

**A****Anti-Social Behaviour Unit (ASB Unit)**

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.

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.

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.

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. To contact the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588.

**B****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.

**Boots Pharmacy**

There is a pharmacist based in Boots Pharmacy, Anchor Retail Park, Marina Way, Hartlepool, who supply free emergency contraception on a rota basis:

Rota 1: Monday, Tuesday, Saturday – 4.00pm until Midnight  
Wednesday, Thursday, Friday – 8.15am until 4.00pm

Rota 2: Monday, Tuesday, Saturday – 8.15am until 4.00pm  
Wednesday, Thursday, Friday – 4.00pm until Midnight

Will take referrals – please ring before taking a young person along to the pharmacy. For further information Tel. 01429 224068.

**Building Schools for the Future Programme**

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.

**Business Link**

Business Link works with individuals and businesses, at all levels of experience and knowledge, providing easy access to impartial information on all aspects of business including employing people, finance, IT and e-commerce and marketing. For more information Tel. 0845 600 9006 or e-mail Business Link at: <http://info@tees.businesslink.co.uk>.

**C****Children's Centre and Extended Services**

Children's Centres and Extended Services are a government initiative aimed at co-ordinating services for children 0-19 years of age. The aim 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:

**Children's Centres**

- Integrated Care and Education;
- A Childminding Network;
- Parenting and Family Support;
- Children's Information Service;
- Training and Employment Services; and
- Health Services.

**Extended Services**

- High Quality Childcare;
- Varied Menu of Activities;
- Parenting Support;
- Swift and Easy Referral; and
- Wider Community Access.

By 2010, there will be a Children's Centre and Extended Services facility available to every community. For more information Tel. 01429 292444.

**Circle of Life Group**

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.

**Citizens Advice Bureau (CAB)**

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 areas outlined below but for more information Tel. 01429 273223.

- 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.

**Cleveland Fire Brigade: Community Safety Initiatives**

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 are highlighted below. For further information regarding any of these services, contact the Brigade Headquarters on Tel. 01429 872311.

- Free Home Fire Safety Checks where advice is given to help prevent fires and free smoke alarms are fitted to safeguard residents in case of fire. For more information please Tel. 01429 874063;
- Arson audits are carried out to help prevent fires starting. This includes the removal of potential fuel from areas, arranging for boarding up of unoccupied premises and advice to property owners on how to prevent arson;
- Various Youth Intervention Schemes e.g. LIFE, SAFE and the Duke of Edinburgh Award scheme to address youth inclusion and behaviour;
- Use of Advocates in various fields e.g. disability, deaf, elderly, ethnic minorities, to help to keep safe those deemed to be particularly vulnerable in our community;
- School education to reach the youngsters of the area to explain fire safety and the dangers of playing with fire; and
- Advice to businesses as to compliance with current legislative requirements.

### **Cleveland Police: Hartlepool Neighbourhood Policing Scheme**

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.

There is an increased Police presence in Hartlepool through Neighbourhood Policing with a number of new PCSO's being placed across Hartlepool.

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.

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.

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.

### **Community Campus: Introduction to Construction**

Funded by Deprived Areas Funding (DAF), 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 the scheme provides a programme of on site construction based opportunities working to renovate properties in the Hartlepool area.

This project is delivered through the Community Campus 87' Key Skills Project to primarily young people who are or at risk of being not in employment, education or training. For more information Tel. 01642 357364.

### **Community Empowerment Fund and Community Chest**

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.

**Community Outdoor Organised Leisure (COOL Project)**

The Community Outdoor Organised Leisure (COOL) Project is a project delivering 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.

**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 the Hartlepool Voluntary Development Association (HVDA) and the Volunteering into Employment project which was funded by the Neighbourhood Renewal Fund (NRF) until March 2008 but will continue to be funded by the Working Neighbourhoods Fund (WNF). For more information Tel. 01429 262641.

**Connexions**

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:

- schools and colleges;
- work based learning providers;
- community locations;
- youth facilities; and
- one stop shops in high street locations.

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.

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.

**Crucial Crew**

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.

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.

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.

The event contains a number of different scenarios that are led by various agencies including (the scenarios may vary) Fire Safety; Kitchen Safety; Road Safety; Safety at the Coast; Electrical Safety; Rail Safety; Building Site Dangers; Prison Life and Firework Safety.

**D****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.

**Drug Interventions Programme (DIP)**

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.

The two key elements of the programme that help this to take place are through i) care assisting the individual from the point of arrest through to sentencing and beyond and ii) 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.

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.

Addaction are commissioned to provide the service due to their knowledge of treatment services and information on the criminal justice system process.

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. The 24/7 Single Point of Contact Service is Tel. 0808 1880 247.

**E****Endeavour Home Improvement Agency**

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:

- 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.

Referrals can be made by anybody living within the Borough of Hartlepool. For more information Tel. 01429 272220.

**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.

**E****Families Accessing Support Team (FAST Project)**

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.

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.

**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).



## H

### **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's Adult and Community Services: Adult Education**

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. Anyone needing support to access learning should contact Student Support services for further information. Support includes childcare, transport, fee remission and a variety of in class activities such as specialised software, modification of learning materials and support staff.

Adult Education also offers a free information and advice service on all learning opportunities. In addition, 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.

Contact Adult Education on Tel. 01429 868616 or email on [adult.education@hartlepool.gov.uk](mailto:adult.education@hartlepool.gov.uk) or visit [www.haded.org.uk](http://www.haded.org.uk)

### **Hartlepool Borough Council: Arts, Museums and Events Service**

Hartlepool Borough Council Arts, Museums and Events Service is responsible for the management, delivery and promotion of the venues and projects identified below. For further information regarding any of the above Tel. 01429 523438.

- 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
- Arts Development.

**Hartlepool Borough Council Adult and Community Services: Social Care Services**

Duty Team – 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.

Communication Needs – Adult and Community Services strive to ensure information about support and services available is easy to understand and in an appropriate language and format. Staff have access through a video link to a British Sign Language interpreter and a telephone link to community language interpreters through the Language Line Service. Interpreting services can also be provided for face to face interviews. Written information can also be provided in a number of formats to suit individual's needs. For more information Tel. 01429 523665.

Central Integrated Team – 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 telephone the Duty Team as above or the Team direct on Tel. 01429 523885.

Multi-Link Team – 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 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.

Day Opportunities Service – 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 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 telephone the Duty Team on Tel. 01429 523872.

Disability Services – 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 Tel. 01429 523872.

Mental Health Services – 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).

Hartlepool Integrated Mental Health Services (HIMHS). 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.

Supporting People – 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 Team in Hartlepool work with Health, Probation and support services to commission services that meet the needs of people living in Hartlepool.

Supporting people services are free if you are entitled to housing benefit. Others may have to pay for their support but can apply for help by requesting a Fairer Charging Assessment. For more information Tel. 01429 523540.

Intensive Social Support Team – 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 be 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.

Direct Payments – 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.

#### **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.

#### **Hartlepool Borough Council Adult and Community Services: Sports Development Team**

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 Tel. 01429 284050.

### **Hartlepool Borough Council: Adult and Community Services: The Supporting People Programme**

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](http://www.hartlepool.gov.uk/supportingpeople) for more information on the Supporting People programme.

### **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 Neighbourhood Action Plan (NAP) areas relating to children and young people.

### **Hartlepool Borough Council Children's Services: Acorn Therapeutic Team**

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:

- Individual therapeutic sessions for children/young people who have emotional or behavioural difficulties;
- Parent Advice Service (this is for parents who have a concern about their child's behaviour, emotional welfare or any general parenting issues. Contact the number below for an informal and confidential discussion) and direct work with parents;
- Post disclosure work with children and young people who have experienced abuse;
- Specific group work, for example children living in domestic violence, bullying, bereavement etc.;
- Consultation, advice and training to other groups;
- Trauma de-briefing; and
- Information leaflets.

The Team accepts referrals from Schools, Health Professionals, Police, and colleagues within Social Care and directly from parents. For further details Tel. 01429 294111.

### **Hartlepool Borough Council: Children's Services: Oscars 2 (Out of School and Holiday Care Service)**

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).

During term time the service operates from 3.00pm until 6.00pm weekdays and collects children from schools. Within this service a snack tea is provided, together with supervised, age appropriate activities and provision for children to complete homework.

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.

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 Tel. 01429 869249 or at the central office on Tel. 01429 523429.

**Hartlepool Borough Council: Children's Services Department, Summer Playschemes**

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 years), to partake in play opportunities.

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. Further information is available from the Play Development Team on Tel. 01429 523411/523471.

**Hartlepool Borough Council Children's Services: Youth Services**

Hartlepool Borough Council's provision of youth services for young people is provided in a variety of locations across the town. For more information Tel. 01429 523762. 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.

**Hartlepool Borough Council: Community Nutritionist**

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 284148.

**Hartlepool Borough Council: Community Safety Capital Fund**

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. The criteria for capital and environmental projects is as follows:

- 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.

The Section 17 Officer Group will refer which projects are to be recommended to Hartlepool Borough Council's Cabinet Grants Committee for approval.

**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. 01429 523254.

**Hartlepool Borough Council: Community Weight Management Services**

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 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 284352.

**Hartlepool Borough Council: Countryside Wardens Service**

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.

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. For more information Tel. 01429 853325.

#### **Hartlepool Borough Council: Dedicated Floating Environmental Operative funded through the Working Neighbourhoods Fund (WNF)**

Dedicated, floating Environmental Operative for the Neighbourhood Action Plan (NAP) areas of the Central and South neighbourhoods. The main duties of the floating Environmental Operative are outlined below. For more information Tel. 01429 523333.

- Grounds maintenance;
- Cleaning provision; and
- Gardening.

#### **Hartlepool Borough Council: Economic Development**

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.

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.

#### **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 Environmental Protection Team**

The Environmental Protection Team operates town wide. The Team deal with Noise Pollution issues (which includes working towards solving noise complaints), monitors air quality and investigates complaints regarding smoke, smells and dust.

The Pest Control Team is part of the Environmental Protection Team. They provide free advice for pest control issues as well as free treatments for rats, mice, cockroach and bedbug infestations in domestic properties.

For more information on the Environmental Protection Team Tel. 01429 523325 or [environmental.protection@hartlepool.gov.uk](mailto:environmental.protection@hartlepool.gov.uk).

#### **Hartlepool Borough Council's Healthy Food Project**

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. For more information on the Healthy Food Project contact Hartlepool Borough Council's Healthy Food Co-ordinator on Tel. 01429 284261.

#### **Hartlepool Borough Council: Lighting Maintenance Plan**

The Council has a 3 to 4 year plan to implement more efficient lighting across the town.

#### **Hartlepool Borough Council: Local Transport Plan (LTP)**

The Local Transport Plan (LTP) describes the long term strategy for the borough and sets out a programme of improvements to tackle transport problems identified through various forums. These improvements will contribute towards delivering the Governments shared priorities and achieving the vision for Hartlepool. Hartlepool's 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.

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 Neighbourhood Action Plan (NAP) process. Priority will be given to schemes identified as the most important by the local community.

#### **Hartlepool Borough Council: Neighbourhood Development Officer**

The Neighbourhood Development Officer assists and supports Hartlepool Borough Council's Neighbourhood Manager. This role involves:

- Working with individuals and groups;
- Promoting Neighbourhood Action Plans (NAPs) and encouraging resident attendance;
- Arranging meetings/consultations;
- Assist with capacity building as and when needed; and
- Look into issues raised and feedback to the Forums.

#### **Hartlepool Borough Council: Neighbourhood Enforcement Team (NET)**

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.

The Community Wardens are part of the 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.

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 stray dogs in the town and enabling such dogs to be quickly reunited with their owners.

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.

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.

The Neighbourhood Enforcement Team has also formed a 'Graffiti Squad' which encompasses issues such as fly posting and chewing gum removal.

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.

#### **Hartlepool Borough Council: Neighbourhood Manager**

Hartlepool Borough Council's Neighbourhood Managers (North, Central and South) are the lead Officers for the Neighbourhood Action Plan (NAP) Forums.

The roles and responsibilities of the Neighbourhood Manager include:

- Ensuring the NAP is implemented;
- Offering advice and support to the Forums 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 Forum meeting.

#### **Hartlepool Borough Council: Neighbourhood Service's Minor Works Budget**

The budget is for minor works such as drop crossings, lighting, security works, environmental improvements and maintenance. In the Neighbourhood Action Plan (NAP) areas, the budget is managed by the relevant Neighbourhood Manager and works are discussed and approved through the relevant Neighbourhood Consultative Forum.

#### **Hartlepool Borough Council: Strategic Housing Section**

The Strategic Housing Section is responsible for the production and implementation of the Housing Strategy, which this Neighbourhood Action Plan (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.

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.

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.

Thermal and energy efficiency advice can also be obtained from Hartlepool Borough Council's Energy Efficiency Officer. For more information Tel. 01429 523993. Further information can be obtained about all these services on the Hartlepool Borough Council website [www.hartlepool.gov.uk](http://www.hartlepool.gov.uk).

#### **Hartlepool Borough Council: Youth Opportunities Fund/Youth Capital Fund**

The aim of the Youth Opportunity Fund/Youth Capital Fund is to involve young people aged between 13 and 19 years, especially those who are hard to reach, in identifying positive activities and things to do, and to support their role as decision makers, grant givers and project leaders. They should be encouraged to consider local needs and circumstances as a part of their role in shaping provision for young people in Hartlepool, beyond their immediate group. For more information and/or an application pack Tel. 01429 284044.

The fund aims to:

- 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.

#### **Hartlepool Business Forum**

Offers free information to businesses in the form of seminars based on a wide range of business subjects aimed at addressing key issues faced by the business community. The events programme is run annually with a series of events taking place from September of one year to May of the next. All events provide valuable information and networking opportunities for both start-up and established businesses. For more information Tel. 01429 867677.

#### **Hartlepool Carers**

Hartlepool Carers is a voluntary organisation, which supports unpaid carers in their caring role. Carers can support family or friends in need of care because of illness or disability. Hartlepool

Carers also provides a voluntary service, which offers counselling, therapies, low level support, a sitting service and an advocacy service. For more information Tel. 01429 283095.

### **Hartlepool College of Further Education (HCFE)**

Hartlepool College of Further Education (HCFE) specialises in full and part time education for people aged 14 years and over. Level Two Entitlement: training is provided in conjunction with the Learning and Skills Council Tees Valley for people aged 19 years and over.

‘Access IT’: outreach IT training is provided in Hanson Square, Lynn Street in conjunction with Learn Direct. The college also engages with the 14 to 16 age group. They offer a wide range of vocational subjects to complement academic studies or as an alternative. Apprenticeship programmes are also offered in a variety of careers in construction and plumbing, engineering, business and administration, hospitality, hair and beauty, health, care and public services. For more information Tel. 01429 295000.

### **Hartlepool College of Further Education (HCFE) - Hartlepool Business Development Centre**

Hartlepool College of Further Education’s Business Development Centre provides businesses with training and services utilising the latest technological developments in professional and modern surroundings. The Centre is fully equipped with three conference suites offering the latest in conference equipment. Training is offered in a range of key areas including business improvement techniques, management, occupational health and construction, as well as bespoke business services. For more information Tel. 01429 292888.

### **Hartlepool Community Empowerment Network (CEN)**

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.

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.

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.

### **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 Tel. 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 offering a complete 'lifestyle audit' and advising on healthy living. For more information Tel. 01429 867016.

### **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**

Hartlepool Innovation Centre, managed by UK Steel Enterprise is based on the 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 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. The therapies available include relaxation classes, art and music workshops, group and individual counselling sessions.

### **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**

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:

- 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.

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 or more information Tel. 01429 266522.

### **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 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.

### **Hartlepool Victim Support and Witness Service**

Victim Support is the independent charity which helps people cope with the effects of crime. Victim Support provides free and confidential support and information.

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.

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.

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](mailto:supportline@victimsupport.org.uk).

Victim Support's national telephone Support line is Tel. 0845 3030 900. The Support line hours are: 9.00am to 9.00pm (Mondays to Fridