>The Macmillan Nursing Service usually work with patients who are diagnosed as having cancer for whom curative treatment is not possible. For more information Tel. 01429 267901.</p> <p><u>Podiatry Service</u> – The Podiatry Service provides specialist care and advice to those who suffer from acute or chronic foot problems and those who have the potential to develop serious complications in the foot e.g. diabetics. For more information Tel. 01429 285060.</p> <p><u>Diabetes One Stop Shop</u> – The Diabetes One Stop Shop service aims to provide easily accessible care for people with diabetes in Hartlepool. In the same appointment and in one place, patients can access eye screening, foot checks and health checks including blood and urine checks. For more information Tel. 01429 862799.</p> <p><u>Multi-Link Team</u> – The Multi-Link Team comprises staff from Hartlepool PCT, the University Hospital of Hartlepool and Hartlepool Borough Council working together to provide support and assistance to enable people to maintain their independence within their homes, or to assist people when discharged from surrounding hospitals. The Multi-Link Team has access to a range of specialist services, which include Rapid Response Nursing Team, Social Work Team, Rapid Response Home Care Team, Mobile Rehabilitation Team and the Short Term Residential Care (Rehabilitation and Recovery) Team. The Multi-Link Team is based at Swinburne House on Swinburne Road in Hartlepool. For more information Tel. 01429 289921.</p> <p><u>Discharge Liaison</u> – Discharge Liaison work with members of multi-disciplinary teams in both the community and hospital settings to improve and facilitate links between patients, carers and other health professionals. Discharge Liaison plan for care following discharge from hospital ensuring that arrangements for continuing care are agreed with patients and carers prior to discharge. For more information Tel. 01429 522405.</p> <p><u>Continence Advisory Service</u> – The Continence Advisory Service is a confidential service for people who experience incontinence. The service provides advice, information and support to patients, their families and carers, health care professionals and other organisations. For more information Tel. 01429 868861.</p> <p><u>Sight Loss Support Service</u> – The Sight Loss Support Service offers people with sight loss a professional assessment of their needs as</p>

Examples of key current programmes/projects	Description
Continued ...	<p>well as support in managing everyday tasks such as daily living skills, mobility, benefit advice and communications. People will also have the opportunity to discuss any concerns regarding sight loss. You can make an appointment with the new Service by completing the tear-off section on the Low Vision leaflet which is available from your optician, GP or local library. Alternatively for more information Tel. 01429 285776.</p> <p><u>Low Vision</u> – From September 2006, four optician practices in Hartlepool will provide a community based low vision aid assessment service. This service is specific to patients who have been told that there is nothing or very little which can be done to improve their sight. The assessment will suggest aids, such as magnifiers which can help patients make the best use of the sight they have. Previously this service was only available within the Hospital. Referrals can be made via opticians, hospital clinicians and the Hartlepool Sight Loss Support Service. For more information Tel. 01429 285776.</p> <p><u>Interpreting Services</u> – Interpreting services are available free to patients visiting a GP, pharmacist, dentist, optician or using any other services provided by Hartlepool PCT. For more information telephone the Patient Advice and Liaison Service (PALS) on Tel. 01429 287144.</p> <p><u>Health Text Message Service for Boys and Young Men</u> – The text message service provides information to boys and young men in Hartlepool. The service runs alongside existing services such as the sexual health drop-ins and the youth support bus and aims to reach those people who would prefer not to have face to face contact with a health professional. A team of PCT staff are on hand to answer any questions received. To access the service, young men should text: advice lads and their question to 60003.</p> <p><u>Central Integrated Team</u> – This team brings together health and social care workers. The team have recently moved into Greenbank, within the Central area, which provides a base for multi-agency staff including District Nurses, Community Matrons and Social Workers.</p> <p><u>Health Development Worker</u> – This Young People’s programme aims to bring together a wide variety of agencies to influence the health improvement of children and young people in Hartlepool.</p> <p><u>Health Trainer Project</u> – The PCT recently recruited a Health Trainer Co-ordinator who will be based in the Rift House area, and will</p>

Examples of key current programmes/projects	Description
Continued ...	<p>oversee the recruitment and supervision of 3 health trainers who will work in disadvantaged areas in the town. Health Trainers will work with the local community to access their health needs and provide a 'navigation' service to help people access appropriate services and initiatives. They will also work one to one with some clients to assist in lifestyle change for issues such as healthy eating, increased physical activity and smoking cessation.</p> <p><u>Community Matrons</u> – Community Matrons are Senior Nurses who work with patients with an identified long-term condition or a complex range of conditions. They act as a 'Case Manager' being the single point of contact for care support or advice and ensure that care is properly co-ordinated by working closely with the patients and other services.</p> <p><u>Wynyard Road Primary Care Centre</u> – The new £1.1 million Wynyard Road Primary Care Centre, next to the Owton Rossmere Resource Centre opened in August 2006. The Wynyard Road Primary Care Centre delivers faster access to treatment and a better quality of care and helps patients to manage long term conditions by providing better support in the community.</p> <p><u>Procuring new GPs for Hartlepool</u> - Hartlepool PCT is seeking to recruit 5/6 new GPs (and associated nurses and health care professionals) to Hartlepool in 2007/2008, with high standard contracts and flexible hours (evening and weekend availability) which will ensure fuller care for the vulnerable. This will be achieved through a tendering procedure where all sectors will be invited to apply, for example small independent organisations that provide specialists services that wouldn't normally be able to apply for large contracts. It is anticipated that this will be in place by December 2007, subject to all relevant approvals required. For more information, Tel. 01429 287017.</p> <p><u>Town Centre Development</u> - Hartlepool PCT are currently proposing to build a major health centre on the accessible site of the former Barlow's Building Printing Works as part of the Government's LIFT (Local Investment Finance Trust Programme). The PCT is proposing the new development because it has identified a need for high quality accommodation, in order to provide high quality services, some of which are usually provided in hospital but could be delivered more quickly and conveniently in a community setting.</p>

Examples of key current programmes/projects	Description
Continued ...	<p>The new facility could provide diagnostic and treatment facilities and a range of community health services with a potential to include a dentist, pharmacist and optician. The development is subject to obtaining various agreements on timescales, costs and the involvement of other partner organisations. For more information, Tel. 01429 287144.</p> <p>For general information Tel. 01429 223195.</p>
Public Health Strategy for Hartlepool 2005-2010	<p>The Public Health Strategy for Hartlepool aims to provide a five year framework of action for the prevention of ill health, the protection of health and the promotion of positive health and well being (not just the absence of disease). The Strategy consists of the following priority elements:</p> <ul style="list-style-type: none"> ▪ Smoking; ▪ Physical Activity; ▪ Healthy Eating; ▪ Obesity; ▪ Mental Health Promotion; ▪ Sexual Health/Teenage Pregnancy; ▪ Prevention of substance misuse (alcohol and illegal drugs). <p>The Public Health Strategy Group (a number of public health multi agency working groups feed in to this) is charged with implementing the Strategy through annual actions plans.</p> <p>View the Public Health Strategy at www.hartlepoolpartnership.co.uk. Click on 'Theme Partnerships' followed by 'Health and Care' and follow the links.</p>
Rift House Primary School.	<p>Rift House Primary School, located on Masfield Road is one of the bases for the provision of Children's Centre services (including a health visitor and PATCH playgroup) and as a school, offers a range of initiatives for pupils and parents in the Rift House/Burn Valley community. The nursery building has been vacated for Children's Centre services, and the school's other building will be refurbished for the foundation stage pupils.</p> <p>The school has achieved Healthy School Status and in a recent Ofsted inspection were awarded an outstanding grade for the adoption</p>

Examples of key current programmes/projects	Description
Continued ...	<p>of healthy lifestyles. The following activities are offered in school in addition to the two hours of Physical Education per week:</p> <ul style="list-style-type: none"> ▪ The commencement of the Fruit Tuck Shop. ▪ Living for Sport: aimed at pupils whose attendance or punctuality is poor. Classes are run at 8.30am to ensure that pupils are at school on time. ▪ Multi Skills: a variety of activities held at break time. ▪ Healthy Lifestyles Diary: run by the Physical Education Co-ordinator to encourage all Key Stage 2 pupils to adopt a healthy lifestyle. Daily diaries are kept detailing their intake of five portions of fruit and vegetables a day, water, amount of exercise undertaken, germ busting and emotional well being. The children set themselves targets and score themselves against these daily. ▪ Variety of after school clubs that are rotated according to the demand and the weather. ▪ Ten minute 'energiser' sessions held in class everyday. <p>For more information, Tel. 01429 275239.</p>
School Sports Co-ordinators Programme.	<p>The School Sport Co-ordinators Programme has been running since 2000 and is a national initiative which aims to provide creative, sporting, physical and outdoor activities that have clearly defined learning objectives to promote pupils well being and contribute to their personal and social development. Hartlepool School Sport Co-ordinators Partnership involves all of the Schools in Hartlepool. Each Primary School donates £100 and each Secondary School £1,000 each year to the budget, to help towards the activity. The Hartlepool School Sport Co-ordinator Programme has been very successful in increasing pupil's access to high quality physical activity and sports activity, within and out of normal school hours. This in turn has improved levels of physical exercise amongst pupils, which has a positive effect on the health and well-being of those who participate. For more information Tel. 01429 287506.</p>
Straight Line Project.	<p>The Straight Line Project offers support and guidance to young people who are found to be drinking or are believed to be regularly consuming alcohol.</p> <p>Once referred to the project, the benefits to the young people from attending the programme are that they have a better understanding of the law and underage drinking; a heightened awareness of what</p>

Examples of key current programmes/projects	Description
Continued ...	alcohol can do to their body, why they should not drink to excess and what the safe limits are for adults. For more information Tel. 01429 239922.
Stranton Community Learning Centre (CLC).	<p>The Stranton Community Learning Centre (CLC) is located beside Stranton Primary School and is in close proximity to the Rift House/Burn Valley area. The Stranton Community Learning Centre is open 6 days a week at the following times:</p> <p>Monday and Tuesday: 9.00am until 9.00pm. Wednesday: 9.00am until 10.00pm. Thursday: 9.00am until 9.00pm. Friday: 9:00am until 8.00pm. Saturday: varies week to week depending on bookings.</p> <p>There are many different facilities, courses and activities available at the Centre which cater for the entire family including a computer suite, meeting room, performing arts room, sports hall (for badminton etc) with indoor facilities plus a sports field with outdoor changing facilities. For more information, Tel. 01429 231329.</p>
Summerhill.	<p>Summerhill is a Country Park located near the top end of the Burn Valley just after Catcote School. Most activities are free of charge and available at any time. Created from a network of 8 fields in 1997 Summerhill has established valuable new woodlands, meadows and ponds for wildlife as well as managing existing hedgerows and sites of archaeological interest. Its value for wildlife earned its designation as a Local Nature Reserve in 2003.</p> <p>Summerhill is recognised nationally because of the facilities provided for on site for play and outdoor sports. There are walking, horse riding and cycling routes, orienteering courses, two play areas including an adventure play area, a trim trail, a BMX course and a Boulder Park for rock climbing. There is also a Visitor Centre that can host a wide range of meetings and events. Staff on site organise activities for community groups, businesses or the general public in rock climbing, orienteering, High Ropes, archery, nature study, archaeology and crafts. The Visitor Centre can be hired out for anything from a meeting to a child's party. In addition, Summerhill run a regular programme of public events, many targeted to families and events are staged such as BMX competitions and the Countryside Festival. Some of the activities often have a very low charge to them and there are concessionary rates available. Summerhill welcome suggestions</p>

Examples of key current programmes/projects	Description
Continued ...	for new activities. The site is open access 24/7, however, the Visitor Centre is open from 9.00am to 5.00pm every day. For more information, Tel. 284584 or visit the website at www.sunnysummerhill.com .
The Autumn Club.	<p>The Autumn Club is for those aged over 50 and meets on Wednesday afternoons (1.00pm until 3.00pm) at The Catholic Club on Marlowe Road. Activities include darts, dominos, dancing, live entertainment, raffles and bingo.</p> <p>For more information, please contact Tel. 01429 298686 or 292850.</p>
50+ Forum.	50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of statutory and voluntary bodies in Hartlepool. The group meets on regular occasions and for further information contact the Anchor Trust Community Development Team on Tel. 01429 224466.

