

PLEASE NOTE VENUE

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO DECISION SCHEDULE



Friday 22nd February 2008

at 9.00 am

in the Avondale Centre,
Dyke House School
(Raby Road entrance)

Councillor Jackson, Cabinet Member responsible for Neighbourhoods and Communities will consider the following items.

1. **KEY DECISIONS**

No items

2. **OTHER ITEMS REQUIRING DECISION**

2.1 Draft One: Rossmere Neighbourhood Action Plan (NAP) Update – *Head of Regeneration*

2.2 Stagecoach Fares Increase – *Head of Technical Services*

3. **ITEMS FOR INFORMATION**

3.1 Regeneration and Planning Services Departmental Plan 2007/08 – Quarter 3 Monitoring Report – *Director of Regeneration and Planning Services*

3.2 Neighbourhood Services Departmental Plan 2007/08 – 3rd Quarter Monitoring Report – *Director of Neighbourhood Services*

4. **REPORTS FROM OVERVIEW OF SCRUTINY FORUMS**

No items

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO

Report To Portfolio Holder
22nd February 2008



Report of: Head of Regeneration

Subject: DRAFT ONE: ROSSMERE NEIGHBOURHOOD
ACTION PLAN (NAP) UPDATE

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To seek comments on draft one of the Rossmere Neighbourhood Action Plan (NAP) Update. A copy of the draft plan is attached (**Appendix 1**) along with a summary document (**Appendix 2**) highlighting the priority concerns and the actions to address these.

2.0 SUMMARY OF CONTENTS

- 2.1 The report describes the background to Neighbourhood Action Plans with a specific focus on the Rossmere NAP. It outlines the current position with regard to the consultation process, from the initial community conference to the formation of the draft NAP along with some of the residents' key concerns as identified in the plan. The report also describes the format of the NAP and explains that a residents' summary pamphlet is to be produced to outline the priorities which the Rossmere Forum is working to address, following the prioritisation exercise. Finally, the report identifies the financial implications of the NAP once endorsement has been sought from the Rossmere Forum, the Neighbourhoods and Communities Portfolio Holder, the South Neighbourhood Consultative Forum and the Hartlepool Partnership.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 Neighbourhood Action Plans fall within the remit of the Neighbourhoods and Communities Portfolio Holder. Once the Rossmere NAP Update has been finalised and endorsed it will have an impact on service delivery and will potentially influence future funding opportunities in the Rossmere NAP area.

4.0 TYPE OF DECISION

- 4.1 Non key decision.

5.0 DECISION MAKING ROUTE

- 5.1 The draft Rossmere Neighbourhood Action Plan Update has already been taken to the Rossmere Forum, the South Neighbourhood Consultative Forum and the Hartlepool Partnership, for comment.
- 5.2 The Rossmere Neighbourhood Action Plan Update, once finalised, will then be taken to the Rossmere Forum, the Neighbourhoods and Communities Portfolio Holder, the South Neighbourhood Consultative Forum and the Hartlepool Partnership, for endorsement.

6.0 DECISION(S) REQUIRED

- 6.1 Comments on draft one of the Rossmere Neighbourhood Action Plan Update will be requested at the Neighbourhoods and Communities Portfolio Holder Meeting.

Report of: Head of Regeneration

Subject: DRAFT ONE: ROSSMERE NEIGHBOURHOOD
ACTION PLAN (NAP) UPDATE

1.0 PURPOSE OF REPORT

- 1.1 To seek comments on draft one of the Rossmere Neighbourhood Action Plan (NAP) Update.

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 Hartlepool 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 Rossmere Neighbourhood Action Plan was the fifth NAP to be successfully prepared for the town in 2005. The plan has been used by the Rossmere Forum (established as a result of the NAP) to identify how the Residents' Priorities Budget (allocated by the Hartlepool Partnership through its Neighbourhood Renewal Fund programme), would be spent. The Rossmere Forum comprises residents (including representatives from the local Residents' Associations), Ward Councillors, community/voluntary groups, the Borough Council and other key organisations such as Housing Hartlepool, Hartlepool Community Network and Cleveland Police. To date, the Rossmere Forum has supported a wide range of projects which includes car parking improvements in Arbroath Grove, Caithness Road, Campbell Road and Thirsk Grove, the provision of youth workers on Friday and Saturday evenings in Rossmere Park, arts and crafts workshops, IT classes plus various activities provided by local community/voluntary organisations.

- 2.4 The Rossmere Neighbourhood Action Plan is the fifth NAP to be updated, by the Regeneration Team, since the completion of six NAPs across the town; Dyke House/Stranton/Grange; Burbank; Rift House/Burn Valley; Owton 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, making seven in total across the town.
- 2.5 The Hartlepool Partnership agreed to allocate a further £17,000 of Residents' Priority Budget over the 2007/08 financial year specifically for the Rossmere Neighbourhood Action Plan area. This funding is being used to continue to address some of the residents' priorities as identified in the existing plan.

3.0 CONSULTATION AND CURRENT POSITION

- 3.1 The Rossmere Neighbourhood Action Plan area lies to the south of the Borough and covers most of the Rossmere Ward. The NAP area also includes a small part of the Fens Ward, but does not include any residential properties of the Fens Ward. The area is bounded to the north by Brierton Lane and Belle Vue Way, to the west by Catcote Road into Torquay Avenue, Brenda Road in the east and reaches to and includes Queens Meadow Business Park in the south. The area has two distinct communities which are separated by Stockton Road. The area covers a fairly large community of approximately 2,510 households (JSU, 2002), which are predominantly owner occupied.
- 3.2 The community incorporates a good range of local facilities including local shopping parades at Jutland Road and lower Owton Manor Lane, community facilities such as Jutland Road Community Centre and Rossmere Community Building plus local churches, namely St James The Apostle Church on Rossmere Way and St Teresa's RC Church on Stockton Road. Rossmere Primary School and St Teresa's RC Primary School are also situated within the Neighbourhood Action Plan boundary.
- 3.3 The draft Neighbourhood Action Plan Update has been developed using the findings from the initial community conference that was held in November 2007 where residents, children and young people, Ward Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers, Housing Hartlepool and Hartlepool Community Network) were in attendance. This community conference was crucial in identifying the community's priority concerns and the actions required to address the concerns. Household survey data (Ipsos MORI, 2006) and other baseline data and statistics have also provided an understanding of the conditions in the Rossmere NAP area.

- 3.4 A copy of draft one of the Rossmere Neighbourhood Action Plan Update has been made available, with a comments book, at numerous venues throughout the area such as: Jutland Road Community Centre, SureStart (Rossmere Way), Rossmere Community Building, SureStart (Leaeholm Road), St James The Apostle Church and Jutland Road Police Office.
- 3.5 Informal community drop-in sessions have also been held at a variety of venues throughout the Rossmere Neighbourhood Action Plan area for local residents, Ward Councillors and service providers to comment on the draft NAP. The sessions were held at various times of the day, including evenings, to ensure resident involvement was maximised. At the drop-in sessions individuals were encouraged to speak to members of staff from the Regeneration Team about any concerns they have on the contents on the Plan, whether there are any gaps or omissions etc.
- 3.6 The draft Rossmere Neighbourhood Action Plan Update has also been placed on Hartlepool Borough Council's online consultation system: <http://consultation.hartlepool.gov.uk> as an alternative way for individuals to comment on the draft NAP.
- 3.7 In addition to this, all key service providers have been sent a copy of the draft and a newsletter has been sent to every household within the area to inform residents of the draft Rossmere Neighbourhood Action Plan Update and to highlight how residents can be involved in the consultation process. The Council's Regeneration Team will also be consulting further with various community/voluntary groups including Rossmere Action Group, Friends of Rossmere Park and the Home and Away Club as well as local schools and youth groups. Themed meetings have also been held with service providers to discuss how the priority concerns of the area can be addressed and taken forward by organisations using their available resources. Ward Councillors were invited to these meetings.
- 3.8 The draft Rossmere Neighbourhood Action Plan Update was taken to the Rossmere Forum on Tuesday 22 January 2008, the South Neighbourhood Consultative Forum on the morning of Friday 01 February 2008 and the Hartlepool Partnership on the afternoon of Friday 01 February 2008, for comment.
- 3.9 It is essential that the draft Rossmere Neighbourhood Action Plan Update is widely consulted upon, to ensure that the views of the local community are reflected within the plan.

4.0 RESIDENTS' KEY CONCERNS

- 4.1 All those in attendance at the community conference looked at seven key themes, as set out in the Community Strategy. The information

below illustrates some of the key issues which residents feel need to be addressed in order to improve the Rossmere area:

4.2 Jobs and Economy

- Continue to address barriers to employment opportunities e.g. childcare issues (and increase access to basic skills/training provision).
- Improve the communication channels between residents and local businesses to maximise employment opportunities and to address issues that affect the area.
- Investigate further opportunities to improve bus transport links outside the area to enable residents to access employment/training opportunities.
- Encourage take up of employment opportunities, particularly those from the Jutland Road area.
- Encourage apprenticeship opportunities with employers, especially for young people.

4.3 Lifelong Learning and Skills

- Provide support to residents who face barriers to employment and learning opportunities both locally and Borough wide.
- Continue to improve achievement and attainment in local schools and in adult learning.
- Continue to raise awareness of existing courses and opportunities available within the area.
- Assist residents who want to improve their literacy skills.
- Provide support to those young people and parents/guardians who may be affected by the potential closure of Brierton Community School.

4.4 Health and Care

- Reduce the prevalence of smoking, which is higher than the Borough wide average.
- Encourage people living in Rossmere NAP area to have more healthy lifestyles.
- Address concerns surrounding the reduction in health care services in the area, after the emergency care practitioner service was withdrawn from Wynyard Road.
- Address issues associated with the loss of the Health Development Worker.
- Increase support for the elderly population.
- Increase access to GP and Dentist Surgeries, particularly in the Jutland Road area, plus the difficulty in accessing hospitals and other health professionals.

4.5 Community Safety

- Continue to investigate avenues to address anti-social behaviour and underage drinking in the area, especially the congregation of young people in certain areas including Rossmere Park and local shopping parades.

- Increase the take up of home fire safety checks available free of charge from Cleveland Fire Brigade.
- Tackle the illegal sale of alcohol to minors from local shopping parades.
- Investigate the perceived drug culture in the area.

4.6 Environment and Housing

- Address road safety issues including speed, volume of traffic issues in the area and uneven road surfaces and pavements in the area.
- Continue to improve car parking issues across the area, particularly in Dundee Road and Dunbar Road.
- Assess the extent of litter problems in the Rossmere area, and look at effective ways of reducing this problem.
- Continue to improve the appearance and maintenance of public spaces in the area, especially Rossmere Park.

4.7 Culture and Leisure

- Increase the use of community facilities in the area, particularly Jutland Road Community Centre.
- Promote existing activities available for the community, and increase activities where required.
- Improve open green spaces and play areas, to encourage increased usage and family congregation.
- Continue to support new activities in the area.
- Continue to build on the success of Neighbourhood Policing and their involvement in Culture and Leisure activities/integration in the community.

4.8 Strengthening Communities

- Continue to encourage residents to be active in and across the community, particularly on the Jutland Road side.
- Increase the number of residents who feel they can influence decisions in their area.
- Increase the usage of Jutland Road Community Centre.
- Increase the provision of locations for young people to go and talk about their issues and problems.
- Promote existing groups in the area.

5.0 THE CONTENTS OF THE PLAN

- 5.1 The document has been structured in a way that is intended to give a clear picture of the strong themes running through the Neighbourhood Action Plan back to the Community Strategy and the Neighbourhood Renewal Strategy.
- 5.2 The format of the document differs slightly from that of the original Rossmere Neighbourhood Action Plan endorsed in 2005 as well as the Dyke House/Stranton/Grange and Burbank NAP Updates. The format of the document does however reflect the format of the Owton NAP

Update which has recently been endorsed. 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.

- 5.3 The first page of the plan is a map of the area. The introductory section which follows this covers the background to Neighbourhood Action Plans, a brief description of the Rossmere neighbourhood, how the Rossmere NAP Update has been developed, and a summary of the community's main concerns.
- 5.4 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, 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).
- 5.5 The next section outlines the key resources and programmes delivered in the area/accessible to residents of the Rossmere Neighbourhood Action Plan area. These follow the seven theme areas identified in the paragraph above. The last section of the plan is a list of abbreviations and a jargon buster, with a separate summary document to accompany the plan.
- 5.6 A residents' summary pamphlet is currently being produced. This will outline the priorities which the Rossmere Forum is working to address in the current financial year, following the prioritisation exercise. This will be delivered to every household in the Rossmere NAP area to highlight the work of the Forum and encourage resident participation in the process.
- 5.7 Final endorsement will be requested at the Rossmere Forum on Tuesday 25 March 2008, the South Neighbourhood Consultative Forum on Friday 28 March 2008, the Neighbourhoods and Communities Portfolio Holder on Monday 21 April 2008 and the Hartlepool Partnership on Friday 09 May 2008.

6.0 FINANCIAL IMPLICATIONS

- 6.1 In addition to the Neighbourhood Renewal Funding (Residents' Priority Budget), this NAP will also be influential in the future allocation of resources. The NAP provides a strategic analysis of the 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.
- 6.2 As previously outlined in paragraph 2.5 of this report, the Hartlepool Partnership agreed to allocate £17,000 of Residents' Priority Budget over the 2007/08 financial year specifically for the Rossmere Neighbourhood Action Plan area. The Rossmere Forum will continue to discuss with the South Neighbourhood Manager 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.

7.0 RECOMMENDATION

- 7.1 The Neighbourhoods and Communities Portfolio Holder is requested to comment on draft one of the Rossmere Neighbourhood Action Plan (NAP) Update.

ROSSMERE NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE



DRAFT ONE
January 2008

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.

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.
(Arabic)

☎ (01429) 523598.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।
(Bengali)

☎ (01429) 523598.

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه
(Kurdish)

☎ (01429) 523598.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔
(Urdu)

☎ (01429) 523598.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे
(Hindi)

☎ (01429) 523598.

Jeżeli chciałoby Państwo uzyskać informacje w innym języku lub w innym formacie,
prosimy dać nam znać.

☎ (01429) 523598.

(Polish)

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。
(Cantonese)

☎ (01429) 523598.

CONTENTS

PAGE NUMBER

Map of Rossmere Neighbourhood Action Plan (NAP) Area	1
Introduction.....	2
Key Statistics, Strengths and Weaknesses and Gaps plus Action Plan	
▪ Jobs and Economy	8
▪ Lifelong Learning and Skills	14
▪ Health and Care	20
▪ Community Safety	28
▪ Environment and Housing	36
▪ Culture and Leisure	43
▪ Strengthening Communities	49
Resources and Programmes	
▪ Jobs and Economy	55
▪ Lifelong Learning and Skills	71
▪ Health and Care	84
▪ Community Safety	107
▪ Environment and Housing	121
▪ Culture and Leisure	128
▪ Strengthening Communities	141
List of Abbreviations.....	152
Jargon Buster	154

ROSSMERE 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, Ward 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 e-mail to hartlepoolpartnership@hartlepool.gov.uk.

About the Rossmere Neighbourhood

The Rossmere Neighbourhood Action Plan area lies to the south of the Borough and covers most of the Rossmere Ward. The NAP area also includes a small part of the Fens Ward, but does not include any residential properties. The area is bounded to the north by Brierton Lane and Belle Vue Way, to the west by Catcote Road into Torquay Avenue, Brenda Road in the east and reaches to and includes Queens Meadow Business Park in the south (the area is shown on the map, page 1).

The area covers a fairly large community, there is a resident population of approximately 5,650 people living in around 2,510 households (JSU, 2002), which are predominantly owner occupied.

The community incorporates a good range of local facilities including local shopping parades at Jutland Road and lower Owton Manor Lane, community facilities such as Jutland Road Community Centre and Rossmere Community Building plus local churches at St James The Apostle Church on Rossmere Way and St Teresa's RC Church on Stockton Road. Rossmere Primary School and St Teresa's RC Primary School are also situated within the Neighbourhood Action Plan boundary.

What is the Rossmere Neighbourhood Action Plan (NAP) Update?

The Rossmere Neighbourhood Action Plan was the fourth NAP to be successfully prepared for the town back in 2005 following the completion of the Dyke House/Stranton/Grange NAP in 2002, the Burbank NAP in early 2004, the Rift House/Burn Valley NAP in late 2004 and the Owton NAP in early 2005. This Plan was used as a base by the Rossmere 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), Ward Councillors, community/voluntary groups, the Borough Council and other key organisations such as Housing Hartlepool, Hartlepool Community Network and Cleveland Police, has successfully spent over £91,000 of funding for the neighbourhood over 2005 to 2007.

To date, the Rossmere Forum has supported a wide range of projects which includes car parking improvements in Arbroath Grove, Caithness Road, Campbell Road and Thirsk Road, the provision of youth workers on Friday and Saturday evenings in Rossmere Park, arts and crafts workshops, I.T. classes plus various activities provided by local community/voluntary groups.

Each of the Neighbourhood Action Plans 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. In addition to this, it should be noted that the New Deal for Communities (NDC) programme has developed a NAP for the NDC area, making seven in total across the town. The Rossmere NAP is the fifth NAP to be updated following the completion of the Dyke House/Stranton/Grange NAP, Burbank NAP, Rift House/Burn Valley NAP and Owton NAP Updates.

The Rossmere NAP Update has been developed through a range of consultation sessions with local residents, children and young people, community/voluntary groups, Ward Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers, Housing Hartlepool and Hartlepool Community Network). An initial community consultation event was held in November 2007 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 Rossmere 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 Ward 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 Rossmere 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 Rossmere area to address the priority concerns identified in the NAP, as the Rossmere NAP area falls within the 10% most deprived wards nationally.

As the Rossmere 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 funding to provide a 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 November 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:

- Continue to address barriers to employment opportunities e.g. childcare issues (and increase access to basic skills/training provision).
- Improve the communication channels between residents and local businesses to maximise employment opportunities and to address issues that affect the area.
- Investigate further opportunities to improve bus transport links outside the area to enable residents to access employment/training opportunities.
- Encourage take up of employment opportunities, particularly those from the Jutland Road area.
- Encourage apprenticeship opportunities with employers, especially for young people.

Lifelong Learning and Skills:

- Provide support to residents who face barriers to employment and learning opportunities both locally and Borough wide.
- Continue to improve achievement and attainment in local schools and in adult learning.
- Continue to raise awareness of existing courses and opportunities available within the area.
- Assist residents who want to improve their literacy skills.
- Provide support to those young people and parents/guardians who may be affected by the potential closure of Brierton Community School.

Health and Care:

- Reduce the prevalence of smoking, which is higher than the Borough wide average.
- Encourage people living in Rossmere NAP area to have more healthy lifestyles.
- Address concerns surrounding the reduction in health care services in area, after the emergency care practitioner service was withdrawn from Wynyard Road.
- Address issues associated with the loss of the Health Development Worker.
- Increase support for the elderly population.
- Increase access to GP and Dentist Surgeries, particularly in the Jutland Road area, plus the difficulty in accessing hospitals and other health professionals.

Community Safety:

- Continue to investigate avenues to address anti-social behaviour and underage drinking in the area, especially the congregation of young people in certain areas including Rossmere Park and local shopping parades.
- Increase the take up of free home fire safety checks available free of charge from Cleveland Fire Brigade.
- Tackle the illegal sale of alcohol to minors from local shopping parades.
- Investigate the perceived drug culture in the area.

Environment and Housing:

- Address road safety issues including speed, volume of traffic issues in the area and uneven road surfaces and pavements in the area.
- Continue to improve car parking issues across the area, particularly in Dundee Road and Dunbar Road.
- Assess the extent of litter problems in the Rossmere area, and look at effective ways of reducing this problem.
- Continue to improve the appearance and maintenance of public spaces in the area, especially Rossmere Park.

Culture and Leisure:

- Increase the use of community facilities in the area, particularly Jutland Road Community Centre.
- Promote existing activities available for the community, and increase activities where required.
- Improve open green spaces and play areas, to encourage increased usage and family congregation.
- Continue to support new activities in the area.
- Continue to build on the success of Neighbourhood Policing and their involvement in Culture and Leisure activities/integration in the community.

Strengthening Communities:

- Continue to encourage residents to be active in and across the community, particularly on the Jutland Road side.
- Increase the number of residents who feel they can influence decisions in their area.
- Increase the usage of Jutland Road Community Centre.
- Increase the provision of locations for young people to go and talk about their issues and problems.
- Promote existing groups in the area.

Monitoring of the NAP

The Hartlepool Partnership has agreed a process for monitoring the implementation of each NAP. Hartlepool Borough Council's 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 Rossmere 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 Rossmere 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 Rossmere 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 Rossmere 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. Rossmere 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

- 27% of residents are in paid work which is lower than the 39% NRF Area and 48% Borough wide (Ipsos MORI, 2006).
- 69% of residents receive their main income from state benefits or allowances which is higher than the 62% NRF Area and 48% Borough wide (Ipsos MORI, 2006).
- 38% of residents are retired which is higher than the 24% NRF Area and 23% Borough wide (Ipsos MORI, 2006).
- 33% of residents have a total weekly household income of between £100 and £200 which is higher than the 31% NRF Area and 27% Borough wide (Ipsos MORI, 2006).
- The worklessness rate in the Rossmere area is 40% compared to 42% NRF Area and 33% Borough wide (JSU, 2006).
- The unemployment rate in the Rossmere area is 3.9% which is lower than the 6.9% NRF Area and 4.4% Borough wide (JSU, 2006).
- 14% of households receive Income Support (IS) compared to 20% NRF Area and 13% Borough wide (JSU, 2006).

Strengths

- Good public transport links to the town centre.
- Good Primary and Secondary Schools.
- Local shopping parades (Owton Manor Lane and Jutland Road).
- Major Regeneration projects including Victoria Harbour which will provide employment and training opportunities for local people (through Section 106 agreements)
- Children's Centre and Extended Services, South Locality. The facilities which support the area are based across the following sites: Owton Manor Primary School; St Teresa's RC Primary School; Rossmere Primary School and the SureStart Centre on Rossmere Way. The Children's Centre and Extended Services, South Locality provide wrap around care through the Bush Babies Day Care service.
- In close proximity to Queens Meadow and it's emerging employment opportunities. This includes Gladmans which, if given planning permission could lead to 500 new jobs and £15 million of initial development investment.
- Good links to employment and training advisers through the Community Employment Outreach project delivered by OFCA.
- Close proximity to Owton Rossmere Resource Centre (ORCELO which provides a variety of adult education courses.
- OFCA and Manor Residents in close proximity to the Rossmere NAP area who can provide specialist advice services including debt awareness.
- Projects funded through NRF which provide residents with taster sessions on setting up in business and becoming self employed.

Weaknesses

- Perceived lack of childcare provision surrounding the accessibility of employment and learning opportunities.
- Lack of awareness of Jobs Clubs and employment related services in the area.
- High proportion of retired residents in the Rossmere NAP area which could influence the current statistics in relation to employment.
- Lack of local work opportunities, especially apprenticeship opportunities.
- High levels of worklessness.
- The number of residents receiving state benefits is high.
- Irregular bus service to other parts of the Borough.

Strengths <ul style="list-style-type: none"> The development of the Jobsmart Consortium (which is a partnership between 40 Employment and Training providers) which can align service provision to specific wards if required. 	Weaknesses See previous page.
--	---

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Continue to address barriers to employment opportunities e.g. access to childcare and increase access to basic skills / training provision.
2.	Strengthen relationships between residents and local businesses to maximise employment opportunities and to address issues that affect the area.
3.	Investigate further opportunities to improve the bus services to other parts of the Borough to enable residents to access employment / training opportunities.
4.	Encourage take up of employment opportunities, particularly those from the Jutland Road area.
5.	Encourage apprenticeship opportunities with employers, especially for young people.

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
Continue to address barriers to employment opportunities e.g. childcare issues (and increase access to basic skills / training provision).	<ul style="list-style-type: none"> Improve training and skills opportunities for local people. Local service providers to work together to address barriers to employment. Further publicise existing childcare provision to raise awareness. 	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>HBC Economic Devt. HBC Adult and Community Services (Adult Education). Community / Voluntary Sector. HCFE. Hartlepool Working Solutions. Business Link. Enterprising Hartlepool. Connexions. Working Links. Jobcentre Plus. JobSmart. LSC. Rossmere Forum. Children's Centre and Extended Services.</p>	<ul style="list-style-type: none"> All relevant parties to discuss. HVDA offer a programme of free tailored Qualification Support and Career Coaching. For more information, Tel. 01429 262641. All relevant parties to discuss. All relevant parties to discuss. 	<p>Increase employment rate.</p> <p>Increase number of adults who are supported in achieving at least a full first level 2 qualification or equivalent.</p> <p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</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
Improve the communication channels between residents and local businesses to maximise employment opportunities and to address issues that affect the area.	<ul style="list-style-type: none"> Encourage local businesses to employ local residents. Encourage local business representatives to attend the Rossmere Forum. 	<p>Medium Term.</p> <p>Short Term.</p>	Landlords of properties. HBC Economic Devt. Hartlepool Working Solutions. Business Link. Hartlepool Business Forum. Rossmere Forum. N'hood Manager. Community / Voluntary groups.	<ul style="list-style-type: none"> HBC Economic Development and Working Solutions to liaise with local businesses. Rossmere Forum to liaise with local businesses. 	<p>Increase number of new businesses created.</p> <p>Increase employment rate.</p>

JOBS AND ECONOMY

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Investigate further opportunities to improve bus transport links outside the area to enable residents to access employment / training opportunities.	<ul style="list-style-type: none"> Explore the opportunities to increase the frequency of public transport in the area, especially to other parts 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 for the area. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>N'hood Manager. Rossmere Forum. HBC Transport Coordinator. Stagecoach / Arriva.</p>	<ul style="list-style-type: none"> All partners to discuss. Rossmere Forum to discuss. 	<p>Increase employment rate.</p> <p>Increase number of adults who are supported in achieving at least a full first level 2 qualification or equivalent.</p>

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Encourage take up of employment opportunities, particularly those from the Jutland Road area.	<ul style="list-style-type: none"> Provide more learning opportunities in basic skills which are tailored to the needs of local residents. 	Short Term.	<p>HBC Economic Devt. HBC Adult and Community Services (Adult Education). Rossmere Forum. Community / Voluntary Sector. HCFE. Hartlepool Working</p>	<ul style="list-style-type: none"> All Service Providers to discuss and coordinate a programme of works which is targeted at local people. 	<p>Increase number of adults who are supported in achieving at least a full first level 2 qualification or equivalent.</p> <p>Increase employment rate.</p> <p>Reduce youth unemployment rate.</p> <p>Ensure young people are</p>

JOBS AND ECONOMY

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Agreement (LAA) Indicators
Continued...	<ul style="list-style-type: none"> Further publicise Jobs Clubs within a close proximity to the area. Ensure that specialist advisors are available / accessible within the area to provide advice to residents. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>Solutions. Business Link. Connexions. Working Links. Jobcentre Plus. Jobsmart.</p>	<ul style="list-style-type: none"> Rossmere Forum to discuss with service providers. All relevant partners to discuss subject to resources. 	<p>supported in developing self-confidence, team working skills and enterprise.</p> <p>Ensure career education and guidance is provided to all young people aged 13-19.</p>

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Agreement (LAA) Indicators
Encourage apprenticeship opportunities with employers, especially for young people.	<ul style="list-style-type: none"> Work with local employers to discuss potential apprenticeship opportunities. 	<p>Medium Term.</p>	<p>Community / Voluntary Sector. Rossmere Forum. HBC Economic Devt. HBC Adult and Community Services (Adult Education). Connexions.</p>	<ul style="list-style-type: none"> Rossmere Forum, Local Schools, HBC Economic Development and other Service Providers to liaise with local businesses to discuss potential opportunities. 	<p>Ensure career education and guidance is provided to all young people aged 13-19.</p> <p>Reduce youth unemployment rate.</p> <p>Ensure young people are supported in developing self-confidence and team working skills.</p>

LIFELONG LEARNING AND SKILLS

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- 19% of residents have a GCSE (Grade A-C) which is lower than the 21% NRF Area and 24% Borough wide (Ipsos MORI, 2006).
- 25% of residents have a GCSE (Grade D-G) which is higher than the 19% NRF Area and 17% Borough wide (Ipsos MORI, 2006).
- 5% of residents have a NVQ which is lower than the 17% NRF Area and 17% Borough wide (Ipsos MORI, 2006).
- 63% of pupils attained Key Stage 3 (Level 5+) which is the same as 63% NRF Area but lower than 71% Borough wide (JSU, 2006).
- 16% of residents feel they need to improve their spelling which is higher than the 14% NRF Area and 11% Borough wide (Ipsos MORI, 2006).
- 49% of residents have no qualifications, which is nearly half the population, compared to 48% NRF Area and 39% Borough Wide (Census, 2001).
- 9% of residents are in full time education which is higher than the 4% NRF Area and 5% Borough wide (Ipsos MORI, 2006).

Strengths

- Manor College of Technology.
- Rossmere Primary School.
- St Teresa's RC Primary School.
- Golden Flatts Primary School.
- Hartlepool Sixth Form College.
- High levels of residents in full time education in comparison to NRF and Borough wide rates.
- The expansion of Hartlepool College of Further Education (HCFE).
- Primary and Secondary schools in the area offer before and after school activities.
- Rossmere Youth Centre.
- Children's Centre and Extended Services, South Locality. The facilities which support the area are based across the following sites: Owton Manor Primary School; St Teresa's RC Primary School; Rossmere Primary School and the SureStart Centre on Rossmere Way. The Children's Centre and Extended Services, South Locality provide wrap around care through the Bush Babies Day Care service.
- Owton Fens Community Association (OFCA) First Stop can sign-post people to a variety of informal, accessible training with local community and voluntary organisations (although it is based outside the area).
- The Learning and Skills Council's (LSC) Train to Gain service aims to help businesses in the North East get the training they need to stay ahead in a competitive business environment by improving the skills of the workforce.
- A proportion of residents wish to improve their literacy skills.

Weaknesses

- Perceived lack of childcare provision is seen as a barrier to employment and learning opportunities.
- High proportions of residents have no qualifications.
- No local community library.
- Potential closure of Brierton Community School.
- Generally low aspirations of attainment amongst local residents.
- Key Stage 3 (Level 5+) results below Borough wide average.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Provide support to local people to take up new and existing opportunities both locally and Borough wide by overcoming barriers.
2.	Continue to improve educational attainment and achievement in schools and in adult learning.
3.	Improve information on existing provisions for the area.
4.	Assist residents who wish to improve their literacy skills.
5.	Provide support to those who could be affected by the potential closure of Brierton Community School.

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
Provide support to residents who face barriers to employment and learning opportunities both locally and Borough wide.	<ul style="list-style-type: none"> Liaise with local service providers to ensure that affordable childcare places are available to allow parents / guardians to take up training opportunities. Ensure local courses are run at different times of the day and in a range of different venues to ensure that people have the choice of what courses to attend. Further publicise existing childcare provision to raise awareness. 	<p>Short / Medium Term.</p> <p>Short / Medium Term.</p> <p>Short Term.</p>	<p>HBC Children's Services. HBC Adult and Community Services. Local Community / Voluntary sector. Local Residents. Rossmere Forum.</p>	<ul style="list-style-type: none"> Hartlepool Borough Council's Children's Services to discuss with other parties, subject to resources. Discuss with local service providers if it is possible to vary the date / venue of courses. All relevant parties to discuss. 	<p>Increase the number of learners participating in Adult Education programmes.</p> <p>Increase the number of residents achieving Level 1, 2 and 3 qualifications.</p> <p>Increase the number of New Skills of Life Qualification.</p>

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continue to improve achievement and attainment in local schools and in adult learning.	<ul style="list-style-type: none"> Continue to raise the awareness within schools of the importance of qualifications by promoting the benefits of education and training. Assess the amount of support that is available for school leavers. 	<p>Short Term.</p> <p>Short / Medium Term.</p>	<p>Local Schools. HBC Adult and Community Services. HBC Children's Services. Hartlepool Sixth Form</p>	<ul style="list-style-type: none"> Local schools to liaise together to share evidence of best practice along with promoting achievements. Subject to funding and resources. 	<p>Increase achievement at Key Stage 4.</p> <p>Increase the number of residents achieving Level 1, 2 and 3 Qualifications.</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"> Continue to encourage young people whilst they are still at school to consider further education and training opportunities. 	Short Term.	College. HCFE. Tees Valley Learning and Skills Council. Rossmere Forum. Local Residents. Community / Voluntary sector.	<ul style="list-style-type: none"> All secondary schools, local colleges and service providers. 	<p>Increase the number of modern apprentices Framework Completions.</p> <p>Increase the number of learners in Adult Education Programmes.</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
Continue to raise awareness of existing courses and opportunities available within the area.	<ul style="list-style-type: none"> Promote existing provision throughout the Rossmere NAP area. 	Short Term.	Local residents. Rossmere Forum. HBC Adult and Community Services. LSC. Hartlepool Sixth Form College.	<ul style="list-style-type: none"> Rossmere Forum to discuss with service providers. 	<p>Increase the number of residents achieving Level 1, 2 and 3 Qualifications.</p> <p>Increase the number of modern apprentices Framework Completions</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"> Establish what the education and training facilities are already operating in the area as well as the gaps in provision. Ensure that educational and training facilities that are not presently available to the public are considered to see if they can be provided in the future to enhance the employability of local people. 	<p>Short Term.</p> <p>Short Term.</p>	<p>HCFE. Community / Voluntary sector. Local Schools.</p>	<ul style="list-style-type: none"> Rossmere Forum to discuss with relevant parties. Rossmere Forum to discuss with relevant parties. 	<p>Increase the number of learners in Adult Education Programmes.</p>

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Assist residents who want to improve their literacy skills.	<ul style="list-style-type: none"> Provide facilities in the area at suitable times for residents to improve their literacy skills. 	Short / Medium Term.	<p>HBC Adult and Community Services. Local Schools. Community / Voluntary sector. LSC. Rossmere Forum. Local Residents.</p>	<ul style="list-style-type: none"> Hartlepool Borough Council's Adult Education to discuss with service providers to establish what the existing provision is and if there needs to be an increase of opportunities available. 	<p>Increase the number of learners participating in Adult Education programmes.</p> <p>Increase the number of residents achieving Level 1, 2 and 3 qualifications.</p> <p>Increase the number of New Skills of Life Qualification.</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...	See previous page.	See previous page.	See previous page.	See previous page.	<p>Increase percentage of adults who feel they can affect decisions in their own area.</p> <p>Reduce the proportion of people feeling no involvement in the community.</p>

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Provide support to those young people and Parents / Guardians who may be affected by the potential closure of Brierton Community School.	<ul style="list-style-type: none"> Ensure that support services are available for those who could be affected by the potential closure of Brierton Community School through the Building School for the Future (BSF) Programme. Continue to provide a contact point and sign posting services for pupils and parents who may have any queries regarding the potential closure of the school. 	<p>Short / Medium Term.</p> <p>Short. Medium Term.</p>	<p>Brierton Community School. HBC Children's Services (BSF Team). Rossmere Forum. Local Community / Voluntary Sector.</p>	<ul style="list-style-type: none"> Hartlepool Borough Council's Children's Services and residents to discuss. Hartlepool Borough Council's Children's Services and residents to discuss. 	<p>Increase percentage of adults who feel they can affect decisions in their own area.</p> <p>Reduce the proportion of people feeling no involvement in the community.</p>

HEALTH AND CARE

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics <ul style="list-style-type: none"> ▪ Almost half of residents have health problems, 49%, which is high in comparison to 27% NRF Area and 24% Borough wide (JSU, 2006). ▪ 16.6% of residents are incapable of work (claiming Incapacity Benefit or Sickness and Disability Allowance), in comparison to 19.7% NRF Area and 13.7% Borough wide (JSU, 2006). ▪ 37% of residents would rate their health as good, which is low in comparison to 43% NRF Area and 50% Borough wide (Ipsos MORI, 2006). ▪ 48% of residents say they have a long-standing disability or infirmity, which is higher than both 28% NRF Area and 34% Borough wide (Ipsos MORI, 2006). ▪ 35% of residents smoke cigarettes, which is lower than 42% NRF Area yet higher than 31% Borough wide (Ipsos MORI, 2006). 	
Strengths <ul style="list-style-type: none"> ▪ Brierton Community Sports Centre. ▪ Wynyard Road Primary Care Centre is close by. ▪ Local shops that stock a wide variety of fresh produce. ▪ Good quality open space. ▪ Children's Centre and Extended Services, South Locality. The facilities supporting the area are based the Sure Start Centre, Rossmere Way; Rossmere Primary School and St Teresa's RC Primary School. ▪ The Community Stroke Team is in close proximity, being based in Wynyard Road. 	Weaknesses <ul style="list-style-type: none"> ▪ Unhealthy lifestyles including poor diet and lack of exercise, plus high levels of smokers. ▪ High proportion of people with a long-standing illness, disability or infirmity. ▪ High proportion of retired residents in the Rossmere NAP area, which could influence the current statistics in relation to health problems. ▪ Withdrawal of emergency care practitioners from Wynyard Road Primary Care Centre because of safety issues, although primary medical services are currently being procured from the independent sector. ▪ Lack of support for the elderly. ▪ Loss of funding for the Hartlepool PCT Health Development Worker post, which has had a high profile in the community. ▪ Need to increase access to GP and Dentist Surgeries. ▪ Difficult for residents to access hospital services at the University Hospital of Hartlepool and North Tees Hospital.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Reduce the prevalence of smoking, which is higher than the Borough wide average.
2.	Encourage people living in the Rossmere NAP area to have more healthy lifestyles.
3.	Address the concerns surrounding the reduction in health care services in the area, after the emergency care practitioner service was withdrawn from Wynyard Road.
4.	Address issues associated with the loss of the Health Development Worker
5.	Increase care and support available for elderly residents.
6.	Increase access to GP and Dentist Surgeries, particularly in the Jutland road area.

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
Reduce the prevalence of smoking, which is higher than the Borough wide average.	<ul style="list-style-type: none"> Advertise support services that are currently available to ensure people who want to stop smoking are aware of where they need to go for help and support. Educate young people about the dangers of smoking. 	<p>Short / Medium Term.</p> <p>Short / Medium Term.</p>	<p>HBC Healthy Schools Co-ordinator. Hartlepool PCT. Local Schools. Local Shops. HBC School Sports Co-ordinator. GP's. HBC Children's Services. HBC Adult and Community Services. Children's Centre and Extended Services, South Locality. HBC Youth Services. Hartlepool Smoke Free Alliance. Tees Stop</p>	<ul style="list-style-type: none"> There are 13 'Stop Smoking' drop in sessions throughout the town including: Friday, 2.00-4.00pm, Owton Rossmere Resource Centre. Monday, 4.00-6.00pm, Rossmere Youth Centre and Thursday, 1.00-3.00pm, SureStart Centre, Rossmere Way. For further information about the 'Tees Stop Smoking Service' Tel. 01642 223023. Hartlepool Borough Council Youth Services, Hartlepool Primary Care Trust, local schools and youth groups to discuss. 	<p>Increase number of schools achieving the new Healthy Schools Status.</p> <p>Reduce the prevalence of smoking amongst adults.</p> <p>Increase number of people quitting smoking for 4 weeks.</p>

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
Continued ...	See previous page.	See previous page.	Smoking Service.	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
Encourage people living in Rossmere NAP area to have more healthy lifestyles.	<ul style="list-style-type: none"> Continue to publicise and provide 'Healthy Eating' initiatives and education. 	Short / Medium Term.	<p>HBC Healthy Schools Co-ordinator. Hartlepool PCT. Local Schools. HBC Health Food Co-ordinator. Local Shops. Hartlepool PCT. School Sports Co-ordinator. GP's. Brierton Community Sports Centre. Community / Voluntary Sector.</p>	<ul style="list-style-type: none"> Hartlepool Primary Care Trust, Hartlepool Borough Council Healthy Food Co-ordinator and other relevant partners to discuss. <p>Although not directly in the Rossmere NAP area, Manor Residents Association (Tel. 01429 297201) and Owton Rossmere Resource Centre (Tel. 01429 288123) both run Health Eating Meals projects.</p> <p>Key Stage 1 (age 5-7) and Key Stage 2 (age 7-11) Fruit Scheme available at Golden Flatts Primary School.</p>	<p>Increase number of schools achieving the new Healthy Schools Status.</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> <p>Increase number of schools achieving the new Healthy Schools Status.</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
Continued ...	<ul style="list-style-type: none"> ▪ Investigate providing further localised 'Healthy Eating' initiatives and education to fill any gaps. ▪ Encourage residents of all ages to take part in physical and leisure activities. ▪ Advertise physical and leisure facilities that are available in the area including any concessionary rates. ▪ Ensure that support services are available to enable people to undertake physical and leisure activities, e.g. crèche and nursery facilities. ▪ Continue to work towards developing and strengthening existing care programmes. 	<p>Short / Medium Term.</p> <p>Short / Medium Term.</p> <p>Short / Medium Term.</p> <p>Short / Medium Term.</p> <p>Short / Medium Term.</p>	<p>HBC Sports Devt. Hartlepool MIND. HBC Children's Services. HBC Adult and Community Services. Health Devt Worker. HBC Community Nutritionist. Rossmere Youth Centre.</p>	<ul style="list-style-type: none"> ▪ Service providers to explore gaps in the 'Healthy Eating' service provision to the area and implement further projects. OFCA Fruit and Vegetable Bag Scheme delivered to residents in the Rossmere and Owton NAP areas. ▪ Service providers to discuss. ▪ Service providers to discuss. ▪ Service providers to discuss. ▪ Local schools to discuss with Hartlepool Borough Council Healthy Schools Co-ordinator, Health Development Workers and Children's Services to raise awareness from an early age. 	<p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</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
Continued ...	<ul style="list-style-type: none"> ▪ Increase awareness of the importance of health for good self-esteem / strong relationships. 	Short / Medium Term.	See previous pages.	<ul style="list-style-type: none"> ▪ Advertise and raise awareness of existing support groups in the Rossmere area. <p>Hartlepool Borough Council Children's Centre and Extended Services and other relevant service providers to discuss.</p> <p>Service providers to share best practice where possible.</p>	See previous pages.

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Address concerns surrounding the reduction in health care services in area, after the emergency care practitioner service was withdrawn from Wynyard Road.	<ul style="list-style-type: none"> ▪ Explore possibility of providing outreach emergency health drop in sessions at local venues. ▪ Publicise health care services that are currently available on an outreach basis in the area. 	<p>Medium Term.</p> <p>Medium Term</p>	Hartlepool PCT. Community / Voluntary Sector. Rossmere Forum. Residents. Wynyard Road Primary Care Centre. GP's.	<ul style="list-style-type: none"> ▪ All partners to discuss subject to resources. ▪ Rossmere Forum, community / voluntary organisations and Hartlepool Primary Care Trust to discuss. 	<p>Increase life expectancy of both males and females.</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 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Address issues associated with the loss of the Health Development Worker.	<ul style="list-style-type: none"> Investigate the possibility of providing more health services on an outreach basis – for example health drop-in clinics. 	Short/ Medium	Hartlepool PCT Health Dev. Team. North Tees and Hartlepool NHS Trust. GP's. Community/ Voluntary Sector.	<ul style="list-style-type: none"> All partners to discuss subject to resources. 	<p>Improve access to social care services.</p> <p>Reduce mortality rates for all causes and ages of males.</p> <p>Reduce mortality rates for all causes and ages of females.</p>

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Increase support for the elderly population.	<ul style="list-style-type: none"> More low level support required for the elderly. Implementation of the Citizenship Strategy through 50+ Forum. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. GP's. Anchor Trust Community Devt. Team. Housing Hartlepool. Home Housing. Endeavour Housing Association. Local Imp.</p>	<ul style="list-style-type: none"> Anchor Trust Community Development Team caters for those over the age of 50 to assess needs and seek to address them. Tel. 01429 224466. Hartlepool Borough Council Adult and Community Services in conjunction with the 50+ Forum and the Local Implementation Team for Older People' have produced 'Ageing Well in Hartlepool', a directory of activities, services and contact numbers for the older community. For a copy, Tel. 01429 266522. 	<p>Increase support to enable residents to live independently in their own homes.</p> <p>Increase the number of adaptations carried out to enable vulnerable people to remain living independently in their own home.</p> <p>Improve access to social care services.</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 ...	<p>See previous page.</p> <ul style="list-style-type: none"> Adaptations required to housing to allow the elderly to live on their own comfortably. Promote local clubs, which the elderly can attend. 	<p>See previous page.</p> <p>Medium / Long Term.</p> <p>Short Term.</p>	<p>For Older People. Residents. Rossmere Forum. HBC Central Integrated Team. Hartlepool Access Group. HBC Adult and Community Services. Cleveland Fire Brigade. Community / Voluntary Sector.</p>	<p>Older People's Well-Being Co-ordinator encourages residents to participate in health and community safety issues – including healthy eating classes, exercise sessions and 'Look After Yourself' initiatives. Contact the Manor West Centre, Tel. 01429 273123.</p> <ul style="list-style-type: none"> Anchor Trust Community Development Team, Hartlepool Access Group (HAG), Housing Hartlepool, Hartlepool Borough Council Central Integrated Team and other relevant partners to discuss. <p>Provision of free Fire Safety checks in the home by Cleveland Fire Brigade.</p> <ul style="list-style-type: none"> All partners to discuss. <p>50+ Forum brings together people in the older age group to discuss matters of mutual interest. For more information, Tel. 01429 224466.</p> <p>Older People's Well-Being Co-ordinator – see previous page for details.</p>	<p>Reduce proportion of people feeling no involvement in their community.</p> <p>Increase number of people receiving housing support services.</p>

HEALTH AND CARE

Priority Concern 6	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Increase access to GP and Dentist Surgeries, particularly in the Jutland Road area, plus the difficulty in accessing hospitals and other health professionals.	<ul style="list-style-type: none"> ▪ Increase access to health services e.g. GP's, Dentists, Hospitals and other health professionals on an evening during the week and on Saturdays. 	Medium Term	Hartlepool PCT. North Tees and Hartlepool NHS Trust. GP's. Dentists. James Cook University Hospital. Stagecoach. ARRIVA.	<ul style="list-style-type: none"> ▪ Stagecoach and ARRIVA to discuss with Hartlepool Primary Care Trust plus North Tees and Hartlepool NHS Trust. <p>Bus services are to be fully reviewed in 2008.</p>	<p>Improve access to social care services.</p> <p>Improve Accident and Emergency waiting times.</p>
	<ul style="list-style-type: none"> ▪ Investigate the possibility of locating doctors and dentists to the area. 	Medium Term		<ul style="list-style-type: none"> ▪ Hartlepool PCT are seeking to recruit 5/6 new GPs to Hartlepool in 2007/08. Relevant partners to discuss and identify if any are to be located to the Rossmere area. 	<p>Improve outpatient waiting times.</p>

COMMUNITY SAFETY

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- Total crime rate (per thousand households) is 86.3 which is lower than the 182.5 NRF Area and 129 Borough wide (HBC Community Safety, 2005 to 2006).
- The domestic burglary rate (per thousand households) is 13.8 which is lower than the 21.5 NRF Area and 15.6 Borough wide (HBC Community Safety, 2005 to 2006).
- Violent crime rate is 16.2 (per thousand population) which is lower than the 51.1 NRF Area and 34.5 Borough wide (HBC Community Safety, 2005 to 2006).
- The criminal damage rate is 17.6 (per thousand population) which is lower than the 41.7 NRF Area and 30.1 Borough wide (HBC Community Safety, 2005 to 2006).
- Drug offences (per thousand households) is 0.7 which is lower than the 4 NRF Area and 2.4 Borough wide (HBC Community Safety 2005 to 2006).
- 20% of residents consider household burglary to be a problem in the area, which is lower than the 27% NRF Area and 23% Borough wide (Ipsos MORI, 2006).
- 76% of residents say they feel safe walking in their area after dark, which is higher than the 61% NRF Area and 64% Borough wide (Ipsos MORI, 2006).
- 18% of residents are very satisfied with the quality of the service provided by the Police which is higher than the 15% NRF Area and 14% Borough wide (Ipsos MORI, 2006).

Strengths

- Neighbourhood Policing scheme with a dedicated Neighbourhood Police Officer and Police Community Support Officer.
- Low levels of crime and fear of crime.
- Community Police Office on Jutland Road.
- Anti-Social Behaviour (ASB) Unit on Jutland Road.
- The South area has a dedicated Anti-Social Behaviour Officer.
- 'Dusk 'till dawn' lighting installed to Housing Hartlepool bungalows in the 'C' block.
- Housing Hartlepool improvement works to the shopping parade on Owton Manor Lane which will include security improvements e.g. the repair and replacement of shutters.
- Youth workers funded by the Rossmere Forum who work with young people in Rossmere Park to reduce anti-social behaviour.
- Street lighting improvements on Rossmere Way near Rossmere Youth Centre.
- Victims of crime are supported by Hartlepool Victim Support and Witness Service within the area.
- Domestic Violence Support Service and Domestic Violence Outreach Support Worker.

Weaknesses

- Anti-social behaviour including underage drinking, misuse of fireworks and young people hanging around certain areas including Rossmere Park and local shopping parades.
- Poor security at Rossmere Park on an evening and a weekend.
- Young people congregating in Rossmere Park which sometimes leads to anti-social behaviour e.g. vandalism to the play area.
- Young people perceive that there is a drug culture in the area.
- Adults buying alcohol for those who are underage.
- Perception of people hanging around the streets as there is a lack of activities.

Strengths <ul style="list-style-type: none"> ▪ Cleveland Fire Brigade's Community Safety Scheme which includes fitting free fire and smoke alarms. ▪ Ringmaster 10000 Scheme. ▪ Families Accessing Support Team (FAST) Project. ▪ Motor Cycle Strategy Group. ▪ Straight Line Project ▪ Crucial Crew initiative. ▪ Neighbourhood Watch Scheme the distribution of 'Smartwater' ('Smartwater' is an indelible solution containing a unique DNA style identification code which can be painted on to items). 	Weaknesses See previous page.
--	---

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Continue to investigate avenues to address anti-social behaviour and underage drinking in the area, especially the congregation of young people in certain areas including Rossmere Park and local shopping parades.
2.	Increase the take up of free home fire safety checks available free of charge from Cleveland Fire Brigade.
3.	Tackle the illegal sale of alcohol to minors from local shopping parades.
4.	Investigate the perceived drug culture in the area.

COMMUNITY SAFETY

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continue to investigate avenues to address anti-social behaviour and underage drinking in the area, especially the congregation of young people in certain areas including Rossmere Park and local shopping parades.	<ul style="list-style-type: none"> Encourage residents to report incidents of anti-social behaviour including acts of graffiti, vandalism, burglary, arson, fighting and intimidation to the Neighbourhood Policing Team Tel. 01429 235811, Anti-Social Behaviour Unit Tel. 01429 296588 or Cleveland Police Tel. 01642 326326 (Police Headquarters). 	Short Term.	FAST Project. Straight Line Project. ASB Unit. Cleveland Police. HBC Community Safety. Residents. Community / Voluntary Sector. Local Schools. Local Businesses. Licensed Premises. Rossmere Forum. HBC N'hood Manager. HBC Public Lighting Manager. Housing Hartlepool.	<ul style="list-style-type: none"> All residents who have information regarding persons committing illegal activities should contact the Neighbourhood Policing Team through the Single Point of Contact Number Tel. 01429 235811. The Anti-Social Behaviour Unit can be contacted on Tel. 01429 296588. Housing Hartlepool's Tenancy Relations and Enforcement Team deals with all aspects of anti-social behaviour Tel. 01429 525336. The Straight Line Project offers support and guidance to young people who are found to be drinking or believed to be regularly drinking alcohol. The FAST Project is working towards tackling the early signs anti-social behaviour. 	<p>Increase the percentage of residents who feel fairly well informed about what is being done to tackle anti-social behaviour.</p> <p>Reduce the percentage of residents stating that 'teenagers hanging around on the streets' is a problem.</p> <p>Reduce the percentage of residents stating that parents in their local area are not taking responsibility for the behaviour of their children is a very or fairly big problem.</p>
	<ul style="list-style-type: none"> Continue to increase the presence and high visibility patrols of PC's and PCSO's in order to maintain reduced crime levels and the good relationship with the local community. 	Short Term.	HBC Children's Services. Hartlepool	<ul style="list-style-type: none"> Neighbourhood Policing Scheme is to continue to address this issue. Single Point of Contact number Tel. 01429 235811. 	<p>Reduce the percentage of residents stating that 'people being drunk or rowdy in</p>

COMMUNITY SAFETY

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>See previous page.</p> <ul style="list-style-type: none"> ▪ Assess the current security, CCTV and lighting provision within Rossmere Park, plus its opening times, bearing in mind that the withdrawal of the lighting to stop football activity in the park could also have implications (for example illegal activity and lack of visibility on CCTV cameras). ▪ Explore the opportunity of creating further diversionary activities for young people, in order to deter them from congregating and drinking in certain areas, including in the vicinity of Wilder Grove, the bus shelter at the bottom of Rossmere Way, in Rossmere Park and at local shopping parades. ▪ Explore the possibility of using designated action to counter anti-social behaviour and alcohol related nuisance behaviour, where appropriate. 	<p>See previous page.</p> <p>Short Term.</p> <p>Short / Medium Term.</p> <p>Medium Term.</p>	<p>Borough Council Adult & Community Services.</p>	<p>Improved Police services in the area has led to decreased crime levels, including a reduction in vandalism at St James' Church.</p> <ul style="list-style-type: none"> ▪ Rossmere Forum to discuss with Hartlepool Borough Council Public Lighting Manager as well as Hartlepool Borough Council Adult and Community Services and Hartlepool Borough Council Community Safety. <p>Hartlepool Borough Council Street Lighting Maintenance Plan.</p> <ul style="list-style-type: none"> ▪ Rossmere Forum to work with and monitor the results of the activity undertaken by recently commissioned Youth Workers to work with young people in Rossmere Park. ▪ Rossmere Park is now a designated no-alcohol zone although signage advertising this should be increased. <p>Hartlepool Borough Council</p>	<p>public places' is a problem.</p> <p>Reduce the percentage of residents who have a high level of perceived anti-social behaviour in their local area.</p> <p>Reduce personal, social and community disorder reported to the police.</p>

COMMUNITY SAFETY

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>See previous page.</p> <ul style="list-style-type: none"> Seek to increase Police enforcement activities in 'hotspots' and further promote the reporting system so that residents understand and have confidence in reporting incidences. 	<p>See previous page.</p> <p>Short Term.</p>	See previous page.	<p>Community Safety is currently in the process of rolling out Alcohol Designated Areas across the town.</p> <ul style="list-style-type: none"> Rossmere Forum to discuss with Cleveland Police. <p>Hartlepool Borough Council Community Safety is currently in the process of rolling out Alcohol Designated Areas across the town.</p>	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
Increase the take up of free home fire safety checks available free of charge from Cleveland Fire Brigade.	<ul style="list-style-type: none"> Increase publicity around the free smoke alarms and home fire safety checks along with improving fire safety in the home. 	Short Term.	Cleveland Fire Brigade. Housing Hartlepool. Community / Voluntary Sector. HBC Community Safety. Rossmere Forum. Residents.	<ul style="list-style-type: none"> Rossmere Forum to liaise with Cleveland Fire Brigade to discuss the ways in which this free service can be promoted in the area, e.g. advertisement in the Hartbeat Magazine. <p>Free smoke alarm and home safety checks are available from Cleveland Fire Brigade Tel. 01429 874063 or visit www.clevelandfire.gov.uk</p>	<p>Reduce occurrences of accidental fire-related deaths.</p> <p>Reduce the number of deliberate fire in the area.</p>

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 ...	<ul style="list-style-type: none"> Advertise this scheme through Housing Hartlepool newsletters and local community newsletters. Liaise with Accredited Landlords to promote these checks for their properties. 	<p>Short Term.</p> <p>Short Term.</p>	Accredited Landlords. HBC Landlord Registration Officer.	<ul style="list-style-type: none"> Rossmere Forum to liaise with Housing Hartlepool and local community / voluntary organisations. Rossmere Forum to liaise with Hartlepool Borough Council Landlord Registration Officer to discuss ways in which the information can be passed onto Landlords in the area. 	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
Tackle the illegal sale of alcohol to minors from local shopping parades.	<ul style="list-style-type: none"> Continue to work with local shops to encourage employees to ask for ID for alcohol purchases. 	Short Term.	Cleveland Police. Local Shops. Local Schools. ASB Unit. HBC Trading Standards. Safer Hartlepool Partnership. Community / Voluntary Sector. HBC Children's	<ul style="list-style-type: none"> Neighbourhood Policing Team to work in partnership with local shops. <p>Cleveland Police have introduced a new operation that enables them to track where alcohol seized from underage drinkers has been purchased from by using the bar codes on the packaging.</p> <p>The Safer Hartlepool Partnership, Hartlepool Borough Council and Cleveland Police are actively promoting the 'Challenge</p>	<p>Reduce percentage of residents stating that 'people being drunk or rowdy in public places' is a problem.</p> <p>Reduce the percentage of residents who feel that parents in their local area are not taking responsibility for the behaviour of</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>See previous page.</p> <ul style="list-style-type: none"> Encourage residents to report incidents of sale of alcohol to minors, including incidents of alcohol purchased by adults on behalf of minors. 	<p>See previous page.</p> <p>Short / Medium Term.</p>	<p>Services. HBC Adult and Community Services. FAST Project. Straight Line Project. Rossmere Forum. Residents. HBC Community Safety.</p>	<p>21' initiative, whereby people who look under 21 will be asked to prove that they are over 18 when they attempt to purchase alcohol.</p> <ul style="list-style-type: none"> All residents who have information regarding persons committing illegal activities should contact the Neighbourhood Policing Team through the Single Point of Contact Number Tel. 01429 235811. 	<p>their children is a very or fairly big problem.</p> <p>Development of action plans following the Alcohol Harm Reduction Strategy.</p>

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Investigate the perceived drug culture in the area.	<ul style="list-style-type: none"> Seek to increase drug related enforcement activities in the area. <p>Residents to provide specific information regarding persons committing illegal activity to the Neighbourhood Policing Team Tel. 01429 235811 or Cleveland Police Tel. 01642 326326 (Police Headquarters).</p>	Short Term.	<p>Cleveland Police. Residents. Rossmere Forum. ASB Unit. Drug Action Team. HBC N'hood Services.</p>	<ul style="list-style-type: none"> Rossmere Forum to liaise with Cleveland Police and the community / voluntary organisations. <p>Neighbourhood Policing Scheme is to continue to address this issue in the Rossmere NAP area.</p>	<p>Reduce the percentage of people who think that using or dealing drugs is fairly or a very big problem in the area.</p> <p>Increase the number of drug</p>

COMMUNITY SAFETY

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>See previous page.</p> <ul style="list-style-type: none"> ▪ Continue to increase the presence and high visibility patrols of PC's and PCSO's in order to maintain reduced crime levels and ensure that good relationships are continued to be built with the local community, especially young people. ▪ Initiatives to increase awareness and educate the community, particularly young people of the dangers surrounding the use of illegal substances and associated litter. 	<p>See previous page.</p> <p>Short / Medium Term.</p> <p>Short / Medium Term.</p>	<p>HBC N'hood Manager. HBC Community Safety. Community / Voluntary Sector. Community Drug Centre. DISC. Hartlepool Young Persons Drug Team. Hartlepool PCT. Drug Action Team.</p>	<p>All residents who have information regarding persons committing illegal activities should contact the Single Point of Contact Number Tel. 01429 235811.</p> <ul style="list-style-type: none"> ▪ Neighbourhood Policing Scheme is to continue to address this issue. The Single Point of Contact Number is Tel. 01429 235811. ▪ Rossmere Forum to discuss with the Drug Action Team Mobile Unit. The Action Team is available to carry out educational events, subject to resources and funding. 	<p>users in treatment.</p> <p>Increase the percentage of problem drug users in treatment.</p> <p>Increase the percentage of problem drug users retained in treatment for 12 weeks or more.</p>

ENVIRONMENT AND HOUSING

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- Almost half of the housing, 49%, in the area is owner occupied, compared with 44% NRF Area and 53% Borough wide (Ipsos MORI, 2006).
- 62% of residents have lived in the area for 20 years or more, which is higher than both 47% NRF Area and 48% Borough wide (Ipsos MORI, 2006).
- The Rossmere NAP area has seen a steady increase in house prices between 2001 and 2005 by 112%, in comparison to 99% NRF Area and 72% Borough wide (JSU, 2006).
- 47% of residents think litter and rubbish in streets is a problem compared to 57% NRF Area and 46% Borough wide (Ipsos MORI, 2006).
- 18% of residents consider the speed and volume of road traffic to be a serious problem in the area, which is slightly lower than both 22% NRF Area and 19% Borough wide (Ipsos MORI, 2006).
- 67% of residents consider poor public transport not to be a problem in the area, in comparison to 69% NRF Area and 66% Borough wide (Ipsos MORI, 2006).

Strengths

- 1950's post war housing in the area is in very good condition and is recognised regionally as being of distinctive design.
- Housing development at Owton Lodge consisting of 70 new properties.
- Car parking improvements in Caithness Road funded by the Rossmere NAP Forum in 2006/07.
- The Rossmere Forum has allocated funding in 2007/08 to address car-parking improvements in Campbell Road, Arbroath and Thirsk Groves.
- Improvements to the pavements and dropped kerbs in Braemar/Benmore Road funded by the Rossmere Forum in 2006/07.
- Ongoing Housing Hartlepool refurbishments/improvements to their housing stock through the Investment Programme. The bin storage areas in Alford Court are also to be improved along with the general appearance of the shopping parade on Owton Manor Lane.
- Recent Operation Clean Sweep Initiative to Rossmere Park improved lighting, made repairs to benches, all weather play area and play equipment plus the removal of graffiti.
- Plenty of quality green spaces within the area.
- High demand for housing in the area.
- Good transport links to the town centre and local schools.
- Plenty of dog bins in the area.

Weaknesses

- The speed and volume of traffic in the area.
- Continued lack of car parking in the area, including issues with vehicles parking on grass verges, despite improvements which have previously been supported.
- Pavements and tarmacking are damaged, especially near Jutland Road Community Centre.
- Large amounts of rubbish on the street (including white recycling bags causing a hazard on windy days), in the gardens of properties along Jutland Road and in alleyways between Dunbar Road and Dundee Road.
- Excess plastic / cardboard left behind after refuse collection.
- Dog fouling a problem across the area (especially on the football pitches on Rossmere Way).
- Flooding of the cemetery and the allotments.
- Maintenance issues with Rossmere Park, fences are broken, excess rubbish in the park and graffiti.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Address road safety issues including speed and volume of traffic in the area plus the uneven road surfaces and pavements in the area.
2.	Continue to improve car parking provision across the area.
3.	Look into effective ways of reducing litter problems in the Rossmere NAP area.
4.	Continue to improve the appearance and maintenance of public spaces in the area, as well as local shopping precincts.

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
Address road safety issues including speed, volume of traffic issues in the area and uneven road surfaces and pavements in the area.	<ul style="list-style-type: none"> Carry out a traffic audit of the Rossmere NAP area and identify problem areas. Improve road safety in identified problem areas through appropriate traffic calming measures. Including congestion prevention and lowering speed limits in school areas. Investigate placing mobile speed cameras within in the Rossmere area as a deterrent to speeding. 	<p>Short / Medium Term.</p> <p>Short / Medium Term.</p> <p>Short Term.</p>	<p>Rossmere Forum. Residents. HBC N'hood Manager. HBC Transport'n and Traffic. HBC N'hood Services. Local Schools. Local Businesses. South N'hood Consultative Forum. Housing Hartlepool. Cleveland Police.</p>	<ul style="list-style-type: none"> Rossmere Forum to discuss with Hartlepool Borough Council's Neighbourhood Manager. Subject to funding, however may be opportunities through Local Transport Plan (LTP). Rossmere Forum to discuss with Hartlepool Borough Council's Neighbourhood Manager. Subject to funding, however may be opportunities through the Local Transport Plan (LTP) and Minor Works Budget. Hartlepool Borough Council have an ongoing town-wide programme looking into and establishing road safety measures outside schools, this includes looking into the feasibility of implementing 20mph zones. Rossmere Forum and Hartlepool Borough Council's Neighbourhood Manager to discuss with Cleveland Police. Subject to resources and funding. 	<p>Reduce number of traffic accident related deaths and serious injuries.</p> <p>Reduce number of children killed or seriously injured.</p> <p>Increase proportion of people satisfied with their local area as a place to live.</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...	<ul style="list-style-type: none"> Improve uneven and patched road surfaces and pavements across the area including Jutland Road adjacent to the Jutland Road Community Centre. 	Short / Medium Term.	See previous page.	<ul style="list-style-type: none"> Rossmere Forum to discuss with Hartlepool Borough Council's Neighbourhood Manager. <p>Subject to funding, however may be opportunities through the Local Transport Plan (LTP) and Minor Works Budget.</p>	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
Continue to improve car parking issues across the area, particularly in Dundee Road and Dunbar Road.	<ul style="list-style-type: none"> Investigate the parking issues in the Rossmere area and increase the parking provision in problem areas. Discuss and consult with relevant parties (including local residents) all issues / options and the feasibility of further car parking schemes. 	Short / Medium Term.	<p>Rossmere Forum.</p> <p>Residents.</p> <p>HBC N'hood Manager.</p> <p>HBC N'hood Services.</p> <p>Local Businesses.</p> <p>South N'hood Consultative Forum.</p> <p>Housing Hartlepool.</p> <p>Hartlepool Access Group (HAG).</p>	<ul style="list-style-type: none"> Hartlepool Borough Council Neighbourhood Manager to work with the Rossmere Forum. Look into joint funding opportunities, for example Minor Works Budget, Local Transport Plan (LTP) or Community Safety Capital Fund. <p>Rossmere Forum and Residents to work with Housing Hartlepool to investigate joint funding in order to progress schemes.</p> <p>Town wide Housing Hartlepool Investment team carrying out environmental works including incorporating curtilage parking to prevent cars parking on the highways. Subject to budget restrictions.</p>	<p>Reduce number of traffic accident related deaths and serious injuries.</p> <p>Reduce number of children killed or seriously injured.</p> <p>Increase proportion of people satisfied with their local area as a place to live.</p>

ENVIRONMENT AND HOUSING

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Assess the extent of litter problems in the Rossmere area, and look at effective ways of reducing this problem.	<ul style="list-style-type: none"> Ensure that refuse collectors effectively clear rubbish from an area, especially if recycling has been displaced due to windy weather conditions. Address issues associated with refuse and recycling collections e.g. encourage residents to remove wheelie bins and recycling boxes / bags from the kerbside as soon as the collection has been made. Increase provision of road sweepers in the Rossmere area. Alleviate problems of litter gathering across the area including alleyways (especially between Dunbar Road and Dundee Road) and front gardens in Jutland Road. Develop community projects to help address littering issues in Rossmere Park. 	<p>Short Term.</p> <p>Short Term.</p> <p>Short / Medium Term.</p> <p>Short / Medium Term.</p> <p>Short / Medium Term.</p>	<p>Rossmere Forum. Residents. HBC N'hood Manager. HBC N'hood Services. Local Businesses. South N'hood Consultative Forum. Housing Hartlepool. Voluntary / Community Sector. Community Network. Cleveland Police. HBC Environmental Action Team.</p>	<ul style="list-style-type: none"> Hartlepool Borough Council Neighbourhood Manager to discuss with relevant parties. Hartlepool Borough Council Neighbourhood Manager to discuss the feasibility of introducing of a fine for not removing wheelie bins and recycling boxes / bags from the public highway with relevant parties. Hartlepool Borough Council Neighbourhood Manager to discuss with relevant parties. Hartlepool Borough Council Neighbourhood Manager to discuss with Hartlepool Borough Council Neighbourhood Services and Housing Hartlepool. Rossmere Forum to discuss with Community Network and Community / Voluntary Sector. <p>Subject to available funding and resources.</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>

ENVIRONMENT AND HOUSING

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"> Address the dog fouling problem on public open green space in the Rossmere NAP area (in particular on the football pitches on Rossmere Way), through increased enforcement of fines, clearer signage and additional dog litter bins if required. 	Short / Medium Term.	See previous page.	<ul style="list-style-type: none"> Hartlepool Borough Council's Neighbourhood Manager to discuss with Hartlepool Borough Council's Neighbourhood Services and Environmental Action Team. <p>Hartlepool Borough Council's Neighbourhood Enforcement Team (Dog Warden Service) can issue notices and fixed penalty fines. Tel. 01429 523370.</p>	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
Continue to improve the appearance and maintenance of public spaces in the area, especially Rossmere Park.	<ul style="list-style-type: none"> Improve the appearance of shopping precincts, especially underused properties. Address maintenance issues within Rossmere Park especially vandalism of the perimeter fence and the furniture within the park (inc. play equipment), graffiti and litter. 	<p>Medium Term.</p> <p>Short / Medium Term.</p>	<p>Landlords of properties. Rossmere Forum.</p> <p>HBC N'hood Manager. Community / Voluntary Sector. Hartlepool Business Forum. Housing Hartlepool. Friends of Rossmere</p>	<ul style="list-style-type: none"> Service Providers to liaise with Landlords of the properties. Hartlepool Borough Council's Neighbourhood Manager to discuss with Cleveland Police and Hartlepool Borough Council's Parks and Countryside Manager. <p>Rossmere Forum to discuss the possibility of community projects within Rossmere Park to help address maintenance issues with Service Providers.</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</p>

ENVIRONMENT AND HOUSING

Priority Concern 4	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"> Address issues of fly tipping in the Rossmere area through increased enforcement. Improve the play park provision in the Rossmere area, particularly Rossmere Park and the play area opposite Jutland Road Community Centre. 	<p>Short Term.</p> <p>Short / Medium Term.</p>	<p>Park. Cleveland Police. HBC Parks and Countryside Manager. HBC N'Hood Services.</p>	<ul style="list-style-type: none"> Hartlepool Borough Council's Neighbourhood Manager to discuss with relevant parties including Neighbourhood Services: Waste Management. Hartlepool Borough Council Neighbourhood Manager and HBC Parks and Countryside Manager to liaise with Local Residents and Community / Voluntary Sector about play park provision in the area. <p>Hartlepool Voluntary Development Agency (HVDA) can assist in searching for funding opportunities. Tel. 01429 262641.</p>	<p>area as a place to live.</p>

CULTURE AND LEISURE

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics <ul style="list-style-type: none"> 21% of residents are very satisfied with youth and community centres, which is low in comparison to 30% NRF Area and 30% Borough wide (Ipsos MORI, 2006). 18% of residents are very satisfied with the area's public parks/open spaces, which is lower than 21% NRF Area and 29% Borough wide (Ipsos MORI, 2006). In comparison, 69% of residents said they or a member of their household had used the public parks/open spaces in the last 12 months, which is higher than 50% NRF Area and 53% Borough wide (Ipsos MORI, 2006). 	
Strengths <ul style="list-style-type: none"> Good local shopping parades (all in walking distance). Open green spaces, playing fields and Rossmere Park. Facilities and activities at Jutland Road Community Centre, Rossmere Youth Centre and Rossmere Community Building plus Bramley and Newholm Courts. Friends of Rossmere Park are involved in community activities. Events in Rossmere Park. Dedicated Caretaker at Rossmere Park. In 2007/08 the Rossmere Forum funded dedicated Youth Workers to work with young people in Rossmere Park to reduce anti-social behaviour. Increased activities for young people in Jutland Road Community Centre. The Owton Rossmere Resource Centre (ORCEL) serves the local community (although not based within the NAP boundary). 	Weaknesses <ul style="list-style-type: none"> Limited activities for young people, especially in the Jutland Road area. Anti-social behaviour in Rossmere Park at evenings and weekends. Lack of awareness of clubs/activities in the area. Play area on Jutland Road is run down and damaged. Lack of open play facilities for young people. Nowhere for young people to play/go. The area has two distinct communities which are separated by the busy A689 Stockton Road dual carriageway, causing a barrier to residents on one side of the community, preventing access to activities on the other side, and isolating the Jutland Road area from other parts of the NAP Community.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Increase the use of community facilities in the area, particularly Jutland Road Community Centre
2.	Promote existing activities available for the community, and increase activities where required.
3.	Improve park and green space areas, such as the Rossmere Park play area and the basketball court at Rossmere Youth Centre, to encourage increased usage plus family activities.
4.	Continue to support new activities in the area.
5.	Continue to build on success of Neighbourhood Policing and their involvement in Culture and Leisure activities/integration in the community.

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
Increase the use of community facilities in the area, particularly Jutland Road Community Centre.	<ul style="list-style-type: none"> ▪ Investigate the possibility of prioritising groups using local community buildings, so that local groups are considered before groups based outside the area. ▪ Provide new activities – for example, a Jobs Club for Rossmere residents. ▪ Publicise events, activities and facilities more effectively, to create an integrated timetable of all the area's activities. ▪ Further improve communication between Service Providers and local residents. ▪ Build other partnerships within the community – for example, with Faith communities. ▪ Ensure community representatives and community / voluntary organisations are better informed of what activities are available. 	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>COOL Project.</p> <p>FAST Project.</p> <p>Children's Centre and Extended Services, South Locality.</p> <p>Rossmere Forum.</p> <p>Brierton Community Sports Centre.</p> <p>Hartlepool Community Network / Voluntary Sector.</p>	<ul style="list-style-type: none"> ▪ All Partners to discuss. ▪ All Partners to discuss. ▪ Rossmere Forum to discuss. ▪ All Partners to discuss. ▪ Residents, Resident Representatives, Churches, community/voluntary organisations and Hartlepool Community Network to discuss. ▪ Rossmere Forum and Hartlepool Community Network to discuss. 	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase annual Leisure Centre attendances.</p> <p>Maintain level of involvement in Hartlepool Community Network.</p>

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
Promote existing activities available for the community, and increase activities where required.	<ul style="list-style-type: none"> Need to provide more cultural experiences in the area. Provide more indoor activities for young people after 3.30pm and encourage both genders to participate in sports activities. Provide more activities for teenagers (including discos for under 18s). Continue close work between St James' and other churches in the area, and Friends of Rossmere Park. Provide childcare/crèche facilities and publicity alongside courses to allow parents to attend. Engage with Building Schools for the Future (BSF) programme to ensure community provision is improved and increased, where possible. 	<p>Short/ Medium Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short/ Medium Term.</p> <p>Short/ Medium Term.</p>	<p>COOL Project. FAST Project. Children's Centre and Extended Services, South Locality. Rossmere Forum. Brierton Community Sports Centre Hartlepool Community Network / Voluntary Sector. BSF Programme. HBC N'hood Manager. HBC Regen Team. HBC Adult and Community Services/ Sports Dev.</p>	<ul style="list-style-type: none"> Rossmere Forum to discuss, subject to funding and resources. HBC Adult & Community Services, HBC Sports Development, Community / Voluntary sectors and other partners to discuss. Subject to funding and resources. Service Providers to develop partnerships and raise awareness of activities throughout the local area. Subject to funding and resources. Rossmere Forum to work with Hartlepool Borough Council Neighbourhood Manager, Regeneration Team and the BSF Project Team. 	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase engagement in museum outreach activity by under-represented groups.</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
Improve open green spaces and play areas, to encourage increased usage and family congregation.	<ul style="list-style-type: none"> Develop partnership-funding opportunities to improve green spaces. Refurbish Basketball Court at Rossmere Youth Centre. Improve the Rossmere Park play area. Increase police patrols to reduce damage to facilities. 	<p>Short/ Medium Term.</p> <p>Short/ Medium Term.</p> <p>Short/ Medium Term.</p> <p>Short / Medium Term.</p>	HBC Parks and Countryside. HBC N'hood Manager. Rossmere Forum Residents. HBC Countryside Wardens. Hartlepool Police.	<ul style="list-style-type: none"> Hartlepool Borough Council's Neighbourhood Manager plus all partners to discuss, subject to funding and resources. All partners to discuss. All partners to discuss. All partners to discuss. 	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase residents' satisfaction with public parks and open spaces.</p>

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continue to support new activities in the area.	<ul style="list-style-type: none"> Identify the needs of particular groups and develop shared activities. Support and seek funding opportunities to update and develop existing resources and initiatives. 	<p>Short Term.</p> <p>Short Term.</p>	COOL Project. FAST Project. Children's Centre and Extended Services, South Locality.	<ul style="list-style-type: none"> HBC Youth Services, Sports Development and Adult and Community Services, and young people to discuss. Rossmere Forum and relevant partners to discuss. 	<p>Improve satisfaction with the local area.</p> <p>Improve community spirit.</p>

CULTURE AND LEISURE

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued...	See previous page.	See previous page.	Rossmere Forum. Brierton Community Sports Centre. Hartlepool Community Network / Voluntary Sector.	See previous page.	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
Continue to build on the success of Neighbourhood Policing and their involvement in Culture and Leisure activities/integration in the community.	<ul style="list-style-type: none"> Seek to maintain Police presence in the area, to continue the good relationship between the neighbourhood PCs, PCSOs and the local community. PCs and PCSOs to continue enforcement and crime prevention work. 	<p>Short Term.</p> <p>Short Term.</p>	HBC Youth Offending. HBC Youth Services. Police. HBC Adult and Community Services. Rossmere Forum. HBC Sports Dev. Young People. Housing Hartlepool (Resident Participation Officer.	<ul style="list-style-type: none"> All partners to discuss. All partners to discuss. 	<p>Reduce the level of total crime.</p> <p>Increase percentage of people who are satisfied with the quality of service provided by the Police.</p>

CULTURE AND LEISURE

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued...	See previous page.	See previous page.	Community Network. Childrens' Centre and Extended Services, South Locality. COOL Project. FAST Project. OFCA. Connexions.	See previous page.	See previous page.

STRENGTHENING COMMUNITIES

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- 22% of residents agree that they feel a great deal part of the community, which is higher than in both 10% NRF Area and 13% Borough wide (Ipsos MORI, 2006).
- Only 16% of residents did feel they could influence decisions, which is low when compared with 23% NRF Area and 28% Borough wide (Ipsos MORI, 2006).
- 68% of residents did not feel they can influence decisions that affect their area, the same as 68% NRF Area but higher than 64% Borough wide (Ipsos MORI, 2006).
- 61% of residents tend to agree that the local area is a place where people from different backgrounds get on well together, which is higher in comparison to 48% NRF Area and 45% Borough wide (Ipsos MORI, 2006).
- Across the NRF areas, the Rossmere area has the second highest percentage of residents who have been involved in any local organisation on a voluntary basis at 19%, compared to 13% NRF Area and 14% Borough wide (Ipsos MORI, 2006).

Strengths

- Stable population with friendly neighbours and a good strong community spirit.
- Strong sense of a close, compact community with neighbours who care for each other.
- Good schools and after school activities in the area.
- Neighbourhood Policing Scheme with a dedicated Neighbourhood Police Officer and PCSO.
- Rossmere Action Group.
- Bramley Court Residents' Association.
- Home and Away Club.
- Rossmere Youth Centre.
- Jutland Road Community Centre.
- Owton Rossmere Resource Centre (ORCEL) is in close proximity.
- Owton Fens Community Association (OFCA).
- St James The Apostle Church and St Teresa's RC Church.
- Owton Manor Community Centre and Owton Manor Library which are both in close proximity.
- Friends of Rossmere Park.
- Good community facilities and activities at Newholm Court, Ardrossan Court and Bramley Court.
- Housing Hartlepool's Resident Participation Team.
- Good local amenities in the area e.g. local shopping parades, open green spaces, playing fields and Rossmere Park.
- Local shopping parade at Jutland Road includes a community Police station and the Anti-Social Behaviour Unit (ASB Unit).
- SureStart Centre on Rossmere Way and SureStart The Link Office

Weaknesses

- The area has two distinct communities which are separated by the busy A689 Stockton Road dual carriageway.
- Certain areas within the community are difficult to engage with.
- A lack of organised residents' associations covering the Jutland Road area.
- Negative image (stigma) of the Jutland road area.
- High proportion of residents who do not feel that they can influence decisions taken about their area.
- Lack of facilities for young people.
- Jutland Road Community Centre is not fully maximised.

Strengths at Lealholm Road. <ul style="list-style-type: none"> ▪ Good community / voluntary services available in the area. ▪ Rossmere Forum. ▪ Hartlepool Borough Council's Neighbourhood Development Officer. ▪ Manor Residents' Association. ▪ Manor West Residents' Association. ▪ Solid Rock Youth Project. ▪ Youth Inclusion Project (YIP). ▪ Owton Manor Baptist Church. 	Weaknesses See previous page.
--	---

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Continue to encourage residents to be active within and across the community, particularly in the Jutland Road area.
2.	Reduce the high proportion of residents who do not feel that they feel that they can influence decisions in the area.
3.	Increase the usage of Jutland Road Community Centre.
4.	Provide places for young people to go and talk about issues / problems.
5.	Promote existing groups established in the area.

STRENGTHENING COMMUNITIES

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continue to encourage residents to be active in and across the community, particularly on the Jutland Road side.	<ul style="list-style-type: none"> Continue to provide support, assistance and encouragement to residents already involved in groups and residents associations. 	Short Term.	Residents. Rossmere Forum. N'hood Manager. N'hood Development Officer.	<ul style="list-style-type: none"> Hartlepool Community Network to lead in partnership with HBC's Neighbourhood Development Officer and Housing Hartlepool's Resident Participation Team. 	Increase proportion of people undertaking voluntary work / community activity.
	<ul style="list-style-type: none"> Raise the profile and further promote awareness of the role of the Rossmere Forum. Realise the potential for partnership working through the NAP process. Identify ways to bring the two separate communities together more. 	Short Term.	Hartlepool Community Network. Housing Hartlepool Resident Participation Team. Rossmere Action Group. Bramley Court Residents' Group. Friends of Rossmere Park Home and Away Club. OFCA. Children's Centre and Extended Services, South Locality.	<ul style="list-style-type: none"> Rossmere Forum to discuss with service providers and all relevant partners. Rossmere Forum to discuss with all relevant partners. Rossmere Forum to discuss with all relevant partners. 	<p>Increase the percentage of adults who feel that they can affect decisions in their area.</p> <p>Maintain level of involvement of Hartlepool Community Network.</p> <p>Increase proportion of people satisfied with their local area as a place to live.</p>

STRENGTHENING COMMUNITIES

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Increase the number of residents who feel they can influence decisions in their area.	<ul style="list-style-type: none"> Encourage local residents to become more involved in the community and better able to influence decisions. 	Short Term.	Hartlepool Community Network. Rossmere Forum. HBC N'hood Manager. HBC N'hood Development Officer. Housing Hartlepool Resident Participation Team. Community / Voluntary Groups. Children's Centre and Extended Services, South Locality. SkillShare.	<ul style="list-style-type: none"> Rossmere Forum and Hartlepool Community Network to discuss and liaise with residents and community and voluntary groups in the area, subject to funding and resources. 	Maintain level of involvement of Hartlepool Community Network. Increase percentage of adults who feel they can affect decisions that affect their own area.
	<ul style="list-style-type: none"> Raise awareness of the Rossmere Forum and its activities with a view to engaging more resident involvement. 	Short Term.		<ul style="list-style-type: none"> Rossmere Forum, Hartlepool Community Network, Neighbourhood Services Neighbourhood Development Officer and service providers to discuss. 	Increased proportion of people satisfied with their local area as a place to live.
	<ul style="list-style-type: none"> Provide training for residents, community / voluntary sector groups to improve skills and capacity building. 			<ul style="list-style-type: none"> Hartlepool Community Network to lead on and discuss training opportunities with residents and community and voluntary groups to develop skills and capacity where required. 	Increase proportion of people undertaking voluntary work / community activity. Reduce the proportion of people feeling no involvement in the community.

STRENGTHENING COMMUNITIES

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Increase the usage of Jutland Road Community Centre.	<ul style="list-style-type: none"> Seek to use the facilities at Jutland Road Community Centre to their full potential for residents of the area. 	Short Term.	Rossmere Forum. HBC N'hood Manager. HBC N'hood Development Officer.	<ul style="list-style-type: none"> Rossmere Forum to liaise and discuss with community / voluntary organisations in area. Subject to funding and resources. 	Increase proportion of people undertaking voluntary work / community activity.
	<ul style="list-style-type: none"> Raise the awareness, promote and advertise the activities and facilities which are available at Jutland Road Community Centre. 	Short Term.	HBC Community Services Residents. Community / Voluntary Groups. Children's Centre and Extended Services, South Locality. SkillShare.	<ul style="list-style-type: none"> Rossmere Forum to discuss with service provides and all partners to liaise with the Rossmere Forum. 	<p>Increased proportion of people satisfied with their local area as a place to live.</p> <p>Reduce the proportion of people feeling no involvement in the community.</p>

STRENGTHENING COMMUNITIES

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Increase the provision of locations for young people to go and talk about their issues and problems.	<ul style="list-style-type: none"> Explore the possibility of expanding existing youth services for young people to access. 	Short Term.	HBC N'hood Manager. HBC N'hood Development Worker. HBC Youth Services.	<ul style="list-style-type: none"> Rossmere Forum to discuss subject to funding and resources. 	Increased proportion of people satisfied with their local area as a place to live.
	<ul style="list-style-type: none"> Explore the possibility of opening schools up on a night to hold extra activities for young people. 	Short Term.	Children's Centre and Extended Services, South Locality. Rossmere Forum. Local Schools. BSF Team.	<ul style="list-style-type: none"> Rossmere Forum to discuss with all local schools. Building Schools for the Future (BSF) programme. Liaise with the Integrated Support Manager. 	Reduce the proportion of people feeling no involvement in the community.

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Promote existing groups in the area.	<ul style="list-style-type: none"> Improve publicity and increase advertisement of the activities of groups operating in the area. 	Short Term.	Community / Voluntary Sector. Rossmere Forum. HBC N'hood Manager. HBC N'hood Development Worker. Hartlepool Community Network.	<ul style="list-style-type: none"> Rossmere Forum and Hartlepool Community Network to discuss with all relevant partners. 	Increase proportion of people undertaking voluntary work / community activity.
	<ul style="list-style-type: none"> Develop a Community database and index of community groups and activities operating in the area. 			<ul style="list-style-type: none"> Rossmere Forum to discuss with all relevant partners. 	Increased proportion of people satisfied with their local area as a place to live.

JOBS AND ECONOMY

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
<p>Brierton Community School (A Specialist Sports College), although this could potentially close on 31st August 2009.</p>	<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 in 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 to 15 years) 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.</p> <p>Currently the School has 26 Key Stage 4 (Age 14 to 16 years) 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, Employment or Training) at 16 years of age.</p> <p>The school is currently facing potential closure following six months of public consultation to shape a Hartlepool Borough 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>
<p>Building Schools for the Future Programme.</p>	<p>Building Schools for the Future (BSF) is a new approach to capital investment in school buildings and facilities. It is intended to provide all secondary schools nationally with 21st century learning environments over the next 10 to 15 years. The Government is making £2.2 billion per year available in a series of Waves as part of the national BSF programme. Hartlepool Borough Council has been accepted as a Wave 5 authority and will start the programme in the autumn with an anticipated funding level of approximately £80 to 90 million. For more information, Tel. 01429 523754.</p>

Examples of key current programmes/projects	Description
Business Link.	<p>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: http://info@tees.businesslink.co.uk.</p>
Children's Centre and Extended Services, South Locality.	<p>Children's Centres and Extended Services are a government initiative aimed at co-ordinating services for children 0-19. The aim of which is to facilitate the delivery of the core offer of services and support the five outcomes to children and young people set out in Every Child Matters.</p> <p>The core offer includes:</p> <p>Children's Centres</p> <ul style="list-style-type: none"> ▪ Integrated Care and Education; ▪ A Childminding Network; ▪ Parenting and Family Support; ▪ Children's Information Service; ▪ Training and Employment Services; and ▪ Health Services. <p>Extended Services</p> <ul style="list-style-type: none"> ▪ High Quality Childcare; ▪ Varied Menu of Activities; ▪ Parenting Support; ▪ Swift and Easy Referral; and ▪ Wider Community Access. <p>By 2010, there will be a Children's Centre and Extended Services facility available to every community. The Children's Centre and Extended Services that support the Rossmere NAP area are based across the following sites:</p> <ul style="list-style-type: none"> ▪ Owton Manor Primary School; ▪ St Teresa's RC Primary School; ▪ Rossmere Primary School; and ▪ Sure Start Centre on Rossmere Way. <p>These centres currently provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting</p>

Examples of key current programmes/projects	Description
Continued ...	sexual health, health visitors, smoking cessation sessions, speech and language therapy, 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 children and young people and will facilitate the return to work of those adults who are currently unemployed. For more information Tel. 01429 292444.
Citizens Advice Bureau (CAB).	<p>Hartlepool Citizens Advice Bureau (CAB), based on Park Road is available for advice on debt, benefits, housing, employment and consumer problems. There are also additional services available in the following areas:</p> <ul style="list-style-type: none"> ▪ Housing Advice and Tenancy Support service; ▪ Landlord Registration and Accreditation Scheme; ▪ Neighbourhood Advice Sessions and Home Visiting; ▪ Money Advice and Welfare Benefits Service (New Deal for Communities Service); ▪ Legal Help Franchise: Employment Law, Debt and Welfare Benefits; ▪ Representational Advocacy Service; and ▪ E-mail Advice Service. <p>For more information Tel. 01429 273223.</p>
Community Campus: Introduction to Construction.	<p>Funded by Deprived Areas Funding, this project is an innovative approach to enabling young, and other socially and economically disadvantaged people to gain valuable vocational and employability skills focussing on working in partnership with other agencies in the town providing a programme of on site construction based opportunities working to renovate properties in the Hartlepool area.</p> <p>This project is delivered through the Community Campus 87' Key Skills Project to primarily young people who are / at risk of being not in employment, education or training. For more information Tel. 01642 357364.</p>
Community / Voluntary Sector.	A number of community / voluntary organisations can assist in preparing for and finding suitable employment. The voluntary sector provides volunteer opportunities that can lead to employment through

Examples of key current programmes/projects	Description
Continued ...	the Hartlepool Voluntary Development Association (HVDA) and the Volunteering Into Employment Neighbourhood Renewal Fund (NRF) funded project. For more information Tel. 01429 262641.
Connexions.	<p>From the 1st April 2007, Connexions Hartlepool 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 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.	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.
Hartlepool Borough Council Adult and Community Services: Sport and Recreation.	Provides opportunities to undertake instructor / coaching qualifications in a variety of activities, for example football, life-guarding, cricket etc. Many of those associated with the programmes have gone on to successfully gain employment with the department. For more

Examples of key current programmes/projects	Description
Continued ...	information Tel. 01429 284050.
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 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 JobSmart Centre on Park Road. For more information Tel. 01429 523511.</p>
Hartlepool Borough Council: Owton Manor Library.	Based outside the area on Wynyard Road, Owton Manor Library has a number of facilities that are available for the community including lending collections of fiction and non fiction for all ages, large print books, Children's CD Roms, online and quick reference material, newspapers and magazines, free access to the internet and other computer use (and staff to assist with this should it be necessary), homework club and fax facilities. There is also full disabled access to the building and computer facilities. For more information, Tel. 01429

Examples of key current programmes/projects	Description
Continued...	<p>272835.</p> <p>The library is open at the following times (except at lunchtimes, between 12.30pm and 1.30pm):</p> <ul style="list-style-type: none"> ▪ Monday 9.30am to 7.00pm. ▪ Tuesday 9.30am to 7.00pm. ▪ Wednesday 9.30am to 7.00pm. ▪ Thursday 9.30am to 12.30pm. ▪ Friday 9.30am to 7.00pm. ▪ Saturday 9.30am to 12.30pm.
Hartlepool Business Forum.	<p>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.</p>
Hartlepool College of Further Education (HCFE).	<p>Hartlepool College of Further Education (HCFE) specialises in full and part time education for people aged 14 years and over. Level Two Entitlement: training is provided in conjunction with the Learning and Skills Council Tees Valley for people aged 19 years and over.</p> <p>‘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.</p>
Hartlepool College of Further Education (HCFE) - Hartlepool Business Development Centre.	<p>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</p>

Examples of key current programmes/projects	Description
Continued...	bespoke business services. For more information Tel. 01429 292888.
Hartlepool Financial Inclusion Partnership.	The Financial Inclusion Partnership was established in 2005 as a direct response to widespread concern about financial and social exclusion in Hartlepool. Since that time, the Partnership has been working to raise the profile of financial inclusion issues and committed to supporting people to be financially literate, to ensure that there are effective arrangements for providing advice and guidance to those in need, to educate at all levels and to develop effective banking arrangements through the Credit Union. For more information, Tel. 01429 863542.
Hartlepool Innovation Centre.	Based outside of the Rossmere NAP area, Hartlepool Innovation Centre, managed by UK Steel Enterprise is based on nearby Queens Meadow Business Park and offers high quality modern, state-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 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 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).	Hartlepool Voluntary Development Agency (HVDA) offers a programme of free tailored Qualification Support and Career Coaching to local residents including residents from the Rossmere NAP 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.

Examples of key current programmes/projects	Description
Continued...	The Volunteer Centre, based at HVDA offer volunteering opportunities for those who live in Neighbourhood Renewal Fund (NRF) areas and are aged over 25. This can be used as an opportunity to undertake volunteering or to improve prospects for future employment. The Millennium Volunteers project is also available for those aged between 16 and 25 townwide who wish to take up a voluntary position. 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. 01429 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 Rossmere NAP area) and in receipt of benefit. For most courses, a free crèche is provided. In some situations, women who work only a 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.

Examples of key current programmes/projects	Description
Continued...	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 (IB) should speak to an adviser in your local Jobcentre Plus office. For more information Tel. 0845 600 2808.
JobSmart.	<p>JobSmart is a drop-in centre based on Park Road. All residents who visit the centre 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.</p> <p>This centre is managed by Hartlepool Working Solutions and staffed 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 Rossmere and raise employment rates in these areas.</p>

Examples of key current programmes/projects	Description
Continued...	<p>The centre is open:</p> <ul style="list-style-type: none"> ▪ Monday and Tuesday: 9.00am until 5.00pm. ▪ Wednesday: 9.00am until 1.00pm. ▪ Thursday: 9.00am until 6.00pm. ▪ Friday: 9.00am until 4.30pm. <p>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"> ▪ Raise the quality and improve the choice of learning opportunities for all young people to equip them with the skills for employment, further or higher learning, and for wider social and community engagement; ▪ Raise the skills of the nation, giving employers and individuals the skills they need to improve productivity, employability and social cohesion; ▪ Raise the performance of a world class system that is responsive, provides choice and is valued and recognised of excellence; and ▪ Raise our contribution to economic development locally and regionally through partnership working. <p>The LSC also work with partners to contribute towards the following targets:</p>

Examples of key current programmes/projects	Description
Continued...	<ul style="list-style-type: none"> ▪ increase the proportion of young people and adults achieving a Level Three 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 Three. <p>For more information Tel. 0845 0194181.</p>
Manor Residents' Association.	<p>Manor Residents' Association is a voluntary organisation managed entirely by local residents from the Owton Manor area of Hartlepool. The Association was set up in May 1989 in order to combat the growing concerns and problems that existed in the area at that time. Over its lifetime the Association has continued to play a key role in the delivery and initiatives and activities which have been designed to benefit families living in the area. Creating a sense of pride in the area, lessening social and economic isolation, combating social exclusion and improving the quality of life of local people.</p> <p>Manor Residents' Association work in partnership with the Police, Housing Hartlepool, Community / Voluntary organisations, Local Schools, Local Churches, Tees Valley Works, Hartlepool Borough Council's Children's Services, Economic Development and Regeneration, and the Primary Care Trust. Manor Residents' Association currently provide a range of services (including employment related) which includes a Jobs Club, and Benefits and Welfare advice from their centre in Kilmarnock Road.</p> <p>For more information Tel. 01429 297201.</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).</p>

Examples of key current programmes/projects	Description
Continued...	<p>The project, with the assistance of Hartlepool New Deal for Communities (NDC) have set up the Hartlepool Financial Inclusion Partnership comprising various partners including Hartlepool Borough Council (various departments), Housing Hartlepool, Community and Voluntary Groups and external agencies such as solicitors. For more information Tel. 01429 863542.</p>
Nextstep.	<p>Funded by the Learning and Skills Council (LSC), 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 Two 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,</p> <p>For more information Tel. 01429 275501 (Connexions One-Stop Shop) or 01429 295000 (Hartlepool College of Further Education) or 01429 287079 (1st Stop, 13 Wynyard Road) or 01642 358099.</p>
Owton Fens Community Association (OFCA).	<p>Owton Fens Community Association (OFCA) was founded in 1985 by members of the local community to provide, promote and develop local opportunities for disadvantaged groups and individuals living in the South West of Hartlepool and other disadvantaged wards in the town.</p> <p>Owton Fens Community Association is a registered charity which runs several projects and operates from various centres within Hartlepool in order to support initiatives that benefit people suffering from a multitude of social and economic problems.</p> <p>At present OFCA delivers 6 projects offering services directly to over 5,000 Hartlepool residents, which includes the following:</p> <ul style="list-style-type: none"> ▪ The Community Capacity Building; supporting smaller community / voluntary organisations with the development of projects e.g.

Examples of key current programmes/projects	Description
Continued...	<p>assistance in securing funding, secretariat support etc;</p> <ul style="list-style-type: none"> ▪ The Voluntary Initiative Project; providing painting and decorating and gardening services to vulnerable people; ▪ Community Employment Outreach; providing people Information Advice and Guidance as well as practical support to help towards employment; ▪ Enterprise Support Project; Assisting people into self employment, ▪ Sustainable Hartlepool End of Life Vehicle Enterprises; offering work experience and training to dismantle vehicles; and ▪ Youth Opportunities Project; which provides young people not in education, employment of training with work experience and training, including the ASDAN Community Volunteering NVQ levels 1 and 2. <p>For more information Tel. 01429 283187.</p>
Owton Manor West Neighbourhood Watch and Residents' Association.	<p>Owton Manor West Neighbourhood Watch and Residents' Association was formed in October 2002. Its initial purpose was to reduce crime in the western part of the Owton area, however the organisation began to grow and a Residents' Association was formed developing a range of activities to meet local needs. As well as running a number of activities, the Manor West Centre, based on Brierton Lane offers a daily Jobs Club (between 9.30am and 4.00pm) and Credit Union (Thursday, 9.30am until 11.30am and at the Tuesday Club, Hourglass Pub between 12.00noon and 1.30pm).</p> <p>Owton Manor West has been commissioned by the Rossmere Forum in 07/08 to provide Youth Workers in Rossmere Park and watercolour painting classes.</p> <p>For further details Tel. 01429 273123.</p>
Owton Rossmere Resource Centre (ORCEL).	<p>Owton Rossmere Resource Centre situated in Wynyard Road is in close proximity to the Rossmere NAP area and has been run by Owton Rossmere Community Enterprise Limited (ORCEL) since 1998.</p> <p>The Centre offers adults in Hartlepool a chance to improve or continue their education via a variety of courses. Courses are offered by Learndirect and Hartlepool Adult Education Department. A full programme of courses is offered by Learndirect from IT Skills to Health and Safety and everything in between. HBC Adult Education</p>

Examples of key current programmes/projects	Description
Continued...	offers courses on languages i.e. French and also English for speakers of other languages and practical courses such as Digital Imaging. The Centre also runs courses in the Governments National Tests, for those who wish to improve their numeracy and literacy skills. For more information Tel. 01429 288123.
Parent and Toddler Care in Hartlepool (PATCH).	Childcare is seen as 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 Grange Primary School Community Room every Tuesday between 9.30am and 11.00am and at the SureStart Centre on Rossmere Way on Wednesday and Fridays between 9.30am and 11.00am. 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.	<p>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.</p> <p>Pathways to Work applies to customers from 18 to 59 (but is also available on a voluntary basis to other age groups) and provides access to a wide range of provisions, improved financial incentives and better support for people who move from Income Support (IS) to Jobseekers Allowance (JSA).</p> <p>To find out more information contact should be made with a Jobcentre Plus Advisor Tel. 0845 6002808.</p>
RESPECT Counselling, Mentoring and Befriending Voluntary Organisation.	RESPECT Counselling, Mentoring and Befriending Voluntary Organisation provide a flexible mentoring service with professional counselling support to young people who have emotional, social and personal issues that prevent them from entering employment, education or training. For more information, Tel. 01429 244443 or 01429 244452.
Rossmere Community Forum: NRF Residents' Priorities Budget.	The Rossmere Forum comprises residents (including representatives

Examples of key current programmes/projects	Description
Continued ...	<p>from local residents' associations), community / voluntary groups, Hartlepool Borough Council 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 way 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 allocates the Neighbourhood Renewal Funding (NRF) Residents' Priorities Budget funding, which is available for the Rossmere area, to begin to address the priority concerns identified in the Rossmere Neighbourhood Action Plan (NAP) Plan.</p> <p>In 2007 / 2008 Rossmere has been allocated £17,000 of Residents' Priorities Budget. Residents decided to allocate this funding towards parking improvements in Abroath Grove, Campbell Road and Thirsk Grove. The Rossmere Forum also agreed to fund a number of educational classes in the area along with Youth Workers to liaise with young people in Rossmere Park on an evening and weekend in order to reduce youths congregating in the Park.</p> <p>For more information Tel. 01429 523034.</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>
West View Project: Adventure Traineeship.	<p>Funded by Deprived Areas Funding, West View Project recruit 12 trainees from across the town for 6 months to offer them the opportunity to gain the skills and real work experience required to become qualified adventure activity leaders and gain employment in the outdoor industry.</p> <p>For more information, Tel. 01429 272699.</p>
Working Links.	For more information Tel. 01642 236053.

Examples of key current programmes/projects	Description
Youth Unemployment Action Plan.	A Youth Unemployment Action Plan is currently being produced by Hartlepool Borough Council's Economic Development section in partnership with Hartlepool Borough Council's Children's Services, Connexions and other relevant agencies. This will investigate young age intervention to prevent youth unemployment. For more information, Tel. 01429 523517.

LIFELONG LEARNING AND SKILLS

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
<p>Brierton Community School (A Specialist Sports College), although this could potentially close on 31st August 2009.</p>	<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 in 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 to 15 years) 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.</p> <p>Currently the School has 26 Key Stage 4 (Age 14 to 16 years) 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, Employment or Training) at 16 years of age.</p> <p>The school is currently facing potential closure following six months of public consultation to shape a Hartlepool Borough 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>
<p>Building Schools for the Future Programme.</p>	<p>Building Schools for the Future (BSF) is a new approach to capital investment in school buildings and facilities. It is intended to provide all secondary schools nationally with 21st century learning environments over the next 10 to 15 years. The Government is making £2.2 billion per year available in a series of Waves as part of the national BSF programme. Hartlepool Borough Council has been accepted as a Wave 5 authority and will start the programme in the autumn with an anticipated funding level of approximately £80 to 90 million. For more information, Tel. 01429 523754.</p>

Examples of key current programmes/projects	Description
Brierton Community Sports Centre.	<p>Although it is outside the Rossmere NAP Area, 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 potential closure of Brierton Community School.</p>
Children's Centre and Extended Services, South Locality.	<p>Children's Centres and Extended Services are a government initiative aimed at co-ordinating services for children 0-19. The aim of which is to facilitate the delivery of the core offer of services and support the five outcomes to children and young people set out in Every Child Matters.</p> <p>The core offer includes:</p> <p>Children's Centres</p> <ul style="list-style-type: none"> ▪ Integrated Care and Education; ▪ A Childminding Network; ▪ Parenting and Family Support; ▪ Children's Information Service; ▪ Training and Employment Services; and ▪ Health Services. <p>Extended Services</p> <ul style="list-style-type: none"> ▪ High Quality Childcare; ▪ Varied Menu of Activities; ▪ Parenting Support; ▪ Swift and Easy Referral; and ▪ Wider Community Access. <p>By 2010, there will be a Children's Centre and Extended Services facility available to every community. The Children's Centre and</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Extended Services that support the Rossmere NAP area are based across the following sites:</p> <ul style="list-style-type: none"> • Owton Manor Primary School; • St Teresa's RC Primary School; • Rossmere Primary School; and • Sure Start Centre on Rossmere Way. <p>These centres currently provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, smoking cessation sessions, speech and language therapy, 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 children and young people and will facilitate the return to work of those adults who are currently unemployed. For more information Tel. 01429 292444.</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 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.
English Martyrs School and Sixth Form College.	English Martyrs School and Sixth Form College is based on Catcote Road. For more information please Tel. 01429 273790.
Foundation Learning Tiers.	The development of the Foundation Learning Tier (FLT) aims to establish an inclusive curriculum offer at Entry Level and Level One for learners over the age of 14. The three main curriculum strands, key and basic skills, vocational and subject based learning and personal and social development will be the basis for a coherent programme of learning which is specific to the individual learner. Units and qualifications will be available across these strands – this programme is currently still in development with partners including the Learning and Skills Council (LSC) and Qualifications and Curriculum Authority (QCA).
Golden Flatts Primary School.	Golden Flatts Primary School is based on Seaton Lane. For more information Tel. 01429 274771.
Hartlepool Borough Council's 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 Tel. 01429 868616 or email on adult.education@hartlepool.gov.uk or visit www.haded.org.uk</p>

Examples of key current programmes/projects	Description
Hartlepool Borough Council Adult and Community Services: Sport and Recreation.	<p>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 with priority groups, for example 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: Children's Services.	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 the Rossmere NAP area relating to children and young people.
Hartlepool Borough Council's Children's Services (Youth Services).	Hartlepool Borough Council's provision of youth services for young people from the Rossmere area is from the Rossmere Youth Centre. The Centre is open seven days per week and six evenings per week for work with young people. Tuesday evening is for Duke of Edinburgh's award work and Wednesday evening is for the PHAB club (physically handicapped and able bodies) club. Daytime partnership working between the Youth Service and Brierton School operates from the Centre, this involves providing support for referred pupils. For more information Tel. 01429 273741.
Hartlepool Borough Council: Owton Manor Library.	<p>Based outside the area on Wynyard Road, Owton Manor Library has a number of facilities that are available for the community including lending collections of fiction and non fiction for all ages, large print books, Children's CD Roms, online and quick reference material, newspapers and magazines, free access to the internet and other computer use (and staff to assist with this should it be necessary), homework club and fax facilities. There is also full disabled access to the building and computer facilities. For more information Tel. 01429 272835.</p> <p>The library is open at the following times (except at lunchtimes, between 12.30pm and 1.30pm):</p> <ul style="list-style-type: none"> ▪ Monday 9.30am to 7.00pm.

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ Tuesday 9.30am to 7.00pm. ▪ Wednesday 9.30am to 7.00pm. ▪ Thursday 9.30am to 12.30pm. ▪ Friday 9.30am to 7.00pm. ▪ Saturday 9.30am to 12.30pm.
Hartlepool College of Further Education (HCFE).	<p>Hartlepool College of Further Education (HCFE) specialises in full and part time education for people aged 14 years and over. Level Two Entitlement: training is provided in conjunction with the Learning and Skills Council Tees Valley for people aged 19 years and over.</p> <p>'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.</p>
Hartlepool Community Network.	Hartlepool Community Network has a Capacity Building budget for 2007 / 2008 that can be used towards providing learning based training courses for residents of the area. For more information Tel. 01429 262641.
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 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).	Hartlepool Voluntary Development Agency offers a programme of free tailored Qualification Support and Career Coaching to local residents including residents from the Rossmere NAP 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.

Examples of key current programmes/projects	Description
Continued...	For more information Tel. 01429 262641.
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. As part of the Department of Work and Pensions (DWP), Jobcentre Plus 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.
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,

Examples of key current programmes/projects	Description
Continued ...	<p>relevant learning opportunities;</p> <ul style="list-style-type: none"> ▪ 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; and ▪ improve the skills of the workers who are delivering public services, ▪ 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"> ▪ Raise the quality and improve the choice of learning opportunities for all young people to equip them with the skills for employment, further or higher learning, and for wider social and community engagement; ▪ Raise the skills of the nation, giving employers and individuals the skills they need to improve productivity, employability and social cohesion; ▪ Raise the performance of a world class system that is responsive, provides choice and is valued and recognised of excellence; and ▪ Raise our contribution to economic development locally and regionally through partnership working. <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 Three 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 Three. <p>For more information Tel. 0845 0194181.</p>
Manor College of Technology.	<p>Owton Manor College of Technology is based on Owton Manor Lane.</p> <p>For more information Tel. 01429 288338.</p>

Examples of key current programmes/projects	Description
Manor Residents' Association.	<p>Manor Residents' Association is a voluntary organisation managed entirely by local residents from the Owton Manor area of Hartlepool. The Association was set up in May 1989 in order to combat the growing concerns and problems that existed in the area at that time. Over its lifetime the Association has continued to play a key role in the delivery and initiatives and activities which have been designed to benefit families living in the area. Creating a sense of pride in the area, lessening social and economic isolation, combating social exclusion and improving the quality of life of local people.</p> <p>Manor Residents' Association work in partnership with the Police, Housing Hartlepool, Community / Voluntary organisations, Local Schools, Local Churches, Tees Valley Works, Hartlepool Borough Council's Children's Services, Economic Development and Regeneration, and the Primary Care Trust. Manor Residents' Association currently provide a range of services (including employment related) which includes a Jobs Club, and Benefits and Welfare advice from their centre in Kilmarnock Road.</p> <p>For more information Tel. 01429 297201.</p>
Nextstep.	<p>Funded by the Learning and Skills Council (LSC), 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 Two 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.</p> <p>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.</p> <p>Information and advice is also available at Hartlepool College of Further Education or the nearby Connexions One-Stop Shop in Tower Street,</p> <p>For more information Tel. 01429 275501 (Connexions One-Stop Shop) or 01429 295000 (Hartlepool College of Further Education) or 01429 287079 (1st Stop, 13 Wynyard Road) or 01642 358099.</p>

Examples of key current programmes/projects	Description
Owton Fens Community Association (OFCA).	<p>Owton Fens Community Association (OFCA) was founded in 1985 by members of the local community to provide, promote and develop local opportunities for disadvantaged groups and individuals living in the South West of Hartlepool and other disadvantaged wards in the town.</p> <p>Owton Fens Community Association is a registered charity which runs several projects and operates from various centres within Hartlepool in order to support initiatives that benefit people suffering from a multitude of social and economic problems.</p> <p>At present OFCA delivers 6 projects offering services directly to over 5,000 Hartlepool residents, which includes the following:</p> <ul style="list-style-type: none"> ▪ The Community Capacity Building; supporting smaller community / voluntary organisations with the development of projects e.g. assistance in securing funding, secretariat support etc; ▪ The Voluntary Initiative Project; providing painting and decorating and gardening services to vulnerable people; ▪ Community Employment Outreach; providing people Information Advice and Guidance as well as practical support to help towards employment; ▪ Enterprise Support Project; Assisting people into self employment, ▪ Sustainable Hartlepool End of Life Vehicle Enterprises; offering work experience and training to dismantle vehicles; and ▪ Youth Opportunities Project; which provides young people not in education, employment of training with work experience and training, including the ASDAN Community Volunteering NVQ levels 1 and 2. <p>For more information Tel. 01429 283187.</p>
Owton Manor West Neighbourhood Watch and Residents' Association.	<p>Owton Manor West Neighbourhood Watch and Residents' Association was formed in October 2002. Its initial purpose was to reduce crime in the western part of the Owton area, however the organisation began to grow and a Residents' Association was formed developing a range of activities to meet local needs. As well as running a number of activities, the Manor West Centre, based on Brierton Lane offers a daily Jobs Club (between 9.30am and 4.00pm) and Credit Union (Thursday, 9.30am until 11.30am and at the Tuesday Club, Hourglass Pub between 12.00noon and 1.30pm).</p> <p>Owton Manor West has been commissioned by the Rossmere Forum</p>

Examples of key current programmes/projects	Description
Continued...	<p>in 07/08 to provide Youth Workers in Rossmere Park and watercolour painting classes.</p> <p>For further details Tel. 01429 273123.</p>
Owton Rossmere Resource Centre (ORCEL).	<p>Owton Rossmere Resource Centre situated in Wynyard Road is in close proximity to the Rossmere NAP area and has been run by Owton Rossmere Community Enterprise Limited (ORCEL) since 1998.</p> <p>The Centre offers adults in Hartlepool a chance to improve or continue their education via a variety of courses. Courses are offered by Learndirect and Hartlepool Adult Education Department. A full programme of courses is offered by Learndirect from IT Skills to Health and Safety and everything in between. HBC Adult Education offers courses on languages i.e. French and also English for speakers of other languages and practical courses such as Digital Imaging. The Centre also runs courses in the Governments National Tests, for those who wish to improve their numeracy and literacy skills.</p> <p>The new £1.1 million Wynyard Road Primary Care Centre next to 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 also helps patients to manage long term conditions by providing better support in the community.</p> <p>For more information Tel. 01429 288123.</p>
Parent and Toddler Care in Hartlepool (PATCH).	<p>Childcare is seen as 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 Grange Primary School Community Room every Tuesday between 9.30am and 11.00am and at the SureStart Centre on Rossmere Way on Wednesday and Fridays between 9.30am and 11.00am. The group is open to all adults / carers who have children under the age of 5 years. For more information Tel. 01429 862727.</p>

Examples of key current programmes/projects	Description
Rossmere Community Forum: NRF Residents' Priorities Budget.	<p>The Rossmere Forum comprises residents (including representatives from local residents' associations), community / voluntary groups, Hartlepool Borough Council 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 way 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 allocates the Neighbourhood Renewal Funding (NRF) Residents' Priorities Budget funding, which is available for the Rossmere area, to begin to address the priority concerns identified in the Rossmere Neighbourhood Action Plan (NAP) Plan.</p> <p>In 2007 / 2008 Rossmere has been allocated £17,000 of Residents' Priorities Budget. Residents decided to allocate this funding towards parking improvements in Abroath Grove, Campbell Road and Thirsk Grove. The Rossmere Forum also agreed to fund a number of educational classes in the area along with Youth Workers to liaise with young people in Rossmere Park on an evening and weekend in order to reduce youths congregating in the Park.</p> <p>For more information Tel. 01429 523034.</p>
Rossmere Primary School.	<p>Rossmere Primary School is based on Catcote Road. For more information Tel. 01429 274608.</p>
SkillShare North East Ltd.	<p>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 to 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 (depending on the availability of funding). Sessions can be bought in and include:</p> <ul style="list-style-type: none"> ▪ assertiveness and confidence building; ▪ business planning; ▪ communication skills; ▪ effective meetings; ▪ event planning and organisation;

Examples of key current programmes/projects	Description
Continued...	<ul style="list-style-type: none"> ▪ funding strategies; ▪ group-work skills; ▪ leadership skills; ▪ personal safety; ▪ report writing; ▪ roles and responsibilities; ▪ social inclusion; and ▪ vision setting. <p>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 One) for people who are involved in representing their communities, Effective Community Involvement and Leadership programme (OCNNER Level Two) for people who are recognised as leaders in their community / community groups, Community Development Work (OCN Level Two / Three), Managing Voluntary and Community Organisations (OCN Level Two). For more information Tel. 01429 868353.</p>
St Teresa's RC Primary School.	St Teresa's RC Primary School is based on Callander Road. For more information Tel. 01429 274936.
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 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@anchor.org.uk
Boots Pharmacy	<p>There is a pharmacist based in Boots Pharmacy, Anchor Retail Park, Marina Way, Hartlepool, and supplies free emergency contraception on a rota basis:</p> <p>Rota 1: Monday, Tuesday, Saturday – 4.00pm until Midnight Wednesday, Thursday, Friday – 8.15am until 4.00pm</p> <p>Rota 2: Monday, Tuesday, Saturday – 8.15am until 4.00pm. Wednesday, Thursday, Friday – 4.00pm until Midnight.</p> <p>Will take referrals – please ring before taking a young person along to the pharmacy. For further information, Tel. 01429 224068.</p>
Brierton Community Sports Centre.	<p>Brierton Community Sports Centre is situated close to the Rossmere area and 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: Monday to Thursday: 9.00am until 10.00pm; Friday: 9.00am until 9.00pm; and 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>

Examples of key current programmes/projects	Description
Children's Centre and Extended Services, South Locality.	<p>Children's Centres and Extended Services are a government initiative aimed at co-ordinating services for children 0-19. The aim of which is to facilitate the delivery of the core offer of services and support the five outcomes to children and young people set out in Every Child Matters.</p> <p>The core offer includes:</p> <p>Children's Centres</p> <ul style="list-style-type: none"> ▪ Integrated Care and Education; ▪ A Childminding Network; ▪ Parenting and Family Support; ▪ Children's Information Service; ▪ Training and Employment Services; and ▪ Health Services. <p>Extended Services</p> <ul style="list-style-type: none"> ▪ High Quality Childcare; ▪ Varied Menu of Activities; ▪ Parenting Support; ▪ Swift and Easy Referral; and ▪ Wider Community Access. <p>By 2010, there will be a Children's Centre and Extended Services facility available to every community. The Children's Centre and Extended Services that support the Rossmere NAP area are based across the following sites:</p> <ul style="list-style-type: none"> ▪ St Teresa's RC Primary School; ▪ Rossmere Primary School; and ▪ Sure Start Centre on Rossmere Way. <p>These centres currently provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, smoking cessation sessions, speech and language therapy, 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 children and young people and will facilitate the return to work of those adults who are currently unemployed. For more information Tel. 01429 292444.</p>

Examples of key current programmes/projects	Description
Community Outdoor Organised Leisure (COOL Project).	The Community Outdoor Organised Leisure (COOL Project) is based 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. Fruit and water are also provided through the Health Development Worker.
Domestic Violence Strategy.	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.
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 are currently building new two bedroom properties in Greenock Road and, at present, employs two people, 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; and ▪ Low level practical support such as running wires, putting curtains up and replacing light bulbs. <p>Referrals can be made by anybody living within the Borough of Hartlepool. For more information Tel. 01429 272220.</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.</p> <p>The FAST Project (in partnership with the Belle Vue Community, Sports and 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 Community Sports Centre, 7.00 until 8.30pm (held between 6.00pm and 7.00pm in Spring/Summer months on the Recreational Ground).</p>

Examples of key current programmes/projects	Description
Continued ...	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.
Hartlepool Access Audit Group (HAG).	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.
Hartlepool and East Durham Alzheimer's Trust.	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.
Hartlepool Borough Council Adult and Community Services (Social Care Services).	<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.

Examples of key current programmes/projects	Description
Continued ...	<p><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.</p> <p>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><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><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><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.</p> <p>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 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;

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ 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; and ▪ Information leaflets. <p>The team accepts referrals from Schools, Health Professionals, Police, and colleagues within Social Care and directly from parents. For further details, Tel. 01429 294111.</p>
Hartlepool Borough Council Children's Services (Youth Services) – Youth Group.	<p>Hartlepool Borough Council's provision of youth services for young people from the Rossmere area comes from the Rossmere Youth Centre. The Centre is open seven days per week and six evenings per week for work with young people. Tuesday evening is for Duke of Edinburgh's award work and Wednesday evening is for the PHAB club (physically handicapped and able bodies) club. Daytime partnership working between the Youth Service and Brierton School operates from the Centre; this involves providing support for referred pupils. For more information Tel. 01429 273741.</p> <p>Hartlepool Borough Council's Youth Services also 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. For more information Tel. 01429 523762.</p>
Hartlepool Borough Council: Community Nutritionist.	<p>The Community Nutritionist works with all schools in Hartlepool to help them achieve the Healthy Eating module of the Healthy Schools Status and provides advice and guidance on implementing the new Government Good in Schools Standards. For further information, contact HBC Healthy Food Team, Tel. 01429 523358.</p>
Hartlepool Borough Council: Community Weight Management Services	<p>The project will provide a co-ordinated weight management service for the town. This will provide a service with an identifiable pathway of care for tackling overweight and obesity in Hartlepool. The Weight</p>

Examples of key current programmes/projects	Description
Continued ...	Management Service will provide a structured approach to weight loss and will be delivered by accredited trainers that work to nationally defined guidelines for weight management. Contact the HBC Healthy Food Team, Tel. 01429 284148.
Hartlepool Borough Council: Community Health Development Worker	NRF funded until March 2008, this post encourages and supports healthier lifestyle changes within the community, helping to set-up, coordinate and deliver health initiatives in the area, and support local groups and projects with finance and time. The Health Development Worker is based in the nearby Owton Rossmere Resource Centre, Tel. 01429 288139.
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 Borough Council: Sports Development Team.	<p>The main objective of the Sports Development Team is to increase participation in sport and physical activity across the local community. The team are currently made up of 15 Officers, a mixture of permanent mainstream funded and externally funded posts, and their aim is to increase opportunities for all sections of the community to participate and activities are offered for all ability levels and age ranges, with local initiatives responding to local needs and priorities. Some sports development projects also aim to target wider social issues such as social exclusion, health and economic regeneration.</p> <p>Coach education and volunteer development are also an important aspect of Sports Development's work. Activities are only sustainable if there are good local coaches to lead and deliver them; therefore regular Community Sports Leader and National Governing Body Awards are organised to train local people for potential employment purposes. For further information and detail telephone 01429 284050.</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

Examples of key current programmes/projects	Description
Continued ...	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 Health Development Worker, and 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, (now based at West View Community Centre), 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. HFF also co-ordinate the Health Bus and hire out the bus to Community Nurses to use as the contraceptive bus at locations throughout the town. For more information, Tel. 01429 867016.
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 en-suite 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.

Examples of key current programmes/projects	Description
Continued ...	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.
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; ▪ To live independently in their own homes and to choose the type of home environment best suited to their needs; and ▪ 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>
Healthy Communities Collaborative.	Awaiting information.

Examples of key current programmes/projects	Description
Local Implementation Team (LIT) for Older People.	<p>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.</p>
Manor Residents 'Association.	<p>Manor Residents' Association is a voluntary organisation managed entirely by local residents from the Owton Manor area of Hartlepool. The Association was set up in May 1989 in order to combat the growing concerns and problems that existed in the area at that time. Over its lifetime the Association has continued to play a key role in the delivery and initiatives and activities, which have been designed to benefit families living in the area. Creating a sense of pride in the area, lessening social and economic isolation, combating social exclusion and improving the quality of life of local people.</p> <p>Manor Residents' Association work in partnership with the Police, Housing Hartlepool, Community / Voluntary organisations, Local Schools, Local Churches, Tees Valley Works, Hartlepool Borough Council's Children's Services, Economic Development and Regeneration, and the Primary Care Trust. Manor Residents' Association currently provide a range of services to the residents of the Rossmere area. For more information Tel. 01429 297201.</p>
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;

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ Support for Carers; ▪ Black and Ethnic Minorities; ▪ Social Inclusion; and ▪ Employment. <p>For more information Tel. 01429 285079.</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; and ▪ 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; and ▪ Emotional health and well-being (including bullying). <p>Hartlepool Borough Council's Healthy Schools Co-ordinator 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. In the Rossmere area, Manor College and Fens, Golden Flatts and Rossmere Primary Schools have all achieved their National Healthy School Status, and English Martyrs School and Sixth Form College and St. Teresa's Primary School have registered and are participating in the scheme. For more information, contact Hartlepool Borough Council's Healthy Schools Co-ordinator on 01429 284256.</p>
Owton Fens Community Association (OFCA).	<p>Owton Fens Community Association (OFCA) was founded in 1985 by members of the local community to provide, promote and develop local opportunities for disadvantaged groups and individuals living in the South West of Hartlepool and other disadvantaged wards in the town.</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Owton Fens Community Association is a registered charity which runs several projects and operates from various centres within Hartlepool in order to support initiatives that benefit people suffering from a multitude of social and economic problems.</p> <p>At present OFCA deliver small community / voluntary schemes throughout the Rossmere and Owton areas including:</p> <ul style="list-style-type: none"> ▪ Community Capacity Building Team providing low-level support for the elderly, disabled and vulnerable people, providing luncheon clubs; shopping schemes, and gardening services through the Voluntary Initiative Project (VIP). For more information Tel. 01429 283187. ▪ COOL Club, based at Golden Flatts Primary School, which runs a healthy eating initiative providing fruit and water for pupils. ▪ Fruit & Vegetable Co-Operative, delivering fruit and vegetables to residents within the Rossmere and Owton areas. <p>OFCA is currently compiling a planned programme of activities including such things as 'tea dances' and 'knit & natter' sessions aimed at older and disabled residents. For further details, call the Community Capacity Building Team on 275148.</p>
Rossmere Community Forum: NRF Residents' Priorities Budget.	<p>The Rossmere Forum comprises residents (including representatives from local residents' associations), community / voluntary groups, Hartlepool Borough Council 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 way 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 allocates the Neighbourhood Renewal Funding (NRF) Residents' Priorities Budget funding, which is available for the Rossmere area, to begin to address the priority concerns identified in the Rossmere Neighbourhood Action Plan (NAP) Plan.</p> <p>For more information Tel. 01429 523034.</p>
Owton Manor West Neighbourhood Watch and Residents' Association.	<p>Owton Manor West Neighbourhood Watch and Residents' Association was formed in October 2002. Its initial purpose was to reduce crime in the western part of the Owton area, however the organisation began to grow and a Residents' Association was formed developing a range</p>

Examples of key current programmes/projects	Description
Continued ...	<p>of activities to meet local needs. As well as running a number of activities, the Manor West Centre, based on Brierton Lane offers a daily Jobs Club (between 9.30am and 4.00pm) and Credit Union (Thursday, 9.30am until 11.30am and at the Tuesday Club, Hourglass Pub between 12.00noon and 1.30pm).</p> <p>For further details Tel. 01429 273123.</p>
Owton Rossmere Resource Centre (ORCEL).	<p>Owton Rossmere Resource Centre situated in Wynyard Road is in close proximity to the Rossmere NAP area and has been run by Owton Rossmere Community Enterprise Limited (ORCEL) since 1998.</p> <p>The Centre offers a wide range of courses on a variety of subjects and clinics, including .a Smoking Cessation Drop-In Clinic on Tuesday and Friday, 2.00-4.00pm and an Incontinence Clinic Friday, 11.00-1.00pm. Tel. 01429 288123 for more details.</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.</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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.</p> <p>Hartlepool PCT works with the 16 GP practices', which serve the 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. The School Nursing Service participates in the co-delivery of sex education programmes at all key stages i.e. APAUSE, Lucinda and Godfrey, all of whom are co-ordinated through the Young People's Health Development Worker.</p> <p>For more information please Tel. 01429 285784.</p> <p><u>District Nursing Service</u> – District Nurses work together with other health professionals, social services, statutory, voluntary and private</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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 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 from a stroke in the last six months. They are based on Wynyard Road, 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>Tees Stop Smoking Service</u> – The 'Tees Stop Smoking Service' is a Teesside service, which works in partnership with other agencies in order to reduce smoking prevalence in Teesside. Within Hartlepool the service works closely with Nurse Prescribers offering 13 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. 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,</p>

Examples of key current programmes/projects	Description
Continued ...	<p data-bbox="1066 175 1896 232">GP's, practice nurses, health visitors to improve the lives of patients. For more information Tel. 01429 285364.</p> <p data-bbox="1066 269 1896 488"><u>Macmillan Nursing Service</u> – Macmillan Nurses are qualified nurses who have specialist skills and knowledge in order to help patients manage any of the symptoms associated with their illness and also provides emotional and practical support for patients and their families. The Macmillan Nursing Service usually works with patients who are diagnosed as having cancer for whom curative treatment is not possible. For more information Tel. 01429 267901.</p> <p data-bbox="1066 526 1896 647"><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 data-bbox="1066 685 1917 839"><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 data-bbox="1066 876 1917 1214"><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 data-bbox="1066 1219 1896 1438"><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 data-bbox="1066 1476 1896 1492"><u>Continence Advisory Service</u> – The Continence Advisory Service is a</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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 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>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 Team</u> – The Health Development Team work in partnership to improve the overall health and wellbeing of the Hartlepool population. The team have dedicated health workers helping to reduce inequalities across a range of issues and target areas, including the health of young people, people with learning disabilities, drug and alcohol issues, teenage pregnancy, sexual health, mental health, falls prevention, physical activity, healthy eating</p>

Examples of key current programmes/projects	Description
Continued ...	<p>and smoking. There is also a resource library available for residents and professionals to hire publications, videos, books, toolkits and models as well as free leaflets, posters and information on a wide range of health issues. The team are based on the 1st Floor of Mandale House, Harbour Walk, The Marina, Tel: 01429 285788.</p> <p><u>Health Development Worker Young People's Programmes</u> – The 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 nearby Rift House area, and will oversee the recruitment and supervision of 3 health trainers who will work in disadvantaged areas in the town.</p> <p><u>Health Trainers</u> – 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 the Tees Stop Smoking Service.</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. A community nurse provides drop-in clinics from the Centre along with general advice and support for patients.</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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>will ensure fuller care for the vulnerable. Further details will be available in draft two of the plan.</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 Programme (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 location.</p> <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 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; and ▪ 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>
School Sports Co-ordinators Programme.	The School Sport Co-ordinators Programme has been running since 2000 and is a national initiative which aims to provide creative,

Examples of key current programmes/projects	Description
Continued ...	<p>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 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>
Summerhill Country Park.	<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.</p> <p>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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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.</p> <p>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. 01429 284584 or visit the website at www.sunnysummerhill.com.</p>
Teenage Pregnancy Strategy.	<p>Hartlepool has a 10 year Teenage Pregnancy Strategy which aims to reduce under 18 conceptions locally by 55% by 2010. Action plans are developed on an annual basis with multi agency partners from across the Town.</p> <p>For further information about the Hartlepool Teenage Pregnancy Strategy/annual action plans please contact the Teenage Pregnancy Co-coordinator, 1st Floor Mandale House, Harbour Walk, The Marina, Hartlepool, TS24 0UX, Tel 01429 285771.</p>
50+ Forum.	<p>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.</p> <p>The group meets on regular occasions and for further information contact the Anchor Trust Community Development Team on Tel. 01429 224466.</p>

COMMUNITY SAFETY

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 is an officer based at 73 Jutland Road who is dedicated to the South area and who will work alongside the South Neighbourhood Policing Team and other agencies to reduce ASB in the area.</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>
Children's Centre and Extended Services, South Locality.	<p>Children's Centres and Extended Services are a government initiative aimed at co-ordinating services for children 0-19. The aim of which is to facilitate the delivery of the core offer of services and support the five outcomes to children and young people set out in Every Child Matters. The core offer includes:</p> <p>Children's Centres</p> <ul style="list-style-type: none"> ▪ Integrated Care and Education; ▪ A Childminding Network; ▪ Parenting and Family Support; ▪ Children's Information Service;

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ Training and Employment Services; and ▪ Health Services. <p>Extended Services</p> <ul style="list-style-type: none"> ▪ High Quality Childcare; ▪ Varied Menu of Activities; ▪ Parenting Support; ▪ Swift and Easy Referral; and ▪ Wider Community Access. <p>By 2010, there will be a Children's Centre and Extended Services facility available to every community. The Children's Centre and Extended Services that support the Rossmere NAP area are based across the following sites:</p> <ul style="list-style-type: none"> • St Teresa's RC Primary School; • Rossmere Primary School; and • Sure Start Centre on Rossmere Way. • SureStart Centre at The Link, Lealholm Road. <p>These centres currently provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, smoking cessation sessions, speech and language therapy, 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 children and young people and will facilitate the return to work of those adults who are currently unemployed. For more information Tel. 01429 292444.</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 Rossmere NAP area 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;

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ 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; ▪ Advice to businesses as to compliance with current legislative requirements. <p>For further information regarding any of these services, 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 Rossmere NAP area is based at Jutland Road shopping precinct. The teams are also accessible to the local community and respond to the priorities of local residents.</p>

Examples of key current programmes/projects	Description
Continued ...	<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>
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; ▪ Rail Safety; ▪ Building Site Dangers; ▪ Prison Life; ▪ Firework Safety.

Examples of key current programmes/projects	Description
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 Hartlepool Borough Council'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).	<p>Funded through 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. 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>

Examples of key current programmes/projects	Description
Continued ...	<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/causing 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>
Hartlepool Borough Council: 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 and; ▪ 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> <p>Please note: funding has already been allocated for the 2007 / 2008 financial year, however, applications are being accepted for the 2008 / 2009 financial year.</p>
Hartlepool Borough Council: Neighbourhood Service's Minor Works Budget.	<p>The budget is for minor works such as drop crossings, lighting, security works, environmental improvements and maintenance. In the Rossmere NAP area, the budget is managed by the Neighbourhood Manager for the South area and works are discussed and approved through the South Neighbourhood Consultative Forum. In 2007 / 2008 £87,000 is available to the South Neighbourhood Consultative Forum for improvements works.</p>
Hartlepool Borough Council: Community Safety Street Lighting Budget.	<p>This budget can be used for the installation of street lighting columns in areas where no other funding is available. For more information Tel. 523254.</p>
Hartlepool Borough Council: Environmental Action Team.	<p>The Environmental Action Team operates town wide. They issue</p>

Examples of key current programmes/projects	Description
Continued ...	Fixed Penalty Notices for littering and dog fouling (currently £75 and £50 respectively); check the area for graffiti and fly posters as well as dealing with nuisance vehicles and carry out dog micro-chipping at various times throughout the year. Tel. 01429 523333 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 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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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 has 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 fly tipping. 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 Rossmere NAP area. The main duties of the floating Environmental Operative include:</p> <ul style="list-style-type: none"> ▪ Grounds maintenance; ▪ Cleaning provision; ▪ Gardening. <p>In the Rossmere NAP area, the floating Environmental Operative will respond to issues raised by the Rossmere Forum through the South 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>
Hartlepool Borough Council: Neighbourhood Service's Minor Works Budget.	<p>The budget is for minor works such as drop crossings, lighting, security works, environmental improvements and maintenance. In the Rossmere area, the budget is managed by the Neighbourhood Manager for the South area and works are discussed and approved through the South Neighbourhood Consultative Forum. In 2007/2008 £87,000 is available to the South Neighbourhood Consultative Forum for improvements works.</p>
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>

Examples of key current programmes/projects	Description
Continued ...	<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> <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>Awaiting information.</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>
Housing Hartlepool's Tenancy Relations and Enforcement Team.	<p>Housing Hartlepool's Tenancy Relations and Enforcement Team deal with all aspects of anti-social behaviour displayed by or experienced by Housing Hartlepool tenants. Support is provided to tenants, including support in sustaining their tenancy, referrals made to other organisations where appropriate and enforcement used where</p>

Examples of key current programmes/projects	Description
Continued ...	necessary. For more information and to report incidents of anti-social behaviour, Tel. 01429 525252 and press 2 or contact the team by e-mail: asb@housinghartlepool.org.uk .
Motorbike Strategy Steering Group.	The Motorcycle Steering group are a partnership initiative working townwide looking to tackle issues around mini motors and unlicensed or illegal use of motorcycles, quad bikes etc. For more information Tel. 01429 523524.
Multi-agency Problem Solving Group: Joint Action Group (JAG).	The South 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.
Neighbourhood Renewal Fund (NRF): Community Safety Grants.	A grant pool is provided to assist groups to deliver the activities which aim to engage local residents and community groups in small scale 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.	<p>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.</p> <p>A new crime prevention method, Smartwater, an indelible solution containing its own unique DNA-style identification code can be painted onto possessions including electrical goods. If an item is stolen or recovered the code can be retrieved using ultra-violet light and traced back to the owner through a compute database. For more information on Smartwater Tel. 01429 405579.</p> <p>For further information on the Neighbourhood Watch Scheme, contact Manor West Neighbourhood Watch and Residents Association on Tel. 01429 273123.</p>
Rossmere Community Forum: NRF Residents' Priorities Budget.	The Rossmere Forum comprises residents (including representatives from local residents' associations), community / voluntary groups, Hartlepool Borough Council and other key organisations such as

Examples of key current programmes/projects	Description
Continued ...	<p>Housing Hartlepool and Cleveland Police. The Forum meets once a month to enable local people and service providers to work together to improve the way 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 allocates the Neighbourhood Renewal Funding (NRF) Residents' Priorities Budget funding, which is available for the Rossmere area, to begin to address the priority concerns identified in the Rossmere Neighbourhood Action Plan (NAP) Plan.</p> <p>In 2007 / 2008 Rossmere has been allocated £17,000 of Residents' Priorities Budget. Residents decided to allocate this funding towards parking improvements in Abroath Grove, Campbell Road and Thirsk Grove. The Rossmere Forum also agreed to fund a number of educational classes in the area along with Youth Workers to liaise with young people in Rossmere Park on an evening and weekend in order to reduce youths congregating in the Park.</p> <p>For more information Tel. 01429 523034.</p>
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 Government's 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 individual's lifestyle and often affects 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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>place. Throughout 2007 / 2008 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>Throughout 2007 / 2008 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 programmes throughout these key priority areas.</p> <p>For more information on the Drugs Strategy and services on offer, contact the Planning and Commissioning Manager on Tel. 01429 284593.</p>
Safer Hartlepool Partnership: Ringmaster 10000.	<p>Cleveland Police and the Safer Hartlepool Partnership have launched the Ringmaster 10000 system across Hartlepool and brought Neighbourhood Watch into the 21st Century.</p> <p>Ringmaster 10000 is a computer software system that can send out messages via email, mobile telephone, home telephone and even by text message. All messages are free of charge and can be sent at a time that is convenient to you.</p> <p>If you would like to sign up to the scheme then please visit www.hartlepoolnhw.org or Tel. 01429 287217 for more information.</p>
Safer Hartlepool Partnership's Task Groups.	<p>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.</p>
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 behavior therapies, which assist management of</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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> <p>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 Rossmere area. The team is available to meet with people in safe, designated areas to exchange needles. For more information Tel. 07734883730.</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. 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>

Examples of key current programmes/projects	Description
Continued ...	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.

ENVIRONMENT AND HOUSING

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes/projects	Description
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 Rossmere NAP area is based at Jutland Road shopping precinct. 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
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 or visit www.hartlepool.gov.uk/supportingpeople for more information on the Supporting People programme.
Hartlepool Borough Council: 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 and; ▪ 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> <p>Please note: funding has already been allocated for the 2007 / 2008 financial year, however, applications are being accepted for the 2008 / 2009 financial year.</p>
Hartlepool Borough Council: Community Safety Street Lighting Budget.	This budget can be used for the installation of street lighting columns in areas where no other funding is available. For more information Tel. 523254.

Examples of key current programmes/projects	Description
Hartlepool Borough Council: Environmental Action Team.	The Environmental Action Team operates town wide. They issue Fixed Penalty Notices for littering and dog fouling (currently £75 and £50 respectively); check the area for graffiti and fly posters as well as dealing with nuisance vehicles and carry out dog micro-chipping at various times throughout the year. Tel. 01429 523333 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: Local Transport Plan (LTP).	<p>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 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 from 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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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 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 has 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 fly tipping. For more information Tel. 01429 523370.</p>
Hartlepool Borough Council: Neighbourhood Renewal Fund (NRF) dedicated floating Environmental Operative.	Dedicated, floating Environmental Operative for the NAP areas of the Central and South neighbourhoods, covering the Rossmere NAP area. The main duties to include:

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> ▪ Grounds maintenance; ▪ Cleaning provision; ▪ Gardening. <p>The floating Environmental Operative will respond to issues raised by the Rossmere Forum through the Hartlepool Borough Council's Neighbourhood Manager. For more information Tel. 01429 523333.</p>
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 Services Minor Works Budget.	This budget is for minor works such as dropped kerbs, crossings, lighting, security works, environmental improvements and maintenance in the Rossmere area. The budget is managed by the Neighbourhood Manager and works are discussed and approved through the South Neighbourhood Consultative Forum. In 2007 / 2008 £87,000 is available to the South Neighbourhood Consultative Forum for improvements works.
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</p>

Examples of key current programmes/projects	Description
Continued ...	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 .
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 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.	Awaiting information. 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.
Housing Hartlepool's Tenancy Relations and Enforcement Team.	Housing Hartlepool's Tenancy Relations and Enforcement Team deal with all aspects of anti-social behaviour displayed by or experienced by Housing Hartlepool tenants. Support is provided to tenants, including support in sustaining their tenancy, referrals made to other organisations where appropriate and enforcement used where necessary. For more information and to report incidents of anti-social behaviour, Tel. 01429 525252 and press 2 or contact the team by e-mail: asb@housinghartlepool.org.uk .
Rossmere Community Forum: NRF Residents Priority Budget	The Rossmere Forum comprises residents (including representatives from local residents' associations), community / voluntary groups, Hartlepool Borough Council 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 way 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 allocates the Neighbourhood Renewal Funding (NRF) Residents' Priorities Budget funding, which is available for the

Examples of key current programmes/projects	Description
Continued ...	<p>Rossmere area, to begin to address the priority concerns identified in the Rossmere Neighbourhood Action Plan (NAP) Plan.</p> <p>In 2007 / 2008 Rossmere has been allocated £17,000 of Residents' Priorities Budget. Residents decided to allocate this funding towards parking improvements in Abroath Grove, Campbell Road and Thirsk Grove. The Rossmere Forum also agreed to fund a number of educational classes in the area along with Youth Workers to liaise with young people in Rossmere Park on an evening and weekend in order to reduce youths congregating in the Park.</p> <p>For more information Tel. 01429 523034.</p>
Pride in Hartlepool.	<p>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 Hartlepool Borough Council's Community Environmental Action Officer on Tel. 01429 284172.</p>

CULTURE AND LEISURE

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.
Bramley Court Residents' Association.	Bramley Court Residents' Association promotes the development of facilities and the provision of recreational, leisure and educational facilities. The Association provides a wide range of activities including bingo, whist, coffee mornings and other social events. For more information Tel. 01429 269994.
Brierton Community School (A Specialist Sports Centre), although this is to potentially close on 31 August, 2009.	<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 in 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 to 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.</p> <p>Currently the School has 26 Key Stage 4 (Age 14 to 16 years) 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 Barnardo's 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, Employment or Training) at 16 years of age.</p> <p>The school is currently facing closure following six months of public</p>

Examples of key current programmes/projects	Description
Continued ...	consultation to shape a Hartlepool Borough 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.
Brierton Community Sports Centre.	<p>Brierton Community Sports Centre, although not directly in the Rossmere NAP area, is closeby and offers a wide range of activities for all ages and facilities include a main sports hall, fitness suite and gym, dance studio, outdoor courts and meeting rooms.</p> <p>Brierton Community Sports is open:</p> <p>Monday to Thursday: - 9.00am – 10.00pm; Friday: - 9.00am – 9.00pm; Saturday and Sunday: - 9.00am – 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 would be unaffected by any proposed closure of Brierton Community School.</p>
Children's Centre and Extended Services, South Locality.	<p>Children's Centres and Extended Services are a government initiative aimed at co-ordinating services for children 0 to19. The aim of which is to facilitate the delivery of the core offer of services and support the five outcomes to children and young people set out in Every Child Matters.</p> <p>The core offer includes:</p> <p>Children's Centres:</p> <ul style="list-style-type: none"> ▪ Integrated Care and Education; ▪ A Childminding Network; ▪ Parenting and Family Support; ▪ Children's Information Service; ▪ Training and Employment Services; and ▪ Health Services. <p>Extended Services:</p> <ul style="list-style-type: none"> ▪ High Quality Childcare; ▪ Varied Menu of Activities; ▪ Parenting Support; ▪ Swift and Easy Referral; and

Examples of key current programmes/projects	Description
Continued...	<ul style="list-style-type: none"> ▪ Wider Community Access. <p>By 2010, there will be a Children's Centre and Extended Services facility available to every community. The Children's Centre and Extended Services that support the Rossmere NAP area are based across the following sites:</p> <ul style="list-style-type: none"> ▪ St Teresa's RC Primary School; ▪ Rossmere Primary School; and ▪ SureStart Centre on Rossmere Way. <p>These Centres currently provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, smoking cessation sessions, speech and language therapy, 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 children and young people and will facilitate the return to work of those adults who are currently unemployed. For more information Tel. 01429 292444.</p>
Circle of Life Group.	<p>The Circle of Life Group is a town wide, constituted group that addresses the issue of racism, by raising awareness of and celebrating cultural diversity by utilising a variety of methods such as conferences, festivals, producing booklets, and workshops in schools and at community facilities.</p>
Families Accessing Support Team (FAST Project).	<p>Funded through 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. Workers plan with families how the project can support the child and family, and make sure they are aware of the consequences of any 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 / causing 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.</p>

Examples of key current programmes/projects	Description
Continued ...	Within the Rossmere NAP area, the FAST Project provides weekly sessions of football coaching as well as education / development opportunities for young people between the ages of 8 and 18 years of age. Opportunities such as sports leaders' awards and FA Coaching badges are also available. The FAST Project works in partnership with Hartlepool United 'Football in the Community' and HBC's Football Development Officer. For more information Tel. 01429 271571.
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 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.</p> <p>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 information, Tel. 01429 868616 or email on: adult.education@hartlepool.gov.uk or visit: www.haded.org.uk.</p>
Hartlepool Borough Council: Arts, Museums and Events Service.	<p>Hartlepool Borough Council Arts, Museums and Events Service is responsible for the management, delivery and promotion of the following venues and projects:</p> <ul style="list-style-type: none"> ▪ Hartlepool's Maritime Experience; ▪ Hartlepool Art Gallery; ▪ Museum of Hartlepool; ▪ Town Hall Theatre; ▪ Borough Hall; ▪ Hartlepool Maritime Festival; ▪ Fireworks and Music Spectacular; ▪ Hartlepool Horticultural Show; ▪ Lantern Boat Parade; ▪ Museums Education, Collections and documentation; and

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> Arts Development. <p>For further information regarding any of the above Tel. 01429 523438.</p>
<p>Hartlepool Borough Council: Children's Services Department, Oscars 2 - Out of School and Holiday Care Service.</p> <p>Continued ...</p>	<p>Oscars 2 is managed by the Play Development Team within the Children's Services Department of Hartlepool Borough Council. The scheme provides both after school and holiday care for children aged between 4 and 16 years of age, extending to 19 years of age for disabled children (in education).</p> <p>The service is provided at Owton Manor Community Centre 50 weeks of the year and is registered with Ofsted. This is one of 3 Oscar services that are provided across the town and, although not directly in the Rossmere area, is closely accessible for the Rossmere residents and children to use.</p> <p>During term time the service operates from 3.00pm until 6.00pm weekdays and collects children from schools in the south area of the town. Within this service a snack tea is provided, together with supervised, age appropriate activities and provision for children to complete homework.</p> <p>During Holiday weeks the service operates from 8.30am to 5.45pm each weekday, excluding Bank Holidays, Teacher Development Days and the Christmas Holiday period. During holidays children take part in a varied programme of age appropriate activities, including trips and outings away from the Community Centre.</p> <p>A sliding scale of charges is in place, which includes both waged and unwaged rates, together with reductions for additional children. Further information about the service is available by contacting the Centre direct on 869249 or at the central office 523429</p>
<p>Hartlepool Borough Council: Children's Services Department, Summer Playschemes.</p>	<p>The Play Development Team, within the Children's Services Department provides an annual summer playscheme for 4 weeks during the school summer holiday break. The scheme is heavily subsidised by the authority to enable children of primary school age (5 to 11), to partake in play opportunities.</p> <p>The Rossmere Scheme is one of 4 schemes and this scheme operates from the Rossmere Youth Centre, although its catchment</p>

Examples of key current programmes/projects	Description
Continued ...	<p>area is town wide.</p> <p>The service is Ofsted registered and provides a play opportunity from 9.30am to 4.00pm each weekday. To enable greater access there is a sliding scale of charges for both waged and unwaged families, together with a reduced rate for additional children.</p> <p>Further information available from the Play Development Team on 523411 / 523471.</p>
Hartlepool Borough Council: Countryside Wardens Service.	<p>The Countryside Wardens Service is responsible for managing the six local nature reserves in the Borough of Hartlepool, which includes Summerhill Country Park. The Countryside Wardens run a range of activities and events for all ages including the Dragonflies Nature Club for children aged between 8 to 12 years old, which meets once a month for talks, activities and trips.</p> <p>The Wardens are part of the 'Partnership for Nature', which is a unique collaboration between British Energy, English Nature, Teesmouth Field Centre and Hartlepool Borough Council aiming to improve the countryside around Hartlepool.</p> <p>For more information Tel. 01429 853325.</p>
Hartlepool Borough Council: Sports Development Team.	<p>The main objective of the Sports Development Team is to increase participation in sport and physical activity across the local community. The team are currently made up of 15 Officers; a mixture of permanent mainstream funded and externally funded posts and their aim is to increase opportunities for all sections of the community to participate and activities are offered for all ability levels and age ranges, with local initiatives responding to local needs and priorities. Some sports development projects also aim to target wider social issues such as social exclusion, health and economic regeneration. Coach education and volunteer development are also an important aspect of Sports Development's work. Activities are only sustainable if there are good local coaches to lead and deliver them; therefore regular Community Sports Leader and National Governing Body Awards are organised to train local people for potential employment purposes. For further information and detail telephone 01429 284050.</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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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. 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 neighbourhoods, increasing the responsiveness of providers to what young people want; ▪ 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; and ▪ Increase young people's engagement with services and with the democratic process at local level. <p>For more information and / or an application pack Tel. 01429 284044.</p>
Hartlepool Borough Council: Youth Services.	<p>Hartlepool Borough Council's provision of youth services for young people from the Rossmere area is from the Rossmere Youth Centre. The Centre is open seven days per week and six evenings per week for work with young people. Tuesday evening is for Duke of Edinburgh's award work and Wednesday evening is for the PHAB club (physically handicapped and able bodies) club. Daytime partnership working between the Youth Service and Brierton School operates from the Centre; this involves providing support for referred pupils. For more information Tel. 01429 273741.</p>
Jutland Road Community Centre.	<p>Jutland Road Community Centre is a community building providing facilities for meetings, training and functions. Hartlepool Borough Council's Youth Service run a youth club from the Centre every Monday and Wednesday. The Centre is utilised by local community and social groups and will soon be opening a fitness suite.</p> <p>For further information Tel. 01429 233634.</p>

Examples of key current programmes/projects	Description
Manor College of Technology.	<p>Manor College of Technology is an 11 to 16 co-educational comprehensive school situated on the southern outskirts of Hartlepool. It is genuine comprehensive and takes children from outlying villages and from private and Housing Association estates. The College currently has 1040 students.</p> <p>Manor College is increasingly popular because of its specialist Technology status, emphasis on examinations, high standards of discipline and full school uniform. The College is an important centre for creative and performing arts, has an outstanding brass band, orchestra and choir and produces an annual stage production, a formal carol service in a local church and two major concerts.</p> <p>Sport has a high profile at Manor College and a successful bid to the Football Association resulted in the creation of a new changing complex, which was completed in April 2003. The College has FA Charter status and is a regional centre for the development of girls and boys football. Hartlepool United's school of excellence is based at Manor College. For more information Tel. 01429 288338.</p>
Manor Residents' Association.	<p>Manor Residents' Association is a voluntary organisation managed entirely by local residents from the Owton Manor area of Hartlepool. The Association was set up in May 1989 in order to combat the growing concerns and problems that existed in the area at that time. Over its lifetime the Association has continued to play a key role in the delivery and initiatives and activities which have been designed to benefit families living in the area. Creating a sense of pride in the area, lessening social and economic isolation, combating social exclusion and improving the quality of life of local people.</p> <p>Manor Residents' Association work in partnership with the Police, Housing Hartlepool, Community / Voluntary organisations, Local Schools, Local Churches, Tees Valley Works, Hartlepool Borough Council's Children's Services, Economic Development and Regeneration, and the Primary Care Trust. Manor Residents' Association currently provide a range of services which include a Jobs Club, and Benefits and Welfare advice from their Centre in Kilmarnock Road.</p> <p>For more information Tel. 01429 297201.</p>

Examples of key current programmes/projects	Description
Owton Fens Community Association (OFCA).	<p>Owton Fens Community Association (OFCA) was founded in 1985 by members of the local community to provide, promote and develop local opportunities for disadvantaged groups and individuals living in the South West of Hartlepool and other disadvantaged wards in the town.</p> <p>OFCA is a registered charity, which runs several projects and operates from various centres within Hartlepool in order to support initiatives that benefit people suffering from a multitude of social and economic problems. At present OFCA delivers six projects offering services directly to over 5,000 residents of Hartlepool:</p> <ul style="list-style-type: none"> ▪ The Community Capacity Building; supporting smaller community voluntary groups; ▪ The Voluntary Initiative Project; providing painting and decorating and gardening services to vulnerable people; ▪ Community Employment Outreach; providing people Information Advice and Guidance as well as practical support to help towards employment; ▪ Enterprise Support Project; Assisting people into self-employment; ▪ Sustainable Hartlepool End of Life Vehicle Enterprises; offering work experience and training to dismantle vehicles; and ▪ Youth Opportunities Project; which provides young people not in education, employment of training with work experience and training, including the ASDAN Community Volunteering NVQ levels 1 and 2. <p>For more information Tel. 01429 283187.</p>
Owton Manor Baptist Church.	<p>Owton Manor Baptist Church is both a place of worship and a facility that is used for other community activities. Activities are aimed to serve all age groups. Activities include Dedications, a Parent and Toddler Group, Kids Club, a Luncheon Club for over 50's and a Parenting Support Group. For further information Tel. 01429 298422.</p>
Owton Manor Branch Library.	<p>Owton Manor Library is located on Wynyard Road opposite the shops and is part of the Community Centre building. The library is open every day except Sunday and provides access to books, information, a learning environment and free public access to computers, internet and online resources. Read and Rhyme sessions for under 5's with</p>

Examples of key current programmes/projects	Description
Continued ...	<p>their parents/carers are held every Monday at 1.45 pm. A Junior reading group meets every four weeks on Saturday mornings 10am to 11am, and a homework club which is held every evening 4pm to 6pm and on Saturday morning 10am to 12 noon. A reading group for adults is held every 4 weeks on Wednesday afternoons from 2.00pm.</p> <p>Additonal events including holiday activities for children are held regularly. For further information please Tel. 01429 272835 or view the councils website: http://www.hartlepool.gov.uk/libraries</p>
Owton Manor West Neighbourhood Watch and Residents' Association.	<p>Owton Manor West Neighbourhood Watch and Residents' Association, whilst not directly in the Rossmere NAP area, is situated close by in Brierton Lane. As well as running a number of activities for local needs, the Manor West Centre, based on Brierton Lane offers a daily Jobs Club (between 9.30am and 4.00pm) and Credit Union (Thursday, 9.30am until 11.30am and at the Tuesday Club, Hourglass Pub between 12.00noon and 1.30pm).</p> <p>Owton Manor West has been commissioned by the Rossmere Forum in 2007 / 2008 to provide Youth Workers in Rossmere Park and run watercolour painting classes.</p> <p>For further details Tel. 01429 273123.</p>
Owton Rossmere Resource Centre (ORCEL).	<p>Owton Rossmere Resource Centre situated in Wynyard Road is in close proximity to the Rossmere NAP area and has been run by Owton Rossmere Community Enterprise Limited (ORCEL) since 1998.</p> <p>The Centre offers adults in Hartlepool a chance to improve or continue their education via a variety of courses. Courses are offered by Learndirect and Hartlepool Adult Education Department. A full programme of courses is offered by Learndirect from IT Skills to Health and Safety and everything in between. HBC Adult Education offers courses on languages i.e. French and also English for speakers of other languages and practical courses such as Digital Imaging. The Centre also runs courses in the Governments National Tests, for those who wish to improve their numeracy and literacy skills.</p> <p>The new £1.1 million Wynyard Road Primary Care Centre next to Owton Rossmere Resource Centre opened in August 2006. The Wynyard Road Primary Care Centre delivers faster access to</p>

Examples of key current programmes/projects	Description
Continued...	<p>treatment and a better quality of care and also helps patients to manage long term conditions by providing better support in the community.</p> <p>For more information Tel. 01429 288123.</p>
Rossmere Community Forum: NRF Residents' Priorities Budget.	<p>The Rossmere Forum comprises residents (including representatives from local residents' associations), community / voluntary groups, Hartlepool Borough Council 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 way 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 allocates the Neighbourhood Renewal Funding (NRF) Residents' Priorities Budget funding, which is available for the Rossmere area, to begin to address the priority concerns identified in the Rossmere Neighbourhood Action Plan (NAP) Plan.</p> <p>In 2007 / 2008 Rossmere has been allocated £17,000 of Residents' Priorities Budget. Residents decided to allocate this funding towards parking improvements in Abroath Grove, Campbell Road and Thirsk Grove. The Rossmere Forum also agreed to fund a number of educational classes in the area along with Youth Workers to liaise with young people in Rossmere Park on an evening and weekend in order to reduce youths congregating in the Park.</p> <p>For more information Tel. 01429 523034.</p>
Solid Rock Youth Project.	<p>The Solid Rock Youth Project is a Christian led organisation, supporting young people in Owton Manor and Rossmere areas aged 11 to 19, to improve their quality of life and enjoy themselves. Based at the Solid Rock Cafe attached to Owton Manor Baptist Church, they offer lesson support and information, advice and guidance at Manor College of Technology, external trips and activities and the following café-based youth club and activities:</p> <p>Monday: 4 to 5pm – After Schools Club (small group homework and school support group).</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Tuesday: 4 to 5pm – Games and God (small group with focus on self-esteem, relationships and spirituality in a fun setting).</p> <p>Wednesday: 6:30 to 8pm – 11-14's youth club. 8 to 8:30pm – 15 plus youth clubs.</p> <p>Holidays: External trips and additional café based activities take place during school holidays.</p> <p>For more information Tel. 01429 287327.</p>
St Francis 2000 Football Team.	<p>St Francis 2000 Football Club is based at Rossmere playing fields and the club was recently awarded the 'FA Community Charter Standard' award, which is the highest accreditation that can be achieved from the Football Association. The award recognises and rewards good practice within clubs. The club was the first and is the only football club in Hartlepool to achieve this.</p> <p>St Francis 2000 F C have over 20 teams ranging from under 8 years old to under 18 years old to adult teams and includes both boys and girls. The Club also holds weekly development session for younger children, and has strong links with local schools.</p> <p>For further details please contact the club secretary on Tel: 07963943346.</p>
Summerhill Country Park.	<p>Summerhill is a 100 acre Country Park on the edge of Hartlepool, which is in close proximity to the Rossmere NAP area. Most activities are free of charge and available at any time. Created from a network of eight 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. Summerhill's value for wildlife resulted in Summerhill being designated 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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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. 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. 01429 284584 or visit the website at: www.sunnysummerhill.com.</p>
50+ Forum.	<p>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. For further information contact the Anchor Trust Community Development Team on Tel. 01429 224466.</p>
Youth Drop In Group.	<p>The group was set up in May 2002 to enhance the quality of life of young people living in and around the Owton and Rossmere areas. The purpose of the group is to help the most vulnerable children and young people transform their lives and fulfil their potential.</p> <p>The group try to secure funding each year to provide a range of training, educational and social activities through a structured programme. These activities are based on skill enhancing and confidence building and children and young people have the opportunity to learn new skills.</p> <p>The project is aimed at 8-15 year olds and is based at Wynyard Road. For more information Tel. 01429 287079.</p>

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.
Ardrossan Court Residents' Group.	Ardrossan Court Residents' Group meet with local Councillors and Housing Hartlepool officers on a regular basis to discuss issues relating to the management of Ardrossan Court. For more information Tel. 01429 863417.
Bramley Court Residents' Association.	Bramley Court Residents' Association promotes the development of facilities and the provision of recreational, leisure and educational facilities. The Association provides a wide range of activities including bingo, whist, coffee mornings and other social events. For more information Tel. 01429 269994.
Children's Centre and Extended Services, South Locality.	<p>Children's Centre and Extended Services, South Locality.</p> <p>Children's Centres and Extended Services are a government initiative aimed at co-ordinating services for children 0 to 19. The aim of which is to facilitate the delivery of the core offer of services and support the five outcomes to children and young people set out in Every Child Matters.</p> <p>The core offer includes:</p> <p><u>Children's Centres:</u></p> <ul style="list-style-type: none"> • Integrated Care and Education; • A Childminding Network; • Parenting and Family Support; • Children's Information Service; • Training and Employment Services; and • Health Services.

Examples of key current programmes/projects	Description
Continued...	<p><u>Extended Services:</u></p> <ul style="list-style-type: none"> • High Quality Childcare; • Varied Menu of Activities; • Parenting Support; • Swift and Easy Referral; and • Wider Community Access. <p>By 2010, there will be a Children's Centre and Extended Services facility available to every community. The Children's Centre and Extended Services that support the Rossmere NAP area are based across the following sites:</p> <ul style="list-style-type: none"> • St Teresa's RC Primary School; • Rossmere Primary School; • SureStart Centre on Rossmere Way; and • SureStart Centre at The Link, Lealholm Road. <p>These Centres currently provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, smoking cessation sessions, speech and language therapy, 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 children and young people and will facilitate the return to work of those adults who are currently unemployed. For more information Tel. 01429 292444.</p>
Circle of Life Group.	<p>The Circle of Life Group is a town wide, constituted group that addresses the issue of racism, by raising awareness of and celebrating cultural diversity by utilising a variety of methods such as conferences, festivals, producing booklets, and workshops in schools and at community facilities.</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.</p>

Examples of key current programmes/projects	Description
Continued...	<p>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> <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>
Community Empowerment Fund and Community Chest.	<p>Hartlepool Voluntary Development Agency (HVDA) administers small grants from these two grant funds to local groups to develop community activity and capacity. For more information Tel. 01429 262641.</p>
Friends of Rossmere Park.	<p>The Friends of Rossmere Park was set up encourage more people to use and be involved with Rossmere Park and to try and ensure that it is a safe, enjoyable and worthwhile place to visit. The Friends of Rossmere Park also organise events throughout the year including a summer fayre, a ghost walk in October and a carol service in December. For more information Tel. 01429 262641.</p>
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 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.</p> <p>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</p>

Examples of key current programmes/projects	Description
Continued...	searching for employment. For more information Tel. 01429 868616 or e-mail on: adult.education@hartlepool.gov.uk or visit: www.haded.org.uk .
Hartlepool Borough Council: Youth Services.	Rossmere Youth Centre is open seven days per week and six evenings per week for work with young people. Tuesday evening is for Duke of Edinburgh's award work and Wednesday evening is for the PHAB club (Physically Handicapped and Able Bodies) club. Daytime partnership working between the Youth Service and Brierton School operates from the Centre, this involves providing support for referred pupils. For more information Tel. 01429 273741.
Hartlepool Borough Council: Neighbourhood Manager.	<p>Hartlepool Borough Council's Neighbourhood Manager for the South of Hartlepool is the lead officer of the Rossmere Forum.</p> <p>The roles and responsibilities of the Neighbourhood Manager include:</p> <ul style="list-style-type: none"> • Ensuring the NAP is implemented; • Offering advice and support to the Rossmere Forum and taking issues and concerns to the relevant partner agencies; • Influencing the activities and mainstream spending of service providers on the ground and ensuring they are actively working towards closing the gaps in disadvantage in the neighbourhood; • Providing agencies and residents with a clear point of contact within the neighbourhood; • Ensuring that service providers are held to account by the local community for the quality of service they provide; • Assisting in working up schemes to improve the neighbourhood; and • Ensuring an agenda is set for each Rossmere Forum meeting. <p>For more information Tel. 01429 523034.</p>
Hartlepool Borough Council: Neighbourhood Development Officer.	<p>The Neighbourhood Development Officer assists and supports Hartlepool Borough Council's Neighbourhood Manager. This role involves:</p> <ul style="list-style-type: none"> • Working with individuals and groups; • Promoting NAPs and encouraging resident attendance; • Arranging meetings / consultations; • Assist with capacity building as and when needed; and

Examples of key current programmes/projects	Description
Continued...	<ul style="list-style-type: none"> Look into issues raised and feedback to the Rossmere Forum. <p>For more information Tel. 01429 523075</p>
Hartlepool 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 Community and Voluntary 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 Community and Voluntary Sector are represented on the LSP both as service providers and as representatives of their membership and the 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 Communities Fund (SSCF) and Local Strategic Partnership funding. In Hartlepool, the CEN team will be providing a programme of capacity building training to those operating in the Community and Voluntary 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 and Social Action Centres conference as part of this programme of capacity building training.</p> <p>For more information contact the Community Empowerment Network (CEN) at Hartlepool Voluntary Development Agency (HVDA), Rockhaven, 36 Victoria Road, Hartlepool, TS26 8DD. Tel. 01429 262641.</p>
Home and Away Club.	<p>The Home and Away Club provides trips out for more than 75 families in the Jutland Road / Seaton Lane area. Currently Club organisers are trying to raise money in order to make improvements to the existing play area in Jutland Road. These improvement works would also include landscaping and treatment work to the land to enable a soft play area to be built and would also include a new climbing frame, a special disabled swing, a football court and a netball post. For more</p>

Examples of key current programmes/projects	Description
Continued...	information Tel. 01429 420877.
Housing Hartlepool: Resident Participation Team.	Housing Hartlepool is the largest Housing Association in Hartlepool and has its own Resident Participation Team. The Team have a small office and are based at the Phoenix Centre in the Central Estate area of Hartlepool, but they provide support to many residents' associations and groups throughout the town including those operating in the Rossmere area. For more information Tel. 01429 525487.
Jutland Road Community Centre.	<p>Jutland Road Community Centre is a community building providing facilities for meetings, training and functions. Hartlepool Borough Council's Youth Service run a youth club from the Centre every Monday and Wednesday. The Centre is utilised by local community and social groups and will soon be opening a fitness suite.</p> <p>For further information Tel. 01429 233634.</p>
Manor Residents' Association.	<p>Manor Residents' Association is a voluntary organisation managed entirely by local residents from the Owton Manor area of Hartlepool. The Association was set up in May 1989 in order to combat the growing concerns and problems that existed in the area at that time. Over its lifetime the Association has continued to play a key role in the delivery and initiatives and activities which have been designed to benefit families living in the area. Creating a sense of pride in the area, lessening social and economic isolation, combating social exclusion and improving the quality of life of local people.</p> <p>Manor Residents' Association work in partnership with the Police, Housing Hartlepool, Community / Voluntary organisations, Local Schools, Local Churches, Tees Valley Works, Hartlepool Borough Council's Children's Services, Economic Development and Regeneration, and the Primary Care Trust. Manor Residents' Association currently provide a range of services (including employment related services) which include a Jobs Club, and Benefits and Welfare advice from their Centre in Kilmarnock Road.</p> <p>For more information Tel. 01429 297201.</p>
Owton Manor Baptist Church.	Owton Manor Baptist Church is located in close proximity to the Rossmere and is both a place of worship and a facility that is used for other community activities. Activities are aimed to serve all age

Examples of key current programmes/projects	Description
Continued...	<p>groups. Activities include Dedications, Parent and Toddler Group, Kids Club, Luncheon Club for over 50's and a Parenting Support Group.</p> <p>For further information Tel. 01429 298422.</p>
Owton Fens Community Association (OFCA).	<p>Owton Fens Community Association (OFCA) was founded in 1985 by members of the local community to provide, promote and develop local opportunities for disadvantaged groups and individuals living in the South West of Hartlepool and other disadvantaged wards in the town.</p> <p>Owton Fens Community Association is a registered charity which runs several projects and operates from various centres within Hartlepool in order to support initiatives that benefit people suffering from a multitude of social and economic problems.</p> <p>At present OFCA delivers 6 projects offering services directly to over 5,000 Hartlepool residents, which includes the following:</p> <ul style="list-style-type: none"> ▪ The Community Capacity Building; supporting smaller community / voluntary organisations with the development of projects e.g. assistance in securing funding, secretariat support etc; ▪ The Voluntary Initiative Project; providing painting and decorating and gardening services to vulnerable people; ▪ Community Employment Outreach; providing people Information Advice and Guidance as well as practical support to help towards employment; ▪ Enterprise Support Project; Assisting people into self employment, ▪ Sustainable Hartlepool End of Life Vehicle Enterprises; offering work experience and training to dismantle vehicles; and ▪ Youth Opportunities Project; which provides young people not in education, employment of training with work experience and training, including the ASDAN Community Volunteering NVQ levels 1 and 2. <p>For more information Tel. 01429 283187.</p>
Owton Manor Community Centre, Wynyard Road.	<p>Owton Manor Community Centre is located in close proximity to the Rossmere NAP area. A range of facilities are available at the Centre including meeting and day rooms and a large hall. Regular activities include tea dances, bingo and carpet bowls.</p>

Examples of key current programmes/projects	Description
Continued...	For further information Tel. 01429 272631.
Owton Manor Branch Library, Wynyard Road.	<p>Owton Manor Library is located in close proximity to the Rossmere NAP area and is part of the Owton Manor Community Centre building. The Library is open every day except Sunday and provides access to books, information, a learning environment and free public access to computers, internet and online resources. Read and Rhyme sessions for under 5's with their parents / carers are held every Monday at 1.45 pm. A Junior reading group meets every four weeks on Saturday mornings 10am to 11am, and a homework club which is held every evening 4pm to 6pm and on Saturday morning 10am to 12noon. A reading group for adults is held every 4 weeks on Wednesday afternoons from 2.00pm.</p> <p>Additional events including holiday activities for children are held regularly. For further information please Tel. 01429 272835 or view the Council's website: http://www.hartlepool.gov.uk/libraries</p>
Owton Manor West Neighbourhood Watch and Residents' Association.	<p>Owton Manor West Neighbourhood Watch and Residents' Association was formed in October 2002. Its initial purpose was to reduce crime in the western part of the Owton area, however the organisation began to grow and a Residents' Association was formed developing a range of activities to meet local needs. As well as running a number of activities, the Manor West Centre, based on Brierton Lane offers a daily Jobs Club (between 9.30am and 4.00pm) and Credit Union (Thursday, 9.30am until 11.30am and at the Tuesday Club, Hourglass Pub between 12.00noon and 1.30pm).</p> <p>Owton Manor West has been commissioned by the Rossmere Forum in 2007 / 2008 to provide Youth Workers in Rossmere Park and run watercolour painting classes.</p> <p>For further details Tel. 01429 273123.</p>
Owton Rossmere Resource Centre (ORCEL).	<p>Owton Rossmere Resource Centre situated in Wynyard Road is in close proximity to the Rossmere NAP area and has been run by Owton Rossmere Community Enterprise Limited (ORCEL) since 1998.</p> <p>The Centre offers adults in Hartlepool a chance to improve or continue their education via a variety of courses. Courses are offered by</p>

Examples of key current programmes/projects	Description
Continued...	<p>Learndirect and Hartlepool Adult Education Department. A full programme of courses is offered by Learndirect from IT Skills to Health and Safety and everything in between. HBC Adult Education offers courses on languages i.e. French and also English for speakers of other languages and practical courses such as Digital Imaging. The Centre also runs courses in the Governments National Tests, for those who wish to improve their numeracy and literacy skills.</p> <p>The new £1.1 million Wynyard Road Primary Care Centre next to 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 also helps patients to manage long term conditions by providing better support in the community.</p> <p>For more information Tel. 01429 288123.</p>
Rossmere Community Forum: NRF Residents' Priorities Budget.	<p>The Rossmere Forum comprises residents (including representatives from local residents' associations), community / voluntary groups, Hartlepool Borough Council 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 way 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 allocates the Neighbourhood Renewal Funding (NRF) Residents' Priorities Budget funding, which is available for the Rossmere area, to begin to address the priority concerns identified in the Rossmere Neighbourhood Action Plan (NAP) Plan.</p> <p>In 2007 / 2008 Rossmere has been allocated £17,000 of Residents' Priorities Budget. Residents decided to allocate this funding towards parking improvements in Abroath Grove, Campbell Road and Thirsk Grove. The Rossmere Forum also agreed to fund a number of educational classes in the area along with Youth Workers to liaise with young people in Rossmere Park on an evening and weekend in order to reduce youths congregating in the Park. For more information Tel. 01429 523034.</p>

Examples of key current programmes/projects	Description
St James The Apostle Church.	<p>St James The Apostle Church provide a wide range of activities, including a parent and toddler group and the Rossmere craft and social club which are both open to all members of the community.</p> <p>For more information Tel. 01429 8871522.</p>
SkillShare Project.	<p>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 to 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.</p> <p>Sessions 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 and 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).</p> <p>For more information Tel. 01429 868353.</p>
Solid Rock Youth Project.	<p>The Solid Rock Youth Project is a Christian led organisation, supporting young people in Owton Manor and Rossmere areas aged 11 to 19, to improve their quality of life and enjoy themselves. Based at the Solid Rock Cafe attached to Owton Manor Baptist Church, they offer lesson support and information, advice and guidance at Manor College of Technology, external trips and activities and the following café-based youth club and activities:</p> <p>Monday: 4 to 5pm – After Schools Club (small group homework and school support group).</p>

Examples of key current programmes/projects	Description
Continued...	<p>Tuesday: 4 to 5pm – Games and God (small group with focus on self-esteem, relationships and spirituality in a fun setting).</p> <p>Wednesday: 6:30 to 8pm – 11-14's youth club. 8 to 8:30pm – 15 plus youth clubs.</p> <p>Holidays: External trips and additional café based activities take place during school holidays.</p> <p>For more information Tel. 01429 287327.</p>
Youth Drop In Group.	<p>The group was set up in May 2002 to enhance the quality of life of young people living in and around the Owton and Rossmere areas. The purpose of the group is to help the most vulnerable children and young people transform their lives and fulfil their potential.</p> <p>The group try to secure funding each year to provide a range of training, educational and social activities through a structured programme. These activities are based on skill enhancing and confidence building and children and young people have the opportunity to learn new skills.</p> <p>The project is aimed at 8 to 15 year olds mainly in the Owton area and is based at Wynyard Road.</p> <p>For more information Tel. 01429 287079.</p>
50+ Forum.	<p>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.</p>

List of Abbreviations

ASBO	Anti-Social Behaviour Order
CCF	Community Chest Fund
CCTV	Close Circuit Television
CEF	Community Empowerment Fund
CEN	Community Empowerment Network
COOL	Community Organised Outdoor Leisure project
CS	Community Strategy
DAT	Drugs Action Team
DCLG	Department for Communities and Local Government
DEFRA	Department of Environment, Food and Rural Affairs
DDA	Disability Discrimination Act
DETR	Department of Environment, Transport and the Regions
DFES	Department for Education and Skills
ERDF	European Regional Development Fund
ESF	European Social Fund
FAST	Families Accessing Support Team
GCSE	General Certificate of Secondary Education
GDP	Gross Domestic Product
GIS	Geographical Information Systems
GONE	Government Office for the North East
GP	General Practitioner
HAG	Hartlepool Access Group
HBC	Hartlepool Borough Council
HiMP	Health Improvement Programme
HVDA	Hartlepool Voluntary Development Agency
IB	Incapacity Benefit
ICT	Information & Communication Technology
ILM	Intermediate Labour Market

IMD	Index of Multiple Deprivation
JSA	Job Seeker's Allowance
JSU	Joint Strategy Unit
LA	Local Authority
LAA	Local Area Agreement
LDF	Local Development Framework
LDS	Local Development Scheme
LEA	Local Education Authority
LPSA	Local Public Service Agreement
LSC	Learning & Skills Council
LSP	Local Strategic Partnership
MORI	Market & Opinion Research International
MRUK	Market Research UK
NAP	Neighbourhood Action Plan
NCF	Neighbourhood Consultative Forum
NDC	New Deal for Communities
NE	Neighbourhood Element
NEET	Not in Education, Employment or Training
NRF	Neighbourhood Renewal Fund
NRS	Neighbourhood Renewal Strategy
NRU	Neighbourhood Renewal Unit
NSF	Neighbourhood Support Fund
OFCA	Owton Fens Community Association
ORCEL	Owton Rossmere Community Enterprise Ltd
OFSTED	Office for Standards in Education
ONE	One North East
ONS	Office for National Statistics
PAT	Policy Action Team
PATCH	Parent and Toddler Care in Hartlepool
PC	Police Constable

PCSO	Police Community Support Officer
PCT	Primary Care Trust
PI	Performance Indicator
PMF	Performance Management Framework
PSA	Public Service Agreement
RDA	Regional Development Agency
RSL	Registered Social Landlord
SCI	Statement of Community Involvement
SDA	Severe Disablement Allowance
SMR	Standard Mortality Ratio
SOA	Super Output Areas
SRB	Single Regeneration Budget
SWAN	South West Area Network (Hartlepool)
TVJSU	Tees Valley Joint Strategy Unit
TVP	Tees Valley Partnership
URC	Urban Regeneration Company

JARGON BUSTER

A	
Accessibility	1. <u>Either</u> easy to approach, enter into, or use, e.g. information or a Task Group or building. 2. <u>Or</u> designed to include disabled people eg ramps for wheelchair users, signers for deaf people and large print for partially sighted people.
Accountable body	The legal body that will handle government grants on behalf of a Partnership
Accountability	Being responsible for someone or something.
Action Plan	A short term plan of action with targets and milestones.
Audit Commission	The national body overseeing auditing of public bodies.
ASB – Anti-Social Behaviour	Behaviour likely to cause alarm, harassment or distress to members of the public not of the same household as the perpetrator - such as criminal damage/vandalism; threatening behaviour; harassment; abandoned vehicles; neighbour problems; noise; dogs fouling; fly tipping.
ASBO - Anti Social Behaviour Order	A civil order made against a person who has been shown to have engaged in anti-social behaviour.
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.
B	
Baseline	Starting point.
Baseline Figure/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.
Best Value	Means by which public bodies are required to continuously review and improve services.

JARGON BUSTER

Best Value Review (BVR)	The Council is required by law to work towards better services for local people within reasonable costs; this is a review of this process.
BME Group	Black and Minority Ethnic Group.
C	
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.
Children's Trusts	Partnerships that provide a mechanism to lead the way in delivering a step change in services for children and young people.
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)	The network of voluntary and community sector groups and organisations operating in Hartlepool.
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.
Compact	A framework for working to improve the relationship between a statutory body (like the council) and the community/voluntary sector aimed at improving relationships and based on shared values and mutual respect.
Consortium	A group of organisations that combine resources towards a common aim.

JARGON BUSTER

Consultation	Involvement of individuals in the decision-making process e.g. 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.
D	
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.
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.
Deprived, Deprivation & Disadvantage	Communities or groups where several factors reduce the life chances and opportunities for people (see Index of Multiple Deprivation).
Diversions activities	Activities to attract people away from crime.
DfES – Department for Education & Skills	The Department for Children, Schools and Families leads work across Government to ensure that all children and young people: stay healthy and safe; secure an excellent education and the highest possible standards of achievement ; enjoy their childhood; make a positive contribution to society and the economy; have lives full of opportunity, free from the effects of poverty.
Drugs Action Team (DAT)	Hartlepool DAT is a multi agency partnership with the aim of identifying and implementing policies and strategies for tackling drug misuse, reducing health risks related to drug misuse, increasing the safety of communities from drug related crime and raising awareness of drug issues through education and campaigns.
E	
Economic Forum	Partnership interested in the economy and jobs.

JARGON BUSTER

ERDF – European Regional Development Fund	European funding aimed at area based regeneration work.
ESF – European Social Fund	European funding aimed at training.
Evaluation	To judge or assess the success of something, which has taken place.
F	
FAST - Families Accessing Support Team	A multi-agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour.
Feasibility Study	An exercise before implementation to assess whether an action is likely to achieve its objective.
Forward Strategy	Arrangements to continue the process once a regeneration programme is complete.
G	
GP	General Practitioner.
GONE – Government Office North East	Exists to bring together the regional aspects of various Government departments. Responsible for spending some Government money at regional level, including the co-ordination of regional programmes.
GOVERNANCE	How a body or organisation is managed.
H	
HAG - Hartlepool Access Group.	Hartlepool Access Group aims to improve access for people with disabilities who live, work or visit Hartlepool.
Hartlepool Community Network	The community empowerment network in Hartlepool which seeks to involve residents and community groups in the decision making of local partnerships.

JARGON BUSTER

Hartlepool PATCH (Parent and Toddler Care in Hartlepool)	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, as well as loaning home safety equipment and equipment for teenage parents.
Hartlepool Partnership	Hartlepool's 'Local Strategic Partnership' (LSP) including the key service providers, business and community interests working together to improve the quality of life in the town.
Hartlepool Primary Care Trust (PCT).	Hartlepool Primary Care Trust (PCT) is the organisation that provides and commissions Hartlepool's local primary and community health services. Its main role is to improve health and make sure that when people are ill they have access to the best possible health care.
HBC - Hartlepool Borough Council.	Hartlepool Borough Council is the local authority for Hartlepool and the surrounding district. It is a unitary authority and, as such, is responsible for all local government functions within its area.
HCFE - Hartlepool College of Further Education.	Hartlepool College is a medium sized general Further Education College which is the major provider of post-16 education in Hartlepool, and offers programmes in all subject sector areas (with the exception of agriculture, horticulture and animal care).
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.
HVDA - Hartlepool Voluntary Development Agency.	Hartlepool Voluntary Development Agency (HVDA) helps local groups to deliver their services effectively and to access appropriate advice and information on a wide range of issues from charitable status, to managing a group, raising funds or developing meaningful partnerships with other agencies.

JARGON BUSTER

I	
ICT – Information and Communications Technology	Information and Communications Technology – modern machines which help with the distribution of information e.g. personal computers).
Implementation	Carrying out a strategy.
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.
J	
JSU – Joint Strategy Unit	Tees Valley Joint Strategy Unit – responsible for strategic planning on local services and issues in the Tees Valley area.
K	
Key Indicators	The outputs and activities regarded as central to the fulfilment of the Neighbourhood Action Plan (NAP).
Key Stages (KS)	Key Stages (in education, stages where progress is measured).
L	
LAA's - Local Area Agreement's	Agreement between Hartlepool Borough Council, the Hartlepool Partnership and Central Government that sets out the priorities for Hartlepool, along with indicators and three year targets.
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	Organisation responsible for the coordination of post 16 years training and education in the Tees Valley.

JARGON BUSTER

LSP – Local Strategic Partnership	See Hartlepool Partnership.
LTP – Local Transport Plan	The Local Transport Plan (LTP) describes the long-term transport strategy for the borough and sets out a programme of improvements to address the identified local transport problems.
M	
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: 2006).
N	
NAP - Neighbourhood Action Plan	Document produced to set out the vision and objectives of the community for their neighbourhood and which details the actions and initiatives which will help to achieve them.
NDNA – National Day Nurseries Association	A national charity which aims to enhance the development and education of children in their early years, through the provision of support services to members, dedicated to the provision, support and promotion of high-quality care and education for the benefit of children, families and communities.
NEET - Not in Education Employment or Training.	This refers to those people (aged 16-18) who are not currently engaged in “ <u>Employment</u> , <u>Education</u> or <u>Training</u> ”.
Neighbourhood Development	To make improvements in the streets and surrounding areas where people live.
Neighbourhood Element (NE)	Funding to improve outcomes for the people living in the neighbourhoods which fall within the

JARGON BUSTER

Funding of the Safer and Stronger Communities Fund (SSCF)	3% most deprived wards nationally.
Neighbourhood Management	Management of services recognising local needs.
Neighbourhood Renewal	Improvement and revitalising of the quality of lives in neighbourhoods.
Neighbourhood Renewal Fund (NRF)	Special funding initiative to help Councils point main programme activity to neighbourhoods most in need.
NEW DEAL for Communities (NDC)	A Government initiative that targets money on the West Central area of Hartlepool).
NHS – National Health Service	The publicly funded health care system of England providing the majority of healthcare in England, including primary care (such as general practitioners), in-patient care, long-term healthcare, ophthalmology and dentistry.
NRF Area - Neighbourhood Renewal Fund Area.	A designated area to utilise NRF funding (see Neighbourhood Renewal Fund).
NRF Residents Priorities Budget	Funding to tackle residents priorities in NRF areas.
O	
Objectives	Short or medium term aims that can usually be measured.
ONE – One North East	The Regional Development Agency (RDA) for the North East of England responsible for delivery of an economic strategy and regeneration.
OFCA – Owton Fens Community Association	Owton Fens Community Association is a registered charity founded by members of the local community to provide, promote and develop local opportunities for disadvantaged groups and individuals living in the South West of Hartlepool and other disadvantaged wards in the town.

JARGON BUSTER

ORCEL – Owton Rossmere Community Enterprise Ltd.	
Outcome	Something that follows from an action (e.g. as a result of an initiative, the unemployment rate is reduced by 15%). 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 (e.g. as a result of an initiative 10 jobs were created and 6 people gained qualifications). Tells you about the immediate results of a project, programme or strategy.
P	
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	A Police Officer's role is to help to reduce crime and, through their work and presence in the community, reduce the fear of crime. Also plays a crucial role in: protecting the public from crime and anti-social behaviour; supporting victims and witnesses; providing support to the victims of crime; working with other agencies to reduce crime in the community
PCSO – Police Community Support Officer	PCSOs patrol communities, combatting a range of crime and disorder problems, including: contributing to the regeneration of local communities; increasing public safety; dealing with truants, graffiti, abandoned vehicles, litter, missing persons enquiries; confiscating alcohol being consumed in a public place; helping to support victims; controlling crowds at major events.
Pilot Project	A small-scale study or trial of a larger project or plan.
Primary Care	Health care given outside hospital, often in the community.
Primary Care Trust (PCT)	Hartlepool based trust responsible for primary care.
Primary Schools	Rossmere Primary School, Golden Flatts Primary School, Fens Primary School and St. Teresa's RC Primary School.

JARGON BUSTER

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 – Parent Teacher Association	A voluntary organization bringing together parents and teachers of pupils in a particular school or school district, usually for fund-raising, building parental involvement at school and other activities relating to the welfare of the school, rather than the progress of individual pupils.
Public Sector	Organisations run or paid for with public money.
R	
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.
Rossmere 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.
S	
Secondary Schools	Rossmere Secondary Schools: Manor College of Technology, Brierton School and English Martyrs RC School & Sixth Form.
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.

JARGON BUSTER

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 e.g. a community.
T	
Targets	Measurable level being aimed for, usually within a set time period.
Tenure	In a housing context, this refers to the ownership of a property or home e.g. owner – occupier, privately rented, Housing Hartlepool etc.
Truancy	School absence without permission.
V	
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.
W	
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.

JARGON BUSTER

Y	
Youth Offending Service	Team established to address youth offending.

Rossmere Neighbourhood Action Plan (NAP) Update **Summary Document**

This document highlights the priority concerns and actions required, as identified in draft one of the plan, January 2008.

Jobs and Economy

- **Continue to address barriers to employment opportunities e.g. childcare issues (and increase access to basic skills / training provision).**
- Improve training and skills opportunities for local people.
- Local service providers to work together to address barriers to employment.
- Further publicise existing childcare provision to raise awareness.
- **Improve the communication channels between residents and local businesses to maximise employment opportunities and to address issues that affect the area.**
- Encourage local businesses to employ local residents.
- Encourage local business representatives to attend the Rossmere Forum.
- **Investigate further opportunities to improve bus transport links outside the area to enable residents to access employment / training opportunities.**
- Explore the opportunities to increase the frequency of public transport in the area, especially to other parts 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 for the area.
- **Encourage take up of employment opportunities, particularly those from the Jutland Road area.**
- Provide more learning opportunities in basic skills which are tailored to the needs of local residents.
- Further publicise Jobs Clubs within a close proximity to the area.
- Ensure that specialist advisors are available / accessible within the area to provide advice to residents.
- **Encourage apprenticeship opportunities with employers, especially for young people.**
- Work with local employers to discuss potential apprenticeship opportunities.

Lifelong Learning and Skills

- **Provide support to residents who face barriers to employment and learning opportunities both locally and Borough wide.**
- Liaise with local service providers to ensure that affordable childcare places are available to allow parents / guardians to take up training opportunities.
- Ensure local courses are run at different times of the day and in a range of different venues to ensure that people have the choice of what courses to attend.
- Further publicise existing childcare provision to raise awareness.
- **Continue to improve achievement and attainment in local schools and in adult learning.**

- Continue to raise the awareness within schools of the importance of qualifications by promoting the benefits of education and training.
- Assess the amount of support that is available for school leavers.
- Continue to encourage young people whilst they are still at school to consider further education and training opportunities.
- **Continue to raise awareness of existing courses and opportunities available within the area.**
- Promote existing provision throughout the Rossmere NAP area.
- Establish what the education and training facilities are already operating in the area as well as the gaps in provision.
- Ensure that educational and training facilities that are not presently available to the public are considered to see if they can be provided in the future to enhance the employability of local people.
- **Assist residents who want to improve their literacy skills.**
- Provide facilities in the area at suitable times for residents to improve their literacy skills.
- **Provide support to those young people and parents / guardians who may be affected by the potential closure of Brierton Community School.**
- Ensure that support services are available for those who could be affected by the potential closure of Brierton Community School through the Building School for the Future (BSF) Programme.
- Continue to provide a contact point and sign posting services for pupils and parents who may have any queries regarding the potential closure of the school.

Health and Care

- **Reduce the prevalence of smoking, which is higher than the Borough wide average.**
- Ensure people who want to stop smoking are aware of where they need to go for help and support.
- Educate young people about the dangers of smoking.
- **Encourage people living in Rossmere NAP area to have more healthy lifestyles.**
- Continue to publicise and provide 'Healthy Eating' initiatives and education.
- Investigate providing further localised 'Healthy Eating' initiatives and education to fill any gaps.
- Encourage residents of all ages to take part in physical and leisure activities.
- Advertise physical and leisure facilities that are available in the area including any concessionary rates.
- Ensure that support services are available to enable people to undertake physical and leisure activities, e.g. crèche and nursery facilities.
- Continue to work towards developing and strengthening existing care programmes.
- Increase awareness of the importance of health for good self-esteem / strong relationships.
- **Address concerns surrounding the reduction in health care services in area, after the emergency care practitioner service was withdrawn from Wynyrd Road.**
- Explore possibility of providing outreach emergency health drop in sessions at local venues.
- Publicise health care services that are currently available on an outreach basis in the area.
- **Address issues associated with the loss of the Health Development Worker.**
- Investigate the possibility of providing more health services on an outreach basis – for example health drop-in clinics.
- **Increase support for the elderly population.**
- More low level support required for the elderly.

- Implementation of the Citizenship Strategy through 50+ Forum
- Adaptations required to housing to allow the elderly to live on their own comfortably.
- Promote local clubs, which the elderly can attend.
- **Increase access to GP and Dentist Surgeries, particularly in the Jutland Road area, plus the difficulty in accessing hospitals and other health professionals.**
- Increase access to health services e.g. GP's, Dentists, Hospitals and other health professionals on an evening during the week and on Saturdays.
- Investigate the possibility of locating doctors and dentists to the area.

Community Safety

- **Continue to investigate avenues to address anti-social behaviour and underage drinking in the area, especially the congregation of young people in certain areas including Rossmere Park and local shopping parades.**
- Encourage residents to report incidents of anti-social behaviour including acts of graffiti, vandalism, burglary, arson, fighting and intimidation to the Neighbourhood Policing Team Tel. 01429 235811, Anti-Social Behaviour Unit Tel. 01429 296588 or Cleveland Police Tel. 01642 326326 (Police Headquarters).
- Continue to increase the presence and high visibility patrols of PC's and PCSO's in order to maintain reduced crime levels and the good relationship with the local community.
- Assess the current security, CCTV and lighting provision within Rossmere Park, plus its opening times, bearing in mind that the withdrawal of the lighting to stop football activity in the park could also have implications (for example illegal activity and lack of visibility on CCTV cameras).
- Explore the opportunity of creating further diversionary activities for young people, in order to deter them from congregating and drinking in certain areas, including in the vicinity of Wilder Grove, the bus shelter at the bottom of Rossmere Way, in Rossmere Park and at local shopping parades.
- Explore the possibility of using designated action to counter anti-social behaviour and alcohol related nuisance behaviour, where appropriate.
- Seek to increase Police enforcement activities in 'hotspots' and further promote the reporting system so that residents understand and have confidence in reporting incidences.
- **Increase the take up of free home fire safety checks available free of charge from Cleveland Fire Brigade.**
- Increase publicity around the free smoke alarms and home fire safety checks along with improving fire safety in the home.
- Advertise this scheme through Housing Hartlepool newsletters and local community newsletters.
- Liaise with Accredited Landlords to promote these checks for their properties.
- **Tackle the illegal sale of alcohol to minors from local shopping parades.**
- Continue to work with local shops to encourage employees to ask for ID for alcohol purchases.
- Encourage residents to report incidents of sale of alcohol to minors, including incidents of alcohol purchased by adults on behalf of minors.
- **Investigate the perceived drug culture in the area.**
- Seek to increase drug related enforcement activities in the area.

- Continue to increase the presence and high visibility patrols of PC's and PCSO's in order to maintain reduced crime levels and ensure that good relationships are continued to be built with the local community, especially young people.
- Initiatives to increase awareness and educate the community, particularly young people of the dangers surrounding the use of illegal substances and associated litter.

Environment and Housing

- **Address road safety issues including speed, volume of traffic issues in the area and uneven road surfaces and pavements in the area.**
- Carry out a traffic audit of the Rossmere NAP area and identify problem areas.
- Improve road safety in identified problem areas through appropriate traffic calming measures. Including congestion prevention and lowering speed limits in school areas.
- Investigate placing mobile speed cameras within in the Rossmere area as a deterrent to speeding.
- Improve uneven and patched road surfaces and pavements across the area including Jutland Road adjacent to the Jutland Road Community Centre.
- **Continue to improve car parking issues across the area, particularly in Dundee Road and Dunbar Road.**
- Investigate the parking issues in the Rossmere area and increase the parking provision in problem areas. Discuss and consult with relevant parties (including local residents) all issues / options and the feasibility of further car parking schemes.
- **Assess the extent of litter problems in the Rossmere area, and look at effective ways of reducing this problem.**
- Ensure that refuse collectors effectively clear rubbish from an area, especially if recycling has been displaced due to windy weather conditions.
- Address issues associated with refuse and recycling collections e.g. encourage residents to remove wheelie bins and recycling boxes / bags from the kerbside as soon as the collection has been made.
- Increase provision of road sweepers in the Rossmere area.
- Alleviate problems of litter gathering across the area including alleyways (especially between Dunbar Road and Dundee Road) and front gardens in Jutland Road.
- Develop community projects to help address littering issues in Rossmere Park.
- Address the dog fouling problem on public open green space in the Rossmere NAP area (in particular on the football pitches on Rossmere Way), through increased enforcement of fines, clearer signage and additional dog litter bins if required.
- **Continue to improve the appearance and maintenance of public spaces in the area, especially Rossmere Park.**
- Improve the appearance of shopping precincts, especially underused properties.
- Address maintenance issues within Rossmere Park especially vandalism of the perimeter fence and the furniture within the park (inc. play equipment), graffiti and litter.
- Address issues of fly tipping in the Rossmere area through increased enforcement.
- Improve the play park provision in the Rossmere area, particularly Rossmere Park and the play area opposite Jutland Road Community Centre.

Culture and Leisure

- **Increase the use of community facilities in the area, particularly Jutland Road Community Centre.**
- Investigate the possibility of prioritising groups using local community buildings, so that local groups are considered before groups based outside the area.
- Provide new activities – for example, a Jobs Club for Rossmere residents.
- Publicise events, activities and facilities more effectively, to create an integrated timetable of all the area's activities.
- Further improve communication between Service Providers and local residents.
- Build other partnerships within the community – for example, with Faith communities.
- Ensure community representatives and community / voluntary organisations are better informed of what activities are available.
- **Promote existing activities available for the community, and increase activities where required.**
- Need to provide more cultural experiences in the area.
- Provide more indoor activities for young people after 3.30pm and encourage both genders to participate in sports activities.
- Provide more activities for teenagers (including discos for under 18s).
- Continue close work between St. James' and other churches in the area, and Friends of Rossmere Park.
- Provide childcare/crèche facilities and publicity alongside courses to allow parents to attend.
- Engage with Building Schools for the Future (BSF) programme to ensure community provision is improved and increased, where possible.
- **Improve open green spaces and play areas, to encourage increased usage and family congregation.**
- Develop partnership-funding opportunities to improve green spaces.
- Refurbish Basketball Court at Rossmere Youth Centre.
- Improve the Rossmere Park play area.
- Increase police patrols to reduce damage to facilities.
- **Continue to support new activities in the area.**
- Identify the needs of particular groups and develop shared activities.
- Support and seek funding opportunities to update and develop existing resources and initiatives.
- **Continue to build on the success of Neighbourhood Policing and their involvement in Culture and Leisure activities/integration in the community.**
- Seek to maintain Police presence in the area, to continue the good relationship between the neighbourhood PCs, PCSOs and the local community.
- PCs and PCSOs to continue enforcement and crime prevention work.

Strengthening Communities

- **Continue to encourage residents to be active in and across the community, particularly on the Jutland Road side.**
- Continue to provide support, assistance and encouragement to residents already involved in groups and residents associations.
- Raise the profile and further promote awareness of the role of the Rossmere Forum.
- Realise the potential for partnership working through the NAP process.

- Identify ways to bring the two separate communities together more.
- **Increase the number of residents who feel they can influence decisions in their area.**
- Encourage local residents to become more involved in the community and better able to influence decisions.
- Raise awareness of the Rossmere Forum and its activities with a view to engaging more resident involvement.
- Provide training for residents, community / voluntary sector groups to improve skills and capacity building.
- **Increase the usage of Jutland Road Community Centre.**
- Seek to use the facilities at Jutland Road Community Centre to their full potential for residents of the area.
- Raise the awareness, promote and advertise the activities and facilities which are available at Jutland Road Community Centre.
- **Increase the provision of locations for young people to go and talk about their issues and problems.**
- Explore the possibility of expanding existing youth services for young people to access.
- Explore the possibility of opening schools up on a night to hold extra activities for young people.
- **Promote existing groups in the area.**
- Improve publicity and increase advertisement of the activities of groups operating in the area.
- Develop a Community database and index of community groups and activities operating in the area.

NEIGHBOURHOOD AND COMMUNITIES PORTFOLIO

Report to Portfolio Holder
22nd February 2008



Report of: Head of Technical Services

Subject: STAGECOACH FARES INCREASE

SUMMARY

1. PURPOSE OF REPORT

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

2. SUMMARY OF CONTENTS

Details of revised fare scales for Stagecoach bus services.

3. RELEVANCE TO PORTFOLIO HOLDER

The Portfolio Holder has responsibility for traffic and transportation issues.

4. TYPE OF DECISION

4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

This is an executive decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

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

Report of: Head of Technical Services

Subject: STAGECOACH FARES INCREASE

1. PURPOSE OF REPORT

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

2. BACKGROUND

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

Hartlepool Supported Bus Service Contracts

Contract	Service	Route
D07002	527	Greatham – Fens Estate – Town Centre - ASDA
W07003	980	Middlegate – Town Centre – Brenda Road - Tofts Farm Industrial Estate
U07005	15	Marina – Town Centre – Owton Manor – Seaton Lane
U07006	1	Hartlepool – Seaton Carew – Port Clarence - Middlesbrough
U07007	6/12	Fens - Middlegate
M07009	3	Fens Hotel – Town Centre – Historic Quay – Throston Grange – Bishop Outhbert
M07012	12	Middlegate – Town Centre – Seaton Carew
S07013	822	Seaton Carew – Manor/Brierton School
S07014	823	Middlegate – St Hild's School
S07015	824	Town Centre – High Tunstall School
S07016	826	Throston Grange – English Martyrs School
S07017	828/829	Seaton Carew - English Martyrs School

- 2.2 Following a period of increasing costs of bus operation, including the price of fuel and wage costs in line with the annual wage award, fares on Stagecoach's commercial services in Hartlepool were increased on the 3rd February 2008.

3. CONSIDERATION OF THE ISSUES

- 3.1 To avoid confusion for passengers, it is custom and practice to implement the same fare scales on supported contracts as commercial services. The revised fare scales are provided in the table below. Child fares are based on half the adult fare to the nearest 5p above.

Stagecoach Hartlepool Proposed Fare Scales

	Present Fare	New Fare	
1 stage	£0.70	£0.80	
2 stages	£0.90	£1.00	
3 stages	£1.05	£1.10	
4 stages	£1.25	£1.30	
5 stages	£1.25	£1.30	
6 stages	£1.35	£1.45	
7 stages	£1.35	£1.45	
Mbro single	£2.50	£2.60	
Mbro return	£4.20	£4.40	
Dayrider Adult	£2.75	£2.75	No change
Dayrider Child	£2.00	£2.00	No change
Family Dayrider Hpool	£5.50	£5.50	No change
Family dayTripper T'side	£7.50	£7.50	No change
Hartlepool Megarider	£8.10	£8.10	No change
Megarider Plus	£12.00	£12.00	No change
Coolider	£6.50	£6.50	No change

4. FINANCIAL IMPLICATIONS

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

5. RECOMMENDATION

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

NEIGHBOURHOODS AND COMMUNITIES PORTFOLIO

Report To Portfolio Holder
22 February 2008



Report of: Director of Regeneration and Planning Services

Subject: REGENERATION AND PLANNING SERVICES
DEPARTMENTAL PLAN 2007/08 – QUARTER 3
MONITORING REPORT

SUMMARY

1.0 PURPOSE OF REPORT

To inform Portfolio Holder of the progress made against Regeneration and Planning Services Departmental Plan 2007/08 in the third quarter of the year.

2.0 SUMMARY OF CONTENTS

The report shows details of progress against Housing Services actions contained in the Departmental Plan and the third quarter outcome of key performance indicators.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for performance management issues in relation to the housing functions within the Regeneration and Planning Services Departmental Plan.

4.0 TYPE OF DECISION

Non key.

5.0 DECISION MAKING ROUTE

Portfolio Holder only.

6.0 DECISION(S) REQUIRED

Progress against actions and indicators be noted.

Report of: Director of Regeneration and Planning Services

Subject REGENERATION AND PLANNING SERVICES
DEPARTMENTAL PLAN 2007/08 – QUARTER 3
MONITORING REPORT

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against key actions identified in the Regeneration and Planning Departmental Plan 2007/08 and the progress of relevant performance indicators for the period up to 31 December 2007.

2. BACKGROUND

- 2.1 The Portfolio Holder for Neighbourhoods and Communities has responsibility for Housing Services within the Regeneration and Planning Departmental Plan.
- 2.2 The Regeneration and Planning Departmental Plan 2007/08 sets out the key tasks and issues along with an Action Plan to show what is to be achieved by the department in the year.
- 2.3 The Council's electronic performance management database is used for collecting and analysing performance in relation to both the Corporate Plan and the five Departmental Plans.
- 2.4 Where appropriate more detailed service plans are also produced detailing how each individual section contributes to the key tasks and priorities contained within the Regeneration and Planning Departmental Plan and ultimately those of the Corporate Plan. These plans are managed within the department.

3. THRD QUARTER PERFORMANCE

- 3.1 This section looks in detail at how Regeneration and Planning Services has performed in relation to the key actions and performance indicators that were included within the Departmental Plan for 2007/08.
- 3.2 On a quarterly basis, officers from across the department are asked, via the Performance Management database, to provide an update on

progress against every action contained in the performance plan and where appropriate, every performance indicator.

- 3.3 Officers are asked to provide a short commentary explaining progress made to date and asked to 'traffic light' each section based on whether or not the action will be, or has been, completed by the target date set out in the plans. The traffic light system is:-

RED	Action / PI not expected to meet target
AMBER	Action / PI expected to meet target
GREEN	Action / PI target achieved

- 3.4 Within Regeneration and Planning Services Departmental Plan, there are a total of 17 actions and 22 performance indicators assigned to this portfolio. Table 1 below summarises the progress made as at 31 December 2007 towards achieving these actions and performance indicators:-

Table 1 – Regeneration and Planning progress summary

	Departmental Plan	
	Actions	PIs
Green	6 (35.3%)	2 (9.1%)
Amber	11 (64.7%)	14 (63.6%)
Red	0 (0.0%)	1 (4.6%)
Annual	0 (0.0%)	5 (22.7%)
Total	17	22

- 3.5 At this stage of the year it is anticipated that all actions contained in the plan will be completed during 2007/08. One indicator is however 'red rated' and the details are set out in Table 2 below.

Table 2 – Performance Indicator not on target

Ref	Action	Target	Outturn	Comment
BVPI 183(a)	Average length of stay (weeks) in bed and breakfast accommodation of households which include dependent children or a pregnant woman which are unintentionally homeless and in priority need	1	271	One household, a single parent with two children had to be placed in B&B following her eviction by a local RSL. Our homelessness investigation found her not to be intentionally homeless and she was subsequently rehoused again by the same local RSL

- 3.6 Among the targets already met or exceeded this year are the number of households assisted for both the Hartwarms insulation programme and Warm Front, the number of RSL schemes starting on site and the number of households receiving assistance to secure more suitable accommodation in relation to their disability.

4. RECOMMENDATION

- 4.1 That the progress against key actions and the third quarter outcome of performance indicators is noted.

NEIGHBOURHOODS & COMMUNITIES PORTFOLIO

Report to Portfolio Holder
22nd February 2008



Report of: Director of Neighbourhood Services

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2007/08 – 3RD
QUARTER MONITORING REPORT

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Neighbourhood Services Departmental Plan 2007/08 to the end of the third quarter of the year.

2. SUMMARY OF CONTENTS

The progress against the actions contained in the Neighbourhood Services Departmental Plan 2007/08 and the outturns to the end of the third quarter of key performance indicators.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for neighbourhood and communities issues.

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 22nd February 2008

6. DECISION REQUIRED

The Portfolio Holder is requested to:

- Note the achievement of key actions and outturns of performance indicators

Report of: Director of Neighbourhood Services

**Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2007/08 – 3RD
QUARTER MONITORING REPORT**

PURPOSE OF REPORT

1. To inform the Portfolio Holder of the progress made against the key actions identified in the Neighbourhood Services Departmental Plan 2007/08 and the progress of key performance indicators for the period up to 31 December 2007.

BACKGROUND

2. The Neighbourhood and Communities Portfolio Holder agreed the Neighbourhood Services Departmental Plan in June 2007.
3. The Portfolio Holder for Neighbourhood & Communities has responsibility for part of the Neighbourhood Services Departmental Plan.
4. The Neighbourhood Services Departmental Plan 2007/08 sets out the departments priorities along with an action plan to show how the department will achieve these over the coming year.
5. A number of performance indicators are also included within this plan showing how the department is performing in relation to both national and local performance indicators.
6. Each section within the department produces a Service Plan, detailing the key tasks and issues facing them in the coming year. Each plan contains actions, detailing how each individual section contributes to the key tasks and priorities contained within the Neighbourhood Services Departmental plan and ultimately those of the Corporate plan.

THIRD QUARTER PERFORMANCE

7. This section looks in detail at how the Neighbourhood Services Department has performed in relation to the key actions and performance indicators that were included in the Neighbourhood Services Departmental Plan 2007/08 and which the Portfolio Holder for Neighbourhood & Communities has responsibility.

8. On a quarterly basis officers from across the department are asked, to provide an update on progress against every action contained in the performance plans and, where appropriate, every performance indicator.
9. Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the plans. The traffic light system is: -

Red	- Action/PI not expected to meet target
Amber	- Action/PI expected to be meet target
Green	- Action/PI target achieved

10. Within the Neighbourhood Services Departmental Plan there are a total of 62 Actions and 72 Performance Indicators identified. The Portfolio Holder for Neighbourhood and Communities has responsibility for 55 of these actions and 59 of these performance indicators. Table 1, below, summarises the progress made, to the 31 December 2007, towards achieving these actions and performance indicators.

Table1 – Neighbourhood Services progress summary

	Departmental Plan		Neighbourhood & Communities Portfolio	
	Actions	PIs	Actions	PIs
Completed			11	-
Green	6	10	11	13
Amber	55	32	30	19
Red	1	8	5	11
Annual	-	22	-	17
Total	62	72	57	60

11. Twenty two of the actions identified for which the Portfolio has responsibility for have now been completed, with a further 30 expected to be completed within target.
12. The remaining five actions for which the Portfolio holder has responsibility for have been identified as not expected to achieve target. These are detailed in the table below.

Ref	Action	Milestone	Comment
NSD062	Produce departmental ICT development plan	Dec 07	Work on producing an ICT development plan is continuing, however the completion of this has been delayed in order to integrate

			with the Corporate ICT plan.
NSD012	Enhance and improve the appearance of the town by providing an efficient and responsive design service.	Sept 07	We are in the process of developing a design strategy, design manual and updating / developing the office procedures manual to achieve this action. Resources continue to be an issue.
NSD023	Implement the internal audit report recommendations on DDA	Nov 07	Consideration has been given as to how best to facilitate implementation within the capacity of the resources available. Itemised property schedule of deficiencies is in the process of being prepared which will provide a position statement
NSD031	To support schools in improving environmental sustainability	Sept 07	Schools Environmental Action Officer appointed and began working in November. Consultation / evaluation of project being undertaken by consultants.
NSD026	Produce and implement the Traffic Asset Management plan (TAMP)	Sept 07	TAMP and associated highway maintenance documents to be reported to cabinet in February.

13. Nineteen of the Performance Indicators have been highlighted as expected to achieve target with 13 indicators currently being highlighted as having achieved target. A further 17 indicators have been highlighted as being collected on an annual basis and therefore no updates are available for those at present.

14. The remaining 11 performance indicators are being reported as not expected to achieve target. Detailed in the table below.

Ref	Action	Target	Outturn	Comment
BVPI 215b	The average number of days taken to repair a street light fault, which is in the control of a Distribution Network Operator (DNO)	18 days	27.41 days	Due to natural disasters eg floods, elsewhere in the country, contractors have been diverted to these areas, resulting in poorer than expected response in repairing faults within this area. It is not expected that the DNO will be able to meet the target set.
BVPI 82d(ii)	The tonnage of household waste arisings that have been landfilled.	3024.36	3008.55	SITA are currently commissioning a third line for the Energy from Waste (EfW) plant, which is hoped will address the issue of plant shutdowns and as such improve performance in energy recovery and landfill.
BVPI 84a	No of kgs. Of household waste collected per head of population	480.08	411.58	Increase in greenwaste collection tonnages affecting outturn. Slowdown in home composter sales also impacting. Further promotion and education to be introduced.
BVPI 84b	Percentage change from the previous financial year in the number of kilograms of household	3%	12.23%	

Ref	Action	Target	Outturn	Comment
	waste collected per head of population			
BVPI 156	Percentage of buildings accessible for disabled people	38%	32%	All works commissioned. Completed works required resurveying by Access Officer to inform situation. A number of properties have been removed from the schedule due to service departments reassessment of "open to the public" basis.
BVPI 99a(ii)	Road accident casualties % Change in number of casualties from previous year – all killed / seriously injured	-7.8%	+5.3%	Increase of 2 accidents from previous year, although actual figures are below target.
BVPI 99b(i)	Road accident casualties • Number of casualties-children killed / seriously injured.	8 No.	11 No.	Very small numbers can mean significant fluctuations in figures. Programme of 20mph schemes outside schools and general safety schemes should help improve figures.
BVPI 99b(ii)	• % change in number of casualties from previous year – children killed / seriously injured.	-6%	120%	
BVPI 99b(iii)	• % change in number of casualties between most current year and average of 1994 – 1998 – children killed / seriously injured	-33.4%	-6.77%	
L102	Average number of days per employee lost due to sickness across the Neighbourhood Services department.	10.19	13.23	Sickness continues to be reported above target, with levels remaining the similar to those at the end of the previous quarter.
L105	The percentage of formal complaints responded to within 15 working days	100%	93%	All complaints answered within timescales this quarter.

Recommendations

15. The Portfolio Holder is requested to:

- Note the achievement of key actions and outturns of performance indicators