COMMUNITY SAFETY

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
<p>Anti-Social Behaviour Unit (ASB Unit).</p>	<p>The ASB Unit believes that the people of Hartlepool have the right to live their lives free from harassment, alarm or distress. It is their goal to work effectively with the public and partner agencies to deal with the factors that affect the quality of life of residents through prevention, diversion or enforcement.</p> <p>The ASB Unit deals with cases reported from all sources where an individual has been causing harassment, alarm or distress to one or more individuals who are not in the same household as themselves.</p> <p>The ASB Unit is currently being restructured to give it a stronger neighbourhood focus. There will be an officer dedicated to the South Neighbourhood Police Team area by summer 2007.</p> <p>In January 2007 the ASB Unit was given the funding to implement the Family Intervention Project. The aim of this project is to identify families responsible for causing significant amounts of anti-social behaviour and then to work with all members of the household to tackle the underlying reasons for their behaviour.</p> <p>To contact the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588.</p>
<p>Childrens Centre's.</p>	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.</p> <p>In the Rift House/Burn Valley area, the Children's Centre services are currently to be based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – the nursery has been vacated and is being refurbished. Work is due to commence in summer 2007; ▪ Kingsley Primary School – a new extension is being built, work is due to commence in summer 2007; ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the Centre is currently being marketed for sale

Examples of key current programmes/projects	Description
Continued ...	<p>but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there.</p> <p>Children's Centre's deliver services for parents-to-be, parents and children up to age 5. Services focussed on health include antenatal care, health visiting, advice on weaning, nutrition, breast feeding, safety, behaviour management, emotional well being, gurgle and play sessions and choking baby and baby resuscitation visits.</p> <p>These Centres will also provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, family support such as adult education and parenting support, a base for childminders and access to Jobcentre Plus for advice on such issues as employment and benefits advice. This integrated approach will provide holistic support for children's development, support to families with young children and will facilitate the return to work of those parents who are currently unemployed. For more information Tel. 01429 284284.</p>
Cleveland Fire Brigade: Community Safety Initiatives.	<p>Cleveland Fire Brigade's Community Safety scheme is based around the principle of prevention and protection rather than response. In order to achieve this aim resources are delivered from centrally provided resources as well as from the nearby fire station. Services and facilities available to the Rift House/Burn Valley neighbourhood include:</p> <ul style="list-style-type: none"> ▪ Free Home Fire Safety Checks where advice is given to help prevent fires and free smoke alarms are fitted to safeguard residents in case of fire. For more information please Tel. 01429 874063; ▪ Arson audits are carried out to help prevent fires starting. This includes the removal of potential fuel from areas, arranging for boarding up of unoccupied premises and advice to property owners on how to prevent arson; ▪ Various Youth Intervention Schemes e.g. LIFE, SAFE and the Duke of Edinburgh Award scheme to address youth inclusion and behaviour; ▪ Use of Advocates in various fields e.g. disability, deaf, elderly, ethnic minorities, to help to keep safe those deemed to be particularly vulnerable in our community; ▪ School education to reach the youngsters of the area to explain fire safety and the dangers of playing with fire;

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ Advice to businesses as to compliance with current legislative requirements. <p>For further information regarding any of these services please contact the Brigade Headquarters on Tel. 01429 872311.</p>
Cleveland Police: Hartlepool Neighbourhood Policing Scheme.	<p>The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, Police will be visible and accessible to members of the public. Community involvement is the key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>There is an increased Police presence in Hartlepool through Neighbourhood Policing with a number of new PCSO's being placed across Hartlepool.</p> <p>Each Council Ward has a named, dedicated Neighbourhood Officer and Neighbourhood Police Community Support Officer (PCSO). These officers work within each Council Ward and are not pulled away from their area to other parts of Hartlepool.</p> <p>The Neighbourhood Policing Team for the Rift House/Burn Valley area is based at the Community Safety Office, 173 York Road. The teams are also accessible to the local community and respond to the priorities of local residents.</p> <p>Every month, officers conduct a visual audit with a community representative and officers from partner agencies (Hartlepool Borough Council Environmental Officers/Housing Providers etc.). This is a walk around their identified neighbourhood area in order to ascertain areas for action.</p> <p>A Single Point of Contact Number has been set up to link residents with their dedicated officers. Phone lines are open between the hours of 9.00am and 9.00pm when staff can put residents in touch with one of the officers assigned to the ward. The Single Point of Contact Number is Tel. 01429 235811.</p>

Examples of key current programmes/projects	Description
Community Safety Capital Fund.	<p>Hartlepool Borough Council has approximately £150,000 to spend across the town on capital and environmental projects which will contribute to a reduction in crime and disorder.</p> <p>The criteria for capital and environmental projects is as follows:</p> <ul style="list-style-type: none"> ▪ Projects should be community safety focused and should contribute to the outcomes in the Safer Hartlepool Strategy; ▪ Projects should contribute 20% to 50% match funding; ▪ There should be a commitment to mainstreaming/maintenance of the project. <p>The Section 17 Officer Group will refer which projects are to be recommended to Hartlepool Borough Council's Cabinet Grants Committee for approval.</p>
Crucial Crew.	<p>Crucial Crew is an accident prevention initiative for Hartlepool primary schools. This multi-agency event aims to provide an interactive way of teaching children to become more aware of personal safety, to learn how to react to dangerous situations and to provide an opportunity for children to practice safety skills in an exciting, stimulating and safe environment.</p> <p>Crucial Crew should be regarded as an opportunity for young people to gain new knowledge that can be carried into the wider community and everyday lives.</p> <p>All primary schools in Hartlepool are invited to attend the event with their Year 6 children (10 and 11 year olds). The event takes place annually over a fortnight in October. Each school attends for a half day where the children visit a range of interactive scenarios based on safety.</p> <p>The event contains a number of different scenarios that are led by various agencies including (the scenarios may vary):</p> <ul style="list-style-type: none"> ▪ Fire Safety; ▪ Kitchen Safety; ▪ Road Safety; ▪ Safety at the Coast; ▪ Electrical Safety;

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ Rail Safety; ▪ Building Site Dangers; ▪ Prison Life; ▪ Firework Safety.
Domestic Violence Strategy Group.	<p>The Safer Hartlepool Partnership has joined forces with a wide range of agencies including Cleveland Police, HBC, North Tees Women's Aid, the Primary Care Trust and Housing Hartlepool to identify best practice and identify gaps in services. Key elements of the strategy will be prevention, enforcement and education.</p>
Drug Interventions Programme (DIP).	<p>DIP was introduced to Hartlepool in April 2004 and continues to be a major part of the Government's drug strategy to reduce drug related crime. The initiative provides treatment and support structures that identify, engage with and track drug misusing offenders anywhere in the criminal justice system.</p> <p>The two key elements of the programme that help this to take place are through care – assisting the individual from the point of arrest through to sentencing and beyond – and aftercare – which is help put in place to assist the offender after they have been released from prison or on completion of a community sentence.</p> <p>The DIP team provide a 24/7 Single Point of Contact Service which gives people in drug treatment a telephone contact for support and advice.</p> <p>Addaction are commissioned to provide the service due to their knowledge of treatment services and information on the criminal justice system process.</p> <p>In addition to the above, a specialised sport and physical activity programme is offered to DIP clients as part of their rehabilitation programme. Externally funded, this area of work contributes to the support structures necessary to prevent re-using and potentially re-offending. This element of support is in partnership with HBC's Drug Intervention Team.</p> <p>The 24/7 Single Point of Contact Service - Tel. 0808 1880 247.</p>
Families Accessing Support Team (FAST Project).	Funded through NRF, this project takes a multi agency approach

Examples of key current programmes/projects	Description
Continued ...	<p>(family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour. Workers plan with families how the project can support the child and family, and make sure they are aware of the consequences of involvement in anti-social behaviour.</p> <p>The FAST project can also provide a 'street outreach service/detached youth work service' which involves working with groups of young people who are involved in anti-social behaviour/creating a nuisance throughout areas. FAST attempts to engage with young people and their communities to try to develop working relations and to assess the difficulties and solutions to the anti-social behaviour. Tel. 01429 271571 for more information.</p>
Friends of Burn Valley Gardens.	Awaiting details.
Hartlepool Borough Council: Environmental Action Team.	Hartlepool Borough Council's Environmental Action Team can use enforcement to tackle illegal parking issues, off road parking and dog fouling etc. Tel. 01429 523534 for more information.
Hartlepool Borough Council: Lighting Maintenance Plan.	The Council has a 3 to 4 year plan to implement more efficient lighting across the town.
Hartlepool Borough Council: Neighbourhood Enforcement Team (NET).	<p>The Neighbourhood Enforcement Team provides education, guidance and advice to members of the public and organisations on issues such as graffiti, fly tipping, abandoned vehicles and dog related matters. Sometimes the Neighbourhood Enforcement Team is able to use litigation in order to achieve its objectives.</p> <p>The Community Wardens are part of Neighbourhood Enforcement Team and assist with issues such as dog fouling, littering, abandoned and untaxed vehicles, graffiti and fly tipping. They have recently been given additional powers to issue Fixed Penalty Notices for offences such as littering and dog fouling. These new powers will enable the Wardens to take immediate action and/or pass information to the Neighbourhood Enforcement Team for further investigation.</p> <p>The Dog Warden Service tackles a number of related issues ranging from stray and dangerous dogs to dog fouling. Recent new initiatives have seen the introduction of 'dog chipping' and 'spaying and neutering' schemes designed at reducing the number of stay dogs in</p>

Examples of key current programmes/projects	Description
Continued ...	<p>the town and enabling such dogs to be quickly reunited with their owners.</p> <p>The Neighbourhood Enforcement Team has achieved a number of successful prosecutions for fly tipping, involving both individuals and companies. It continues to be a very proactive approach in this field and believes the publicity achieved by court action is a means of deterring others with similar intentions.</p> <p>A proactive and spontaneous approach is applied in areas such as back alley gated streets, highways and shopping precincts to ensure companies and individuals comply with relevant legislation. This is achieved through education/guidance and where appropriate, the issuing of Fixed Penalty Notices and Court Action. The Neighbourhood Enforcement Team is also undertaking a campaign to prevent the build up of cigarette related litter in busy streets and shopping areas. Actions proposed include the siting of purpose built cigarette bins and Fixed Penalty Fines.</p> <p>The Neighbourhood Enforcement Team have also formed a 'Graffiti Squad' which encompasses issues such as fly posting and chewing gum removal.</p> <p>The Neighbourhood Enforcement Team now has a complex system of covert surveillance cameras to assist in its determination to clamp down on various aspects of anti-social behaviour, such as dog fouling, littering and flytipping. For more information Tel. 01429 523370.</p>
Hartlepool Borough Council: Neighbourhood Renewal Fund (NRF) dedicated floating Environmental Operative.	<p>Dedicated, floating Environmental Operative for the NAP areas of the Central and South neighbourhoods, covering the Rift House/Burn Valley area. The main duties of the floating Environmental Operative include:</p> <ul style="list-style-type: none"> ▪ Grounds maintenance; ▪ Cleaning provision; ▪ Gardening. <p>In Rift House/Burn Valley the floating Environmental Operative will respond to issues raised by the Rift House/Burn Valley Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>

Examples of key current programmes/projects	Description
Hartlepool Borough Council: Neighbourhood Renewal Street Lighting Budget.	In 2007/2008, there is £50,000 of Neighbourhood Renewal Fund (NRF) monies allocated for town wide street lighting improvements.
Hartlepool Borough Council: Neighbourhood Service's Minor Works Budget.	The budget is for minor works such as drop crossings, lighting, security works, environmental improvements and maintenance. In the Rift House/Burn Valley area, the budget is managed by the Neighbourhood Manager for the Central area and works are discussed and approved through the Central Neighbourhood Consultative Forum. In 2007/2008 £87,000 is available to the Central Neighbourhood Consultative Forum for improvements works.
Hartlepool Borough Council: Safer Streets Booklet.	Booklet advising on traffic calming schemes and reducing speeding. Residents can discuss with Traffic Team Leader appropriate schemes. £25,000 is available each year for the whole town. For more information Tel. 01429 523200.
Hartlepool Tree Strategy.	The Hartlepool Tree Strategy was drawn up in partnership with the Environment Partnership and endorsed by Cabinet in 2005 and aims to increase the number of trees in the Borough by encouraging the planting and management of new trees using appropriate species and locations. The Hartlepool Tree Strategy promotes the wider benefits of trees in relation to community safety, health and care and environment and housing.
Hartlepool Victim Support and Witness Service.	<p>Victim Support is the independent charity which helps people cope with the effects of crime. Victim Support provides free and confidential support and information.</p> <p>Hartlepool Victim Support and Witness Service helps the residents of Hartlepool cope with the effects of crime. They do this by providing confidential support and information to victims of crime and to witnesses attending local courts.</p> <p>The Hartlepool Victim Support and Witness Service advice is free, independent of the Police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.</p> <p>Details of local offices and branches are available on the website. Victim Support can also be contacted via their e-mail address supportline@victimsupport.org.uk.</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Victim Support's national telephone Support line is: Tel. 0845 3030 900. The Supportline hours are: 9.00am to 9.00pm (Mondays to Fridays), 9.00am to 7.00pm (weekends) and 9.00am to 5.00pm (bank holidays).</p> <p>If anyone is feeling desperate and needs to speak to someone outside of the Supportline hours it is possible to contact the Samaritans on Tel. 0845 7909 090.</p>
Hartlepool Young People's Drug Team (HYPED).	<p>The HYPED Team offer young people a discrete outreach service. HYPED is a multi-agency team consisting of professionals from Health, HBC Children's Services and the voluntary sector. They can offer a comprehensive substance misuse service from basic advice and information through to specialist prescribing and access to residential activities. For more information Tel. 01429 860333.</p>
Housing Hartlepool.	<p>Housing Hartlepool is the major Registered Social Landlord in the Rift House/Burn Valley area, having 1092 properties. From August 2004 to September 2005 Housing Hartlepool has invested £6.2million to modernise their properties throughout the Borough, including Rift House/Burn Valley. There are plans for a £2.3 million investment Borough wide which will look at modernising the communal areas, which demonstrates Housing Hartlepool's commitment to the Rift House/Burn Valley area.</p> <p>Housing Hartlepool continues to work closely with residents to improve the area, with a dedicated Estates Officer allocated to the area. In addition Housing Hartlepool have 5 caretakers dedicated to picking litter across the town, one of which is dedicated to the Rift House/Burn Valley area and is on site in the area on a daily basis.</p> <p>Housing Hartlepool's Neighbourhood Team, which deals with all tenancy and estate management matters, can be contacted on Tel. 01429 525252 and for 24hour emergency repairs Tel. 0800 0525399.</p>
Multi-agency Problem Solving Group: Joint Action Group (JAG).	<p>The area has a Multi-agency Problem Solving Group Joint Action Group (JAG) which meets on a regular basis and pulls together representatives from Hartlepool Borough Council, Hartlepool Police and other relevant groups to tackle some of the ongoing problems within the NAP area.</p>
Neighbourhood Renewal Fund (NRF): Community Safety Grants.	<p>A grant pool is provided to assist groups to deliver the activities which aim to engage local residents and community groups in small scale</p>

Examples of key current programmes/projects	Description
Continued ...	community safety initiatives in their area. Maximum grant per group has been set at £500, with higher allocation requiring approval of Cabinet Grants Committee. For more information Tel. 01429 405577.
Neighbourhood Watch.	Neighbourhood Watch helps build safer communities through encouraging people of all ages and backgrounds to prevent crime in their community. This is through sharing crime prevention advice, building a relationship with the Police and keeping an eye on each other's property. For further information on the Neighbourhood Watch Scheme, contact the Neighbourhood Watch Scheme Co-ordinator on Tel. 01429 405588.
Safer Hartlepool Partnership's Adult Treatment Plan – 2006/2007 (Drugs Strategy).	<p>The Adult Treatment Plan is a town wide strategy. The Safer Hartlepool Partnership has the responsibility for the delivery/implementation of the Governments 10 year National Drugs Strategy 'Tackling Drugs Together'. The Strategy runs to March 2008 to tackle the concentration of substance misuse issues in the wards of disadvantage, particularly those with poor housing and private landlords, as the long term use of illicit drugs often leads to a degeneration of an individuals lifestyle and often effects housing status etc.</p> <p>The Strategy has four key strands:</p> <ul style="list-style-type: none"> ▪ Reducing supply and availability of drugs; ▪ Working with communities to limit the impact of drug misuse; ▪ Education and work to prevent young people taking drugs; ▪ Offering comprehensive treatment services to those who are taking drugs. <p>Within the local Hartlepool Strategy and Partnership structures a variety of Task Groups meet to ensure the appropriate projects are operating, check progress and performance monitoring systems are in place. In 2007 there will be a continuation of analysis and mapping of numbers into treatment, offenders, drug litter etc. and key priority areas for target action will continue to be identified.</p> <p>In 2007 there will be targeted leafleting, campaigns, some outreach surgeries arranged for advice and information, presentations to residents groups if invited, and with the Police some joint operations whereby Police will conduct enforcement operations followed by treatment agencies trying to encourage drug users into treatment</p>

Examples of key current programmes/projects	Description
Continued ...	programmes throughout these key priority areas. For more information on the Drugs Strategy and services on offer, contact the Planning and Commissioning Manager on Tel. 01429 284593.
Safer Hartlepool Partnership's Task Groups.	The Safer Hartlepool Partnership has six task groups which were formed in response to the priorities identified in the Crime, Disorder and Drugs strategy 2005 to 2008. These task groups are: Violence in the Town Centre Group, Anti-social Behaviour Group, Prevention of Offending Group, Drug Treatment Strategy Group, Domestic Violence Strategy Group and the Acquisitive Crime Task Group.
Services for drug treatment and associated support.	<p>Hartlepool Community Drug Centre, Whitby Street, Hartlepool provides the Substance Misuse Service (SMS) (clinics and substitute prescribing). For more information Tel. 01429 285000.</p> <p>DISC (Developing Initiatives Supporting Communities) provides wraparound support e.g. benefits, housing, 1-2-1 motivational and relapse prevention, alternative therapies like acupuncture, electro stimuli and cognitive behaviour therapies, which assist management of symptoms. For more information Tel. 01429 285000.</p> <p>NACRO (National Association for Rehabilitation of Offenders) provides help with basic skills, education, training and employment opportunities. For more information Tel. 01429 285000.</p> <p>Albert Centre (part of the Hartlepool Community Drug Centre) provides Counseling and support. For more information Tel. 01429 285000.</p> <p>Advance is a user and ex-user group. For more information Tel. 01429 288113.</p> <p>Parent and Family (PINS) Support Group. For more information Tel. 01429 288302.</p> <p>HYPED is a team for young people. For more information Tel. 01429 860333.</p> <p>All of the above services apart from the Substance Misuse Service (SMS) will make arrangements for home visits and/or meet in a community venue.</p>

Examples of key current programmes/projects	Description
Continued ...	To address the public health agenda around blood borne viruses (hepatitis/HIV etc.) there is a mobile needle exchange which visits up to 14 designated sites across the town to exchange needles and provide clean equipment. This service is available to residents of the Rift House/Burn Valley area. The team is available to meet with people in safe, designated areas to exchange needles. For more information Tel. 07734883730.
Straight Line Project.	<p>The Straight Line Project offers support and guidance to young people who are found to be drinking or are believed to be regularly consuming alcohol.</p> <p>Once referred to the project, the benefits to the young people from attending the programme are that they have a better understanding of the law and underage drinking; a heightened awareness of what alcohol can do to their body, why they should not drink to excess and what the safe limits are for adults. For more information Tel. 01429 239922.</p>
Substance Misuse Service (SMS).	<p>The Substance Misuse Service (SMS) is based within the Community Drug Centre, Whitby Street and is responsible for the prescribing and healthcare needs of drug users.</p> <p>Referrals can be made by GP's, agencies or the individual themselves and there is a joint assessment and referral system within the Community Drug Centre to ensure access to packages of care. An increase in nursing and support staff has enabled more prescribing clinics; joint work with partners such as Health Visitors and Obstetrics for the women/pregnancy clinics; improved key working and health checks.</p> <p>The main priority is to continue to improve the quality of the service, review and improve care planning and coordination and work with GP's and Pharmacists as well as service users, to ensure an effective holistic response. For more information on the Substance Misuse Service (SMS) Tel. 01429 285000.</p>

ENVIRONMENT AND HOUSING

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
Anti-Social Behaviour Unit (ASB Unit).	<p>The ASB Unit believes that the people of Hartlepool have the right to live their lives free from harassment, alarm or distress. It is their goal to work effectively with the public and partner agencies to deal with the factors that affect the quality of life of residents through prevention, diversion or enforcement.</p> <p>The ASB Unit deals with cases reported from all sources where an individual has been causing harassment, alarm or distress to one or more individuals who are not in the same household as themselves.</p> <p>The ASB Unit is currently being restructured to give it a stronger neighbourhood focus. There will be an officer dedicated to the South Neighbourhood Police Team area by summer 2007.</p> <p>In January 2007 the ASB Unit was given the funding to implement the Family Intervention Project. The aim of this project is to identify families responsible for causing significant amounts of anti-social behaviour and then to work with all members of the household to tackle the underlying reasons for their behaviour.</p> <p>To contact the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588.</p>
Cleveland Fire Brigade: Community Safety Initiatives.	<p>Cleveland Fire Brigade's Community Safety scheme is based around the principle of prevention and protection rather than response. In order to achieve this aim resources are delivered from centrally provided resources as well as from the nearby fire station. Services and facilities available to the Rift House/Burn Valley neighbourhood include:</p> <ul style="list-style-type: none"> ▪ Free Home Fire Safety Checks where advice is given to help prevent fires and free smoke alarms are fitted to safeguard residents in case of fire. For more information please Tel. 01429 874063; ▪ Arson audits are carried out to help prevent fires starting. This includes the removal of potential fuel from areas, arranging for boarding up of unoccupied premises and advice to property owners

Examples of key current programmes/projects	Description
Continued ...	<p>on how to prevent arson;</p> <ul style="list-style-type: none"> ▪ Various Youth Intervention Schemes e.g. LIFE, SAFE and the Duke of Edinburgh Award scheme to address youth inclusion and behaviour; ▪ Use of Advocates in various fields e.g. disability, deaf, elderly, ethnic minorities, to help to keep safe those deemed to be particularly vulnerable in our community; ▪ School education to reach the youngsters of the area to explain fire safety and the dangers of playing with fire; ▪ Advice to businesses as to compliance with current legislative requirements. <p>For further information regarding any of these services please contact the Brigade Headquarters on Tel. 01429 872311.</p>
Cleveland Police: Hartlepool Neighbourhood Policing Scheme.	<p>The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, Police will be visible and accessible to members of the public. Community involvement is the key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>There is an increased Police presence in Hartlepool through Neighbourhood Policing with a number of new PCSO's being placed across Hartlepool.</p> <p>Each Council Ward has a named, dedicated Neighbourhood Officer and Neighbourhood Police Community Support Officer (PCSO). These officers work within each Council Ward and are not pulled away from their area to other parts of Hartlepool.</p> <p>The Neighbourhood Policing Team for the Rift House/Burn Valley area is based at the Community Safety Office, 173 York Road. The teams are also accessible to the local community and respond to the priorities of local residents.</p> <p>Every month, officers conduct a visual audit with a community representative and officers from partner agencies (Hartlepool Borough</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Council Environmental Officers/Housing Providers etc.). This is a walk around their identified neighbourhood area in order to ascertain areas for action.</p> <p>A Single Point of Contact Number has been set up to link residents with their dedicated officers. Phone lines are open between the hours of 9.00am and 9.00pm when staff can put residents in touch with one of the officers assigned to the ward. The Single Point of Contact Number is Tel. 01429 235811.</p>
Hartlepool Access Group.	Hartlepool Access Group (HAG) has an Access Audit Group that has experience of partnership working with Hartlepool Borough Council to identify and assist in prioritising work for paving, for example tactile markings, dropped kerbs and other areas of work around the built environment for more information Tel. 01429 891881.
Hartlepool Borough Council: Adult and Community Services.	Supporting people is a national programme delivered by local authorities in partnership with probation, health, adult and community services and supported housing providers, The Supporting People programme is committed to providing a better quality of life for vulnerable people to live more independently. The programme provides housing related support to prevent problems that can often lead to hospital admissions, institutional care or homelessness and also help vulnerable people to establish and successfully maintain a home. For more information Tel. 01429 284263.
Hartlepool Borough Council: Environmental Action Team.	Can use enforcement to tackle illegal parking issues, off road parking and dog fouling etc. Tel. 01429 523534 for more information.
Hartlepool Borough Council: Environmental Action Team for Burn Valley Gardens and Rift House Recreational Ground (the 'Rec').	The operations carried out by the Environmental Operatives are fly-tipping removal, litter picking, grass cutting, shrub bed maintenance, weed killing, flower bed planting and maintenance, litter bin emptying, mechanical sweeping and graffiti removal.
Hartlepool Borough Council: Lighting Maintenance Plan.	The Council has a 3 to 4 year plan to implement more efficient lighting across the town.
Hartlepool Borough Council: Local Transport Plan (LTP).	The Local Transport Plan (LTP) describes the long term strategy for the borough and sets out a programme of improvements to tackle transport problems identified through various forums. These improvements will contribute towards delivering the Governments shared priorities and achieving the vision for Hartlepool. Hartlepool's

Examples of key current programmes/projects	Description
Continued ...	<p>second LTP for the period 2006 to 2011 was submitted to the Government in March 2006. It sets out how the Council and its partners will improve access to services and facilities for those most in need, improve safety and security, manage forecast increases in traffic growth and congestion, and minimise the adverse impacts of traffic on air quality and climate change. Capital funding totalling over £11 million has been allocated for 2006 to 2011 to make transport improvements. This includes £5.7 million for integrated transport and £4.7 million for structural maintenance of road and bridges. An integrated programme of transport improvements will deliver themed actions plans for accessibility, road safety, congestion and air quality.</p> <p>From 2006 to 2011 a total of £100,000 (£20,000 per annum) of LTP funding has been set aside to support small scale highway engineering schemes targeted in deprived urban areas through the NAP process. Priority will be given to schemes identified as the most important by the local community.</p>
Hartlepool Borough Council: Neighbourhood Enforcement Team (NET).	<p>The Neighbourhood Enforcement Team provides education, guidance and advice to members of the public and organisations on issues such as graffiti, fly tipping, abandoned vehicles and dog related matters. Sometimes the Neighbourhood Enforcement Team is able to use litigation in order to achieve its objectives.</p> <p>The Community Wardens are part of Neighbourhood Enforcement Team and assist with issues such as dog fouling, littering, abandoned and untaxed vehicles, graffiti and fly tipping. They have recently been given additional powers to issue Fixed Penalty Notices for offences such as littering and dog fouling. These new powers will enable the Wardens to take immediate action and/or pass information to the Neighbourhood Enforcement Team for further investigation.</p> <p>The Dog Warden Service tackles a number of related issues ranging from stray and dangerous dogs to dog fouling. Recent new initiatives have seen the introduction of 'dog chipping' and 'spaying and neutering' schemes designed at reducing the number of stay dogs in the town and enabling such dogs to be quickly reunited with their owners.</p> <p>The Neighbourhood Enforcement Team has achieved a number of successful prosecutions for fly tipping, involving both individuals and companies. It continues to be a very proactive approach in this field</p>

Examples of key current programmes/projects	Description
Continued ...	<p>and believes the publicity achieved by court action is a means of deterring others with similar intentions.</p> <p>A proactive and spontaneous approach is applied in areas such as back alley gated streets, highways and shopping precincts to ensure companies and individuals comply with relevant legislation. This is achieved through education/guidance and where appropriate, the issuing of Fixed Penalty Notices and Court Action. The Neighbourhood Enforcement Team is also undertaking a campaign to prevent the build up of cigarette related litter in busy streets and shopping areas. Actions proposed include the siting of purpose built cigarette bins and Fixed Penalty Fines.</p> <p>The Neighbourhood Enforcement Team have also formed a 'Graffiti Squad' which encompasses issues such as fly posting and chewing gum removal.</p> <p>The Neighbourhood Enforcement Team now has a complex system of covert surveillance cameras to assist in its determination to clamp down on various aspects of anti-social behaviour, such as dog fouling, littering and flytipping. For more information Tel. 01429 523370.</p>
Hartlepool Borough Council: Neighbourhood Renewal Fund (NRF) dedicated floating Environmental Operative.	<p>Dedicated, floating Environmental Operative for the NAP areas of the Central and South neighbourhoods, covering the Rift House/Burn Valley area. The main duties to include:</p> <ul style="list-style-type: none"> ▪ Grounds maintenance; ▪ Cleaning provision; ▪ Gardening. <p>In Rift House/Burn Valley the floating Environmental Operative will respond to issues raised by the Rift House/Burn Valley Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>
Hartlepool Borough Council: Neighbourhood Renewal Street Lighting Budget.	<p>In 2007/2008, there is £50,000 of Neighbourhood Renewal Fund (NRF) monies allocated for town wide street lighting improvements.</p>

Examples of key current programmes/projects	Description
Hartlepool Borough Council: Neighbourhood Services Minor Works Budget.	<p>This budget is for minor works such as dropped crossings, lighting, security works, environmental improvements and maintenance in the Rift House/Burn Valley area.</p> <p>The budget is managed by the Central Neighbourhood Manager and works are discussed and approved through the Central Neighbourhood Consultative Forum.</p> <p>In 2007/2008 £87,000 is available to the Central Neighbourhood Consultative Forum for improvements works.</p>
Hartlepool Borough Council: Strategic Housing Section.	<p>The Strategic Housing Section is responsible for the production and implementation of the Housing Strategy, which this NAP contributes to. The section is split into various teams. The Private Sector Housing Team, which deals with enforcement of housing standards, landlord accreditation scheme, renovation and repair of homes in the private sector, offering financial assistance in certain cases. HBC Private Sector Housing Team can be contacted on Tel. 01429 523319.</p> <p>Housing Advice Team, which offers a range of housing advice across all tenures including homelessness, harassment and illegal eviction, help with maintaining a tenancy and advice in an emergency (e.g. due to flood or fire). The Housing Advice Team can be contacted on Tel: 01429 284313.</p> <p>Special Needs Housing administers and arranges disabled facilities grants. This is a means tested grant and examples of works to be carried out through disabled facilities grant included the provision and installation of stair lifts and level access showers. The Special Needs Team also has a liaison role in assessing applicants for adapted property owned by housing associations in the town. For more information Tel. 01429 523705.</p> <p>Thermal and energy efficiency advice can also be obtained from Hartlepool Borough Council's Energy Efficiency Officer. For more information Tel. 01429 523993. Further information can be obtained about all these services on the Hartlepool Borough Council website www.hartlepool.gov.uk.</p>
Hartlepool Tree Strategy.	The Hartlepool Tree Strategy was drawn up in partnership with the Environment Partnership and endorsed by Cabinet in 2005 and aims to increase the number of trees by encouraging the planting and

Examples of key current programmes/projects	Description
Continued ...	management of new trees in the Borough using appropriate species of the location. The Tree Strategy makes links to the wider benefits of trees in relation to environment and housing, health and care and community safety.
Housing Hartlepool.	<p>Housing Hartlepool is the major Registered Social Landlord in the Rift House/Burn Valley area, having 1092 properties. From August 2004 to September 2005 Housing Hartlepool has invested £6.2million to modernise their properties throughout the Borough, including Rift House/Burn Valley. There are plans for a £2.3 million investment Borough wide which will look at modernising the communal areas, which demonstrates Housing Hartlepool's commitment to the Rift House/Burn Valley area.</p> <p>Housing Hartlepool continues to work closely with residents to improve the area, with a dedicated Estates Officer allocated to the area. In addition Housing Hartlepool have 5 caretakers dedicated to picking litter across the town, one of which is dedicated to the Rift House/Burn Valley area and is on site in the area on a daily basis.</p> <p>Housing Hartlepool's Neighbourhood Team, which deals with all tenancy and estate management matters, can be contacted on Tel. 01429 525252 and for 24hr emergency repairs Tel. 0800 0525399.</p>
Pride in Hartlepool.	Pride in Hartlepool is a campaign aimed at encouraging people living in Hartlepool to get involved in improving and developing their local area. This includes adopting plots of land, educating people about the environment and encouraging people to recycle. For more information, call HBC's Community Environmental Action Officer on Tel. 01429 284172.

CULTURE AND LEISURE

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
Anchor Trust Community Development Team.	The Community Development Team work with individuals and groups in the Rift House/Burn Valley area who are, or cater for people 50+, to assess needs and requirements and to seek to address these where possible, for example holding a 'Falls Prevention Day' and having the opportunity to take part in a series of seated exercise sessions. For more information Tel. 01429 224466 or email atcdteam@hotmail.com .
Brierton Community Sports Centre.	<p>Brierton Community Sports Centre offers a wide range of activities for all ages and facilities include a main sports hall, fitness suite, fitness suite and gym, dance studio, outdoor courts and meeting rooms.</p> <p>The Centre is open:</p> <p>Monday to Thursday - 9.00am – 10.00pm Friday - 9.00am – 9.00pm Saturday & Sunday - 9.00am – 5.00pm</p> <p>Concessions are available to those on certain benefits, the disabled or those in full-time education.</p> <p>For more information, Tel. 01429 287606.</p> <p>Please note: the Centre will be unaffected by the closure of Brierton Community School.</p>
Brinkburn Youth Centre.	As well as hosting Hartlepool Borough Council Children's Services (Youth Services) – Youth Group on a Monday, Wednesday, Thursday and Friday evening for 13-19 year olds, the Centre Swimming Pool is used by primary schools in the area and the Centre's Sports Hall is used by sporting clubs. The facility can be hired for training and other uses. The facility is also used by the Sixth Formers during lunchtime Monday to Friday. For more information Tel. 01429 265400.
Browning Avenue Baptist Church.	<p>A long standing Baptist Church, the activities currently offered include:</p> <p><u>Monday Evening:</u> 7.00pm – 9.00pm – Mayhem Meeting (fun, games and epilogue for</p>

Examples of key current programmes/projects	Description
Continued ...	<p>young people aged between 11 and 15). Possible extension of this activity to 3 nights per week.</p> <p><u>Wednesday Afternoon:</u></p> <p>1.30pm – 3.00pm – Parent and Toddler Group</p> <p><u>Thursday Afternoon:</u></p> <p>Palm Springs, a social group for those aged 55 and over meet the second Thursday of every month. Programme of activities include trips, lunches out, quizzes, workshops and guest speakers. For more information, Tel. 222103.</p> <p>A full time Youth Worker commenced employment with the Church on 1st April 2007 and is available to the whole community.</p> <p>The Church's Annexe has a range of uses and is available for hire.</p> <p>The Church has secured funding to create a safe, public space on its land for use by all in the community, especially for young people. For more information Tel. 01429 407707 or 01429 424159.</p>
Burn Valley Gardens.	<p>A park comprising children's playground, 3 bowling greens, a cycle way and footpath. At the top end of the Gardens there is 'Family Wood', a place where people can plant trees in memory of loved ones and which the details of are recorded in a register. For more information Tel. 01429 284124.</p>
Children's Centres.	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.</p> <p>In the Rift House/Burn Valley area, the Children's Centre services are currently based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – nursery has been vacated and is being refurbished. Works commencing April 2007. ▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007.

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the centre is currently being marketed for sale but should the building continue to be used as a community facility, Children’s Centre services will continue to be provided from there. <p>The above delivers services for parents-to-be, parents and children up to age 5. Services focussed on health include antenatal care health visiting, advice on weaning, nutrition, breast-feeding, safety, behaviour management, emotional well-being, gurgle and play sessions and choking baby and baby resuscitation visits.</p> <p>These Centres will also provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, family support such as adult education and parenting support, a base for childminders and access to Jobcentre Plus for advice on such issues as employment and benefits advice. This integrated approach will provide holistic support for children’s development, support to families with young children and will facilitate the return to work of those parents who are currently unemployed. For more information Tel. 01429 284284.</p>
Community Outdoor Organised Leisure (COOL Project).	<p>The Community Outdoor Organised Leisure (COOL Project) is based at Rift House Primary School on Wednesday evenings, 5.00pm-7.00pm. There is also another session held in Brierton Sports Centre on Monday evenings, 5.00pm – 7.00pm. A diverse range of sporting, arts and crafts activities are available for young people, aged between 8 and 14 years, to take part in on a weekly basis. There are also plans to hold a summer scheme at the Rift House Recreational Ground. For more information Tel. 01429 221832.</p>
Eldon Grove Community Sports Centre.	<p>The Sports Centre provides residents of all ages and abilities with access to a wide range of sporting and recreational activities during the hours of 9.00am to 10.00pm Monday to Friday. A multi-purpose hall can accommodate both sporting activities and small non-sporting events. The Centre also has two large rooms that have the potential for a range of uses, a small fitness room, two large tennis courts and access to the large playground of Eldon Grove Primary School outside of school hours. The Centre is currently being marketed for sale and will remain open until the end of June to allow alternative uses and options for the Centre to be explored. For more information Tel. 01429 868011.</p>

Examples of key current programmes/projects	Description
English Martyrs School and Sixth Form College – Art Gallery	Open to the public between 9.00am and 4.00pm, the Art Gallery is attached to the School and exhibits both students and visiting artists work. For more information, Tel. 01429 273790.
Friends of Burn Valley Gardens.	Awaiting Details.
Friends of Summerhill.	Summerhill has a 'Friends of Summerhill' group open to anyone with an interest in the site. The Friends of Summerhill has several areas of interest for people including the Summerhill Bird Club and the North East BMX riders. For more information, Tel. 01429 284584.
Families Accessing Support Team (FAST Project).	<p>The FAST Project (in partnership with the Belle Vue Community, Sports & Youth Centre) offers a weekly football training session and participation in an under 18's youth league: 'Burn Valley FC'. Training is provided one evening per week on a Tuesday, 6.00pm – 7.00pm on 'the Rec' during Spring/Summer and on a Tuesday, 7.00pm – 8.30pm at Brierton Sports Centre during Autumn/Winter.</p> <p>Brierton Boys & Girls Project (in partnership with Hartlepool Borough Council's Football Development Officer, Brierton Sports Centre and the Safer Hartlepool Partnership) also operates in the area for young people between the ages of 14 and 18 on a Monday evening between 7.00pm and 9.00pm at Brierton Sports Centre. Boys have the opportunity to take part in football sessions and the girls can take part in health and beauty sessions and netball. For more information Tel. 01429 271571.</p>
Hartlepool Borough Council Adult and Community Services (Adult Education).	Adult Education delivers accredited and non-accredited learning in community venues across the town. As well as advertised courses, the service works with priority groups to develop new learning opportunities. Anyone needing support to access learning should contact Student Support services for further information. Support includes childcare, transport, fee remission and a variety of in class activities such as specialised software, modification of learning materials and support staff. Adult Education also offers a free information and advice service on all learning opportunities, in addition to support to the unemployed through two specific projects that analyse people's skills and offer support. Skills coaching helps people understand and work towards the skills they need for their chosen job. Maxim8 is a programme of modules centred around key activities to maximise potential when searching for employment. For more

Examples of key current programmes/projects	Description
Continued ...	information, Tel. 01429 868616 or email on adult.education@hartlepool.gov.uk or visit www.haded.org.uk .
Hartlepool Borough Council Adult and Community Services (Football Development Officer). Continued ...	Football Development Officer - A new town-wide Football Development Officer is now working within the area to promote football and sports/health education. There are also funded coaching opportunities that are available throughout the area. For more information Tel. 01429 262798.
Hartlepool Borough Council Adult and Community Services (Sports Development Team).	<p>The following sports initiatives specifically impact upon the Rift House/Burn Valley area:</p> <ul style="list-style-type: none"> ▪ Swim Development Officer and programme including organised gala's; ▪ Sportability Club – a wide range of sports for disabled people to take part in, held in Eldon Grove Sports Centre on a Tuesday evening between 7.00pm – 9.30pm. ▪ Outdoor Activities Co-ordinator and programme including team building, climbing, mountain biking, canoeing, caving and fishing; ▪ Big City Walk Scheme – linking with PE and Geography cross curricular activities where pupils record how many miles they walk both in school and in their own time. ▪ Walking Your Way to Health – residents can improve their health and fitness by taking part in gentle to moderate walks throughout Hartlepool and other areas. ▪ School Coaching whereby coaches go into schools and teach multi-skills including activities such as netball and football. <p>For more information Tel. 01429 284050.</p>
Hartlepool Borough Council: Central Library.	<p>The Central Library is situated close to the Rift House/Burn Valley area. It is free and open to all. The library promotes and encourages literacy, reading, literature and other cultural activity. The library is keen to promote and sustain local culture. As well as providing books of all types, there are a number of reading groups operating during the day and on evenings, where people meet regularly to talk about books and poetry. There is also a local writers group. A number of other groups meet at the library, including a photographic society, local history society, family history society, embroidery group and other organisations interested in different aspects of culture. Exhibitions of paintings, photographs and sculpture are held regularly. Many activities take place, especially in school holidays to encourage and</p>

Examples of key current programmes/projects	Description
Continued ...	<p>support young people in literacy and cultural pursuits.</p> <p>The Central Library is open seven days per week: Monday to Thursday: 9.30am to 7.00pm. Friday to Saturday: 9.30am to 5.00pm. Sunday: 11.30am to 3.30pm. Community Room available at subsidised rates during the daytime and up to 9.30pm.</p> <p>Tel. 01429 272905 for further information.</p>
Hartlepool Borough Council Children's Services (Youth Services).	<p>The service offers young people between the ages of 13 and 19 years of age advice, guidance and support, delivered by 1 full-time Project Leader and 11 qualified Youth Support Workers. After consultation and relationship building with young people, their needs are assessed and consequently programmes of work are developed with the young people. For more information Tel. 01429 523762.</p>
Hartlepool Borough Council Children's Services (Youth Services) – Youth Group.	<p>The Youth Group runs on a Monday, Wednesday, Thursday and Friday (with the possible extension to 6 nights per week) at Brinkburn Youth Centre between 7.00pm and 9.00pm for those aged between 13 and 19. A programme of activities based on the needs of young people (both recreational and educational) are available, these include snooker and pool, access to the sports hall, arts and crafts workshops, residentials as well as drug education and sexual health sessions. For more information Tel. 01429 523762.</p>
Hartlepool Borough Council: Youth Opportunities Fund/Youth Capital Fund.	<p>The aim of the Youth Opportunity Fund/Youth Capital Fund is to involve young people aged between 13 and 19 years, especially those who are hard to reach, in identifying positive activities and things to do, and to support their role as decision makers, grant givers and project leaders. They should be encouraged to consider local needs and circumstances as a part of their role in shaping provision for young people in Hartlepool, beyond their immediate group.</p> <p>The fund aims to:</p> <ul style="list-style-type: none"> ▪ Give a voice to young people, particularly disadvantaged young people, in relation to things to do and places to go, conveying a powerful message to young people that their needs and aspirations are important. ▪ Change the way that local authorities and their partners provide activities and facilities for young people, especially in deprived

Examples of key current programmes/projects	Description
Continued ...	<p>neighbourhoods, increasing the responsiveness of providers to what young people want.</p> <ul style="list-style-type: none"> ▪ Improve things to do and places to go in line with what young people want in their neighbourhoods. ▪ Provide opportunities for young people to develop their confidence, knowledge, skills and abilities, gaining recognition and accreditation. ▪ Increase the well-being of young people. ▪ Increase young people's engagement with services and with the democratic process at local level. <p>Tel. 01429 284044 for further information and/or an application pack.</p>
Hartlepool Catholic Club.	<p>A members social club holding a variety of activities on a weekly basis. Currently the following activities are held in the Club and open to members and their visitors:</p> <ul style="list-style-type: none"> ▪ Dances on a Monday and Friday evening from 7.00pm. ▪ Club Bingo on a Monday, Wednesday, Friday, Saturday and Sunday and evening as well as Sunday afternoon from 8.30pm. ▪ All in All Out Bingo on Tuesday and Thursday evenings from 8.00pm. ▪ Karaoke on Saturday evenings and entertainment on Sunday evenings. ▪ Quiz and bingo every Sunday lunchtime. <p>The Autumn Club is held in the Catholic Club every Wednesday between 1.00pm and 3.00pm and is open to all senior citizens in the community.</p> <p>The function room is available to hire on a Tuesday, Wednesday and Thursday evening.</p> <p>For more information Tel. 01429 294007.</p>
Lindisfarne Care Home Community Room.	<p>Lindisfarne Care Home on Masfield Road, has a community room with kitchen facilities that is available for hire. For more information Tel. 01429 244020.</p>
National Day Nurseries Association (NDNA).	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire. The building is currently being marketed for</p>

Examples of key current programmes/projects	Description
Continued ...	<p>sale, however National Day Nurseries Association (NDNA) are confident that any proposal will include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community. For more information Tel. 236405.</p>
ORB Centre.	<p>A resource centre based in Shrewsbury Street and part of the Oxford Road Baptist Church, giving support to the community and is open to residents of all ages and areas. Two Community Link Workers and a Youth Worker are assisted by volunteers. Youth provision includes a programme of organised off-site events and activities such as a Skateboarding Club, held once monthly at Redcar Indoor Skating facility; ten pin bowling played weekly at UK Superbowl Tees Bay Retail Park; once monthly visit to Wet 'n' Wild; a 'Poolies Club'; once monthly visit to the City Hall in Newcastle to 9th Hour (a Christian gig); plus the occasional one-off outings to places such as Alton Towers; weekend residentials and Saturday afternoon hikes in the North Yorkshire Moors (open to all ages). Subsidised bus trips to local attractions and places of interest are also offered in order to provide residents who may not otherwise get the chance to take part, with an opportunity to do so. For more information Tel. 01429 275816 or 01429 282334.</p> <p>A drop-in facility, with signposting services and outreach sessions, the Centre's opening hours are:</p> <p>Monday, Wednesday and Friday – 9.30am – 11.30am. Tuesday and Thursday – 1.00pm – 3.00pm.</p> <p>During the above times the following outreach sessions are available at the Centre:</p> <p>Moneywise on a Thursday, 1.00pm – 2.00pm. Community Police, every third Tuesday of each month. Community Wardens, every Thursday between 2.00pm and 2.30pm. A Citizens Advice Bureau (CAB) session is currently being piloted with the potential to extend the service beyond the pilot.</p> <p>The Centre also provides a Fruit & Veg Scheme, photocopying and fax services for a small charge, a book exchange and free computer and Internet use, a job-slot whereby employment vacancies are displayed in the Centre's window and Centre staff can find out more</p>

Examples of key current programmes/projects	Description
Continued ...	information on the resident's behalf. Refreshments and biscuits are available throughout the Centre's opening hours. For more information Tel. 01429 282334.
Rift House Recreation Ground 'The Rec'.	An open area with open access, it has football pitches, available for hire via Mill House Leisure Centre, with 2 changing areas and 2 car parks for users of the football facilities. There is a bordered area to one side of the Waverley Terrace allotments. For more information Tel. 284124.
St Aidan's Church.	Activities are provided in St Aidan's School and include the following: Cubs and Scouts take place on a Monday evening, 6.00pm – 7.30pm. Beavers takes place on a Wednesday evening starting at 6.00pm. Ladies Fellowship meets every other Wednesday evening from 7.15pm. Tai Chi takes place on alternate Wednesday evenings, starting at 7.15pm. For more information, Tel. 273539.
St Matthew's Hall/Community Centre.	A community resource in the Rift House/Burn Valley area, St Matthew's Hall/Community Centre currently offers the following activities for young people. <u>Monday Evening:</u> (during term time) 5.00pm – 6.00pm Rainbows (games, crafts and outdoor activities) 6.00pm – 7.30pm Brownies (games, crafts and outdoor activities) 6.30pm – 8.00pm 4 th Hartlepool Boys Brigade - Junior Section (a Christian organisation offering sports, games, activities and Christian teaching) 7.30pm – 9.00pm Guides (games, crafts and outdoor activities) For more information on Rainbows, Tel. 01429 860457. For more information on Brownies and Guides, Tel. 01429 276111. <u>Tuesday Evening:</u> 6.00pm – 7.00pm – Be Free Plus (a chance for young people in Years 6 – 9 to learn more about what Christians believe in a small group through games, videos and

Examples of key current programmes/projects	Description
Continued ...	<p>discussions. For more information on this group, Tel. 01429 868849.</p> <p><u>Wednesday Evening:</u> (during term time)</p> <p>6.00pm – 7.15pm – Beavers 6.15pm – 7.45pm – Cubs 7.15pm – 9.00pm – Scouts For more information on these groups, Tel. 01429 268007.</p> <p><u>Thursday Afternoon and Evening:</u></p> <p>3.30pm – 5.00pm - Matt’s Mates – an after-school club run by Stranton Church giving primary school aged children the chance to learn more about God and the Bible – (fun games, songs, crafts, stories and videos) 7.15pm – 9.00pm – Be Free - for young people in Years 6 – 9 (games, activities, crafts, drama, visits and residential experiences) For more information on these groups, Tel. 01429 868849.</p> <p><u>Friday Morning and Evening:</u></p> <p>9.00am – 11.00am – Parents & Toddler Group 6.00pm – 9.30pm – 4th Hartlepool Boys Brigade – Anchor Boys & Company (a Christian organisation offering sports, games, activities and Christian teaching) For more information on the Parent & Toddler Group, Tel. 01429 288126. For more information on the Boys Brigade, Tel. 01429 263149.</p> <p><u>Other activities:</u></p> <p>Carpet Bowls can be played on a Tuesday between 1.00pm and 3.00pm.</p> <p>A coffee morning is held in St Matthew’s Hall/Community Centre on the first Saturday of the month, 10.00am – 12.00noon where people can pop in for a drink and browse the selection of stalls – 50 pence entrance fee towards the Centre’s maintenance costs.</p>

Examples of key current programmes/projects	Description
Continued ...	<p>A Mothers' Union meets in the Hall fortnightly on a Monday at 2.00pm for prayer, fellowship and worship. Part of the worldwide Christian organisation the Mothers Union. For more information Tel. 01429 862529.</p> <p>St Matthew's Hall/Community Centre is a resource not only for the Church, but also for the surrounding community. The facility is available for bookings for either a one-off event or on a regular basis. For more information Tel. 01429 298241 or 01429 276111 to make a booking.</p>
Stranton Community Learning Centre (CLC).	<p>The Stranton Community Learning Centre (CLC) is located beside Stranton Primary School and is in close proximity to the Rift House/Burn Valley area. The Stranton Community Learning Centre is open 6 days a week at the following times:</p> <p>Monday and Tuesday: 9.00am until 9.00pm. Wednesday: 9.00am until 10.00pm. Thursday: 9.00am until 9.00pm. Friday: 9:00am until 8.00pm. Saturday: varies week to week depending on bookings.</p> <p>There are many different facilities, courses and activities available at the Centre which cater for the entire family including a computer suite, meeting room, performing arts room, sports hall (for badminton etc) with indoor facilities plus a sports field with outdoor changing facilities. For more information, Tel. 01429 231329.</p>
Summerhill.	<p>Summerhill is a Country Park located near the top end of the Burn Valley just after Catcote School. Most activities are free of charge and available at any time. Created from a network of 8 fields in 1997 Summerhill has established valuable new woodlands, meadows and ponds for wildlife as well as managing existing hedgerows and sites of archaeological interest. Its value for wildlife earned its designation as a Local Nature Reserve in 2003.</p> <p>Summerhill is recognised nationally because of the facilities provided for on site for play and outdoor sports. There are walking, horse riding and cycling routes, orienteering courses, two play areas including an adventure play area, a trim trail, a BMX course and a Boulder Park for rock climbing. There is also a Visitor Centre that can host a wide range of meetings and events. Staff on site organise</p>

Examples of key current programmes/projects	Description
Continued ...	activities for community groups, businesses or the general public in rock climbing, orienteering, High Ropes, archery, nature study, archaeology and crafts. The Visitor Centre can be hired out for anything from a meeting to a child's party. In addition, Summerhill run a regular programme of public events, many targeted to families, and events are staged such as BMX competitions and the Countryside Festival. Some of the activities often have a very low charge to them and there are concessionary rates available. Summerhill welcome suggestions for new activities. The site is open access 24/7, however, the Visitor Centre is open from 9.00am to 5.00pm every day. For more information, Tel. 284584 or visit the website at www.sunnysummerhill.com .
The Autumn Club.	The Autumn Club is for those aged over 50 and meets on Wednesday afternoons (1.00pm until 3.00pm) at The Catholic Club on Marlowe Road. Activities include darts, dominos, dancing, live entertainment, raffles and bingo. For more information, please Tel. 01429 298686 or 292850.
50+ Forum.	50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of statutory and voluntary bodies in Hartlepool. The group meets on regular occasions and for further information contact the Anchor Trust Community Development Team on Tel. 01429 224466.

STRENGTHENING COMMUNITIES

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
Black and Minority Ethnic (BME) Reference Group.	The Black and Minority Ethnic (BME) Reference Group aims to give Hartlepool's different ethnic minority groups a stronger voice in local decision making and raise awareness of various populations. The group look at issues affecting the BME community such as racial abuse and attacks, housing and access to services. For more information Tel. 01429 262641.
Browning Avenue Baptist Church.	<p>A long standing Baptist Church, the activities currently offered include:</p> <p><u>Monday Evening:</u></p> <p>7.00pm – 9.00pm – Mayhem Meeting (fun, games and epilogue for young people aged between 11 and 15) Possible extension of this activity to 3 nights per week.</p> <p><u>Wednesday Afternoon:</u></p> <p>1.30pm – 3.00pm – Parent and Toddler Group</p> <p><u>Thursday Afternoon:</u></p> <p>Palm Springs, a social group for those aged 55 and over meet the second Thursday of every month. Programme of activities include trips, lunches out, quizzes, workshops and guest speakers. For more information, Tel. 01429 222103.</p> <p>A full time Youth Worker commenced employment with the Church on 1st April 2007 and is available to the whole community.</p> <p>The Church's Annexe has a range of uses and is available for hire.</p> <p>The Church has secured funding to create a safe, public space on its land for use by all in the community, especially for young people.</p> <p>For more information Tel. 01429 407707 or 01429 424159.</p>

Examples of key current programmes/projects	Description
Burn Valley North Residents Association.	<p>Set up in 2001 in order to tackle the problems in the area at the time such as anti-social behaviour and drugs, the Residents Association meets on the last Tuesday of each month, 7.00pm at St Matthew's Hall/Community Centre. Since inception, anti-social behaviour is much less common. Activities have included quiz, pie and pea suppers and childrens' fancy dress competitions (judged by Councillors and the Police). The Association has been active in helping the Burn Valley Rejuvenation Consortium to regenerate the bottom half of Burn Valley Gardens in particular. Future social events and activities are currently being planned. The Association is now focusing on encouraging new members to become involved. For more information Tel. 01429 299146.</p>
Cleveland Police: Hartlepool Neighbourhood Policing Scheme.	<p>The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, police will be visible and accessible to members of the public. Community involvement is key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>Each Council Ward has a named, dedicated Neighbourhood Officer and Neighbourhood Police Community Support Officer (PCSO).</p>
Community Empowerment Network (CEN).	<p>Community Empowerment Fund Agencies were developed in 2001 to manage the Community Empowerment Fund (CEF) in the 88 Neighbourhood Renewal Areas across England, 14 of which were in the North East.</p> <p>The CEF was designed to support Voluntary and Community Sector involvement in Local Strategic Partnerships (LSPs) with the aim of ensuring representatives will be equal partners. Community Empowerment Officers in the 14 CEF areas have developed strong and effective networks in the region. The Voluntary and Community Sector are represented on the LSP both as service providers and as representatives of their membership and/or wider community. The CEF supported the Community Empowerment Networks until March 2006 after which time most networks, including Hartlepool, have continued to develop with financial support from the Safer Stronger</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Communities Fund and Local Strategic Partnership funding. In Hartlepool, the CEN team will be providing a programme of capacity building training to those operating in the Voluntary and Community Sector and will involve organisations including the Community Development Foundation (CDF), SkillShare North East Ltd and the Headland Development Trust in the delivery of training. The CEN team is also looking to organise attendance at a British Association of Settlement & Social Action Centres conference as part of this programme of capacity building training.</p> <p>Contact the Community Empowerment Network (CEN) at Hartlepool Voluntary Development Agency (HVDA), Rockhaven, 36 Victoria Road, Hartlepool, TS26 8DD. Tel. 01429 262641.</p>
Councillors.	<p><u>Burn Valley:</u></p> <p>Councillor Jonathan Brash Councillor Gerard Hall Councillor John Lauderdale</p> <p><u>Rift House:</u></p> <p>Councillor Stephen Akers-Belcher, 101 Westbrooke Avenue, Hartlepool, TS25 5HY, Tel. 01429 271747, mobile. 07904402864</p> <p>Councillor Lillian Sutheran, Tel. 01429 223964</p> <p>Councillor Gladys Worthy</p> <p>All Councillors can be contacted through the Hartlepool Borough Council Contact Centre on Tel: 01429 523721.</p>
Friends of Burn Valley Gardens.	Awaiting Details.
Friends of Summerhill.	Summerhill has a 'Friends of Summerhill' group open to anyone with an interest in the site. The Friends of Summerhill has several areas of interest for people including the Summerhill Bird Club and the North East BMX riders. For more information, Tel. 01429 284584.
Hartlepool Catholic Club.	A members social club holding a variety of activities on a weekly basis. Currently the following activities are held in the Club and open

Examples of key current programmes/projects	Description
Continued ...	<p>to members and their visitors:</p> <ul style="list-style-type: none"> ▪ Dances on a Monday and Friday evening from 7.00pm. ▪ Club Bingo on a Monday, Wednesday, Friday, Saturday and Sunday and evening as well as Sunday afternoon from 8.30pm. ▪ All in All Out Bingo on Tuesday and Thursday evenings from 8.00pm. ▪ Karaoke on Saturday evenings and entertainment on Sunday evenings. ▪ Quiz and bingo each Sunday lunchtime. <p>The Autumn Club is held in the Catholic Club every Wednesday between 1.00pm and 3.00pm and is open to all senior citizens in the community.</p> <p>The function room is available to hire on a Tuesday, Wednesday and Thursday evening.</p> <p>For more information Tel. 01429 294007.</p>
Housing Hartlepool.	<p>Housing Hartlepool is the largest Housing Association in Hartlepool and has its own Resident Participation Team. The Team have a small office at Chatham House in the Dyke House Area of Hartlepool but they provide support to many Residents Associations and Groups throughout the town including those in the Rift House/Burn Valley area. For more information Tel. 01429 232716.</p>
Lindisfarne Care Home Community Room.	<p>Lindisfarne Care Home on Masfield Road, has a community room with kitchen facilities that is available for hire. For more information, Tel. 01429 244020.</p>
National Day Nurseries Association (NDNA).	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire. The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal will include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community. For more information Tel. 236405.</p>

Examples of key current programmes/projects	Description
ORB Centre.	<p>A resource centre based in Shrewsbury Street and part of the Oxford Road Baptist Church, giving support to the community and is open to residents of all ages and areas. A Community Link Worker and Youth Worker are assisted by volunteers. Youth provision includes a programme of organised off-site events and activities such as a Skateboarding Club, held once monthly at Redcar Indoor Skating facility; ten pin bowling played weekly at UK Superbowl Tees Bay Retail Park; once monthly visit to Wet 'n' Wild; a 'Poolies Club'; once monthly visit to the City Hall in Newcastle to 9th Hour (a Christian gig); plus the occasional one-off outings to places such as Alton Towers; weekend residentials and Saturday afternoon hikes in the North Yorkshire Moors (open to all ages). Subsidised bus trips to local attractions and places of interest are also offered in order to provide residents who may not otherwise get the chance to take part, with an opportunity to do so. For more information Tel. 01429 275816 or 01429 282334.</p> <p>A drop-in facility, with signposting services and outreach sessions, the Centre's opening hours are:</p> <p>Monday, Wednesday and Friday – 9.30am – 11.30am. Tuesday and Thursday – 1.00pm – 3.00pm.</p> <p>During the above times the following outreach sessions are available at the Centre:</p> <p>Moneywise on a Thursday, 1.00pm – 2.00pm. Community Police, every third Tuesday of each month. Community Wardens, every Thursday between 2.00pm and 2.30pm. A Citizens Advice Bureau (CAB) session is currently being piloted with the potential to extend the service beyond the pilot.</p> <p>The Centre also provides a Fruit & Veg Scheme, photocopying and fax services for a small charge, a book exchange and free computer and Internet use, a job-slot whereby employment vacancies are displayed in the Centre's window and Centre staff can find out more information on the resident's behalf. Refreshments and biscuits are available throughout the Centre's opening hours.</p> <p>For more information, Tel. 01429 282334.</p>

Examples of key current programmes/projects	Description
Rift House/Burn Valley Forum.	<p>The Rift House/Burn Valley Forum comprises residents (including representatives from local Residents Associations in the area), community/voluntary groups, Hartlepool Borough Council Officers and other key organisations such as Housing Hartlepool and Cleveland Police. The Forum meets once a month to enable local people and service providers to work together to improve the ways that services are provided, to achieve goals of lower unemployment and crime, better health, skills, housing and physical environment and a stronger community with improved culture and leisure opportunities. The Forum also allocate the Neighbourhood Renewal Funding (NRF) (Residents Priority Budget) funding, which is available for the Rift House/Burn Valley area, to begin to address the priority concerns identified in the Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update. For more information Tel. 01429 855560.</p>
Rift House Community Association.	<p>Set up in 2001 for the benefit of residents living in the area, the Residents Association operates a drop-in facility currently at the NDNA Building on the following days and times:</p> <ul style="list-style-type: none"> ▪ Tuesday, 10.00am – 12.00noon, ▪ Wednesday, 2.00pm – 4.00pm, ▪ Thursday, 2.00pm – 4.00pm. <p>The Association meets on the first Wednesday of each month, currently at the NDNA Building (this facility is currently being marketed for sale and alternative uses are being sought). Social activities have included coffee mornings and pie and pea suppers. Residents also take part in the regular estate walk-about with the Police and other partner agencies. The Association is always trying to encourage new members to become involved. For more information Tel. 01429 270146.</p>
Rift House East Residents Association.	<p>Set up in 2006, Rift House East Residents Association is a young, yet strong community organisation. The Association meets on the third Wednesday of each month, 7.00pm at the Woodcutter Public House. Activities have included a safety event involving the Police and other organisations, and plans for 2007/2008 include creating an action plan for youth activities alongside Browning Avenue Baptist Church, as well as activities for other residents such as quizzes, lunches etc. For more information Tel. 01429 271747.</p>

Examples of key current programmes/projects	Description
St Aidan's Church.	<p>Activities are provided in St Aidan's School and include the following:</p> <p>Cubs and Scouts take place on a Monday evening, 6.00pm – 7.30pm. Beavers takes place on a Wednesday evening starting at 6.00pm. Ladies Fellowship meets every other Wednesday evening from 7.15pm. Tai Chi takes place on alternate Wednesday evenings, starting at 7.15pm.</p> <p>For more information, Tel. 273539.</p>
St Matthew's Hall/Community Centre.	<p>A community resource in the Rift House/Burn Valley area, St Matthew's Hall/Community Centre currently offers the following activities for young people.</p> <p><u>Monday Evening:</u> (during term time)</p> <p>5.00pm – 6.00pm Rainbows (games, crafts and outdoor activities) 6.00pm – 7.30pm Brownies (games, crafts and outdoor activities) 6.30pm – 8.00pm 4th Hartlepool Boys Brigade - Junior Section (a Christian organisation offering sports, games, activities and Christian teaching) 7.30pm – 9.00pm Guides (games, crafts and outdoor activities) For more information on Rainbows, Tel. 01429 860457. For more information on Brownies and Guides, Tel. 01429 276111.</p> <p><u>Tuesday Evening:</u></p> <p>6.00pm – 7.00pm – Be Free Plus (a chance for young people in Years 6 – 9 to learn more about what Christians believe in a small group through games, videos and discussions. For more information on this group, Tel. 01429 868849.</p> <p><u>Wednesday Evening:</u> (during term time)</p> <p>6.00pm – 7.15pm – Beavers 6.15pm – 7.45pm – Cubs 7.15pm – 9.00pm – Scouts For more information on these groups, Tel. 01429 268007.</p>

Examples of key current programmes/projects	Description
Continued ...	<p><u>Thursday Afternoon and Evening:</u></p> <p>3.30pm – 5.00pm - Matt’s Mates – an after-school club run by Stranton Church giving primary school aged children the chance to learn more about God and the Bible – (fun games, songs, crafts, stories and videos)</p> <p>7.15pm – 9.00pm – Be Free - for young people in Years 6 – 9 (games, activities, crafts, drama, visits and residential experiences)</p> <p>For more information on these groups, Tel. 01429 868849.</p> <p><u>Friday Morning and Evening:</u></p> <p>9.00am – 11.00am – Parents & Toddler Group</p> <p>6.00pm – 9.30pm – 4th Hartlepool Boys Brigade – Anchor Boys & Company (a Christian organisation offering sports, games, activities and Christian teaching)</p> <p>For more information on the Parent & Toddler Group, Tel. 01429 288126.</p> <p>For more information on the Boys Brigade, Tel. 01429 263149.</p> <p><u>Other activities:</u></p> <p>Carpet Bowls can be played on a Tuesday between 1.00pm and 3.00pm.</p> <p>A coffee morning is held in St Matthew’s Hall/Community Centre on the first Saturday of the month, 10.00am – 12.00noon where people can pop in for a drink and browse the selection of stalls – 50 pence entrance fee towards the Centre’s maintenance costs.</p> <p>A Mothers’ Union meets in the Hall fortnightly on a Monday at 2.00pm for prayer, fellowship and worship. Part of the worldwide Christian organisation the Mothers Union. For more information Tel. 01429 862529.</p> <p>St Matthew’s Hall/Community Centre is a resource not only for the Church, but also for the surrounding community. The facility is available for bookings for either a one-off event or on a regular basis. For more information Tel. 01429 298241 or 01429 276111 to make a booking.</p>

Examples of key current programmes/projects	Description
SkillShare North East Ltd.	SkillShare North East Ltd, based in the Belle Vue Community, Sports and Youth Centre provides capacity building training and community development support enabling people to play a more active and influential role in the regeneration of their communities. The 6-12 most requested sessions each quarter are put into a quarterly training diary and these sessions are available free of charge to voluntary and community groups. However, due to funding limitations this service is currently suspended until at least June 2007 (depending on the availability of funding). Sessions can be bought-in, however, and include assertiveness and confidence building; business planning; communication skills; effective meetings; event planning and organisation; funding strategies; group-work skills; leadership skills; newsletter production; personal safety; report writing; roles and responsibilities; social inclusion and; vision setting. Sessions are available to groups by request and SkillShare will work to local needs in terms of venue and timings. Groups can apply for single sessions or develop a number of sessions into a training programme which can be locally accredited if required. SkillShare also offer a number of qualifications such as the Take The Lead (OCNNER Level 1) for people who are involved in representing their communities; Effective Community Involvement & Leadership programme (OCNNER Level 2 for people who are recognised as leaders in their community/community groups; Community Development Work (OCN Level 2/3); Managing Voluntary and Community Organisations (OCN Level 2). For more information Tel. 01429 868353.
Westbourne Road Residents Association.	For more information, Tel. 01429 294462.

JARGON BUSTER

Accessibility – 1. Either easy to approach, enter into, or use, e.g. information or a Task Group or building. 2. Or designed to include disabled people eg ramps for wheelchair users, signers for deaf people and large print for partially sighted people.

Accountability – being responsible for someone or something.

Action Plan – a short term plan of action with targets and milestones.

ASB – Anti-Social Behaviour.

ASB Unit – Anti-Social Behaviour Unit.

ASBO – Anti-Social Behaviour Order.

Audit – to identify all facilities, activities, resources specific to an area / group / department / association. For example, a Community Audit, or a financial check which is undertaken.

Baseline – starting point.

Baseline Information – a description of the current local conditions against which planned changes will be measured.

Benchmark – the criteria by which to measure or compare something.

BME Group – Black and Minority Ethnic Group.

BVR – Best Value Review. The Council is required by law to work towards better services for local people within reasonable costs; this is a review of this process.

CCTV – Close Circuit Television is used for surveillance of an area in order to deter and reduce crime, and to identify individuals who partake in criminal activity.

Census – exercise undertaken every 10 years (last one: 2001). This provides statistical information on the population.

Community Capacity Building – to increase educational attainment hopes and aspirations, the number of opportunities to exercise positive choice and confidence build, particularly where planning for the future is involved. The main aim is to equip the community with the skills, which will enable them to participate.

Community Cohesion – initiatives aimed at bringing together communities.

Community Empowerment Network (CEN) – a network of community and voluntary groups.

Community Sector – see ‘Voluntary Sector’ – but usually more dependent on volunteers, not paid staff.

Community Strategy – the plan that has been produced by law to promote and improve the economic, social and environmental well being of the community and sustainable development.

Consortium – a group of organisations that combine resources towards a common aim.

Consultation – involvement of individuals in the decision making process eg service providers, residents, school children, community and voluntary groups and Councillors.

COOL Project – Community Organised Outdoor Leisure Project (provides activities for young people).

Council Cabinet – main policy co-ordination body of the Council.

Councillor – an elected representative who is a member of Hartlepool Borough Council.

Department – the Borough Council is split in to a number of different functions e.g. Regeneration and Planning, Adult and Community Services, Children’s Services etc. Each one of these is a department.

Disaffection – for example, a child who chooses not to be part of the education system or society as a whole for one reason or another.

Diversions activities – activities to attract people away from crime.

DfES – Department for Education & Skills.

Drugs Action Team (DAT) – special team to address drugs related issues.

Economic Forum – partnership interested in the economy and jobs.

ESF – European Social Fund.

Evaluation – to judge or assess the success of something, which has taken place.

FAST – Families Accessing Support Team.

Feasibility Study – an exercise before implementation to assess whether an action is likely to achieve its objective.

GP – General Practitioner.

GONE – Government Office North East.

HAG – Hartlepool Access Group.

Hartlepool Community Network – the community empowerment network in Hartlepool which seeks to involve residents and community groups in the decision making of local partnerships.

Hartlepool PATCH – Hartlepool Parent and Toddler Care at Home.

Hartlepool PCT – Hartlepool Primary Care Trust.

HBC – Hartlepool Borough Council.

HCFE – Hartlepool College of Further Education.

Health Action Zone – a seven-year project in Hartlepool, which aims to drive forward innovation and change between health and social care agencies to improve results on a number of health targets.

Health Improvement Plan – improvement plan for the local Health and Authority and Primary Care Trust.

Housing Association – a not-for-profit organisation which provides social housing and is run by voluntary committees. They improve properties and build new homes. They also provide homes for sale through special schemes to help people on lower incomes, who wish to become home owners.

Housing Hartlepool – Housing Hartlepool has taken over the running of 7,500 houses, which were formally Council stock. Housing Hartlepool is a not for profit organisation delivering a £99 million improvement programme.

Hartlepool Partnership – The Local Strategic Partnership (LSP) for Hartlepool.

HVDA – Hartlepool Voluntary Development Agency.

IT – Information Technology (machines which help with the distribution of information e.g. personal computers).

Implementation – carrying out a strategy.

Inclusion – giving all people the equal opportunity to be part of society and the economy.

Index of Multiple Deprivation (IMD) – this index measures the relative levels of need across all areas of England.

Inequalities – gaps between the most advantaged and most disadvantaged.

Intergenerational Activities – activities to enable all age groups to work together.

JSU – Joint Strategy Unit.

Key Indicators – the outputs and activities regarded as central to the fulfilment of the Neighbourhood Action Plan (NAP).

KS – Key Stages (in education, stages where progress is measured).

LLA's – Local Area Agreements.

LIT – Local Implementation Team – (a joint body comprising health and care agencies that plan and implement local service delivery).

LSC Tees Valley – Learning and Skills Council are responsible for the coordination of post 16 years training and education in the Tees Valley.

LSP – Local Strategic Partnership.

LTP – Local Transport Plan.

Match Funding – funding, obtainable from various sources, towards the eligible costs of a project, in the form of monetary and in-kind support.

Milestone – important stages or events with date – used to indicate the progress a partnership is making towards its aims.

Monitoring – regular measure of the progress of projects.

MORI Survey – A sample survey carried out to obtain statistical information from households (last one: 2004).

NAP – Neighbourhood Action Plan.

NDNA – National Day Nurseries Association.

NEET – Not in Education Employment or Training.

NDC – New Deal for Communities (a Government initiative that targets money on the West Central area of Hartlepool).

Neighbourhood Development – to make improvements in the streets and surrounding areas where people live.

Neighbourhood Renewal – improvement and revitalising of the quality of lives in neighbourhoods.

Neighbourhood Renewal Fund – special funding initiative to help Councils point main programme activity to neighbourhoods most in need.

NHS – National Health Service.

NRF – Neighbourhood Renewal Funding (funding initiative to help Local Authorities point main programme activity to neighbourhoods most in need).

NRF Area – Neighbourhood Renewal Fund Area.

NRF Residents Priorities Budget – funding to tackle residents priorities in NRF areas.

OFCA – Owton Fens Community Association.

Outcome – something that follows from an action. The long-term effects you want to see created by a strategy or programme.

Output – something produced directly as a result of an action and usually more easily counted.

Participation – a two way process involving the sharing of information and ideas, where residents are able to influence decisions and take part in what is happening.

Partnership – drawing together a number of separate groups or individuals for a common purpose.

PC – Police Constable.

PCSO – Police Community Safety Officer.

Pilot Project – a small scale study, or trial of a larger project or plan.

Primary Care – health care given outside hospital, often in community.

Primary Schools – This includes Eldon Grove Primary School, Kingsley Primary School, Rift House Primary School, St Aidens CE Primary School, St Cuthbert's RC Primary School and Stranton Primary School.

Priorities – most important aims, activities or areas.

Private Sector – business or other non-public agencies.

Projects – the individual components or elements of the overall regeneration scheme, which may or may not require funding.

PTA – Parents Teachers Association.

Public Sector – organisations run or paid for with public money.

Regeneration – the upgrading of an area through social, physical and economic improvements.

Residents Association – a group of residents bound by a written constitution, who represent residents views within a certain area. The Residents Associations within the Rift House / Burn Valley area are Rift House East Residents Association, Rift House Community Association, Westbourne Road Residents Association and Burn Valley North Residents Association.

Rift House / Burn Valley Forum – meets regularly, the forum enables residents to discuss issues affecting their neighbourhood, along with key service providers in the area and allocates the NRF Resident's Priorities Budget.

RSL's – Registered Social Landlords – Housing Associations.

Secondary Schools – This includes Brierton Secondary School, The English Martyrs RC School and VI Forum College and High Tunstall Science College.

Social Exclusion – to leave out of society, or prevent from entering in to it, or to alienate. Usually occurs due to poverty, deprivation and disadvantage, lack of access / opportunities to rights, benefits, services, jobs and the housing market.

Stakeholder – a group or an individual with an interest, usually physical or financial, in an initiative, project or activity, and its outcomes etc.

Strategic Target – a target that actions identified in the NAP will seek to address.

Strategy – an overall plan, which can be short, medium or long term and clearly states what, is going to be achieved.

SureStart – a government initiative, providing help support and care services for children aged 0 to 4 years and their families.

Sustainability – to keep up the vitality and strength of something over a period of time eg a community.

Tenure – in a housing context, this refers to the ownership of a property or home eg owner – occupier, privately rented, Housing Hartlepool etc.

The “Rec” – Rift House Recreational Ground.

Truancy – school absence without permission.

Void – an empty property.

Voluntary Organisation – voluntary organisations are bodies whose activities are carried out otherwise than for profit, but do not include any public or local authority. The organisation should be formally constituted, for example as a charitable trust or a company limited by guarantee.

Voluntary Sector – a collective name to describe voluntary organisations in a town. In Hartlepool, over 400 organisations make up the voluntary sector.

Welfare to Work – a Central Government Programme, which aims to deliver wide ranging job, training and local employment opportunities, with a focus on the employability of local people. It targets specific groups of people, e.g. 18 to 24 year olds, single parents and disabled people.

Youth Offending Service – team established to address youth offending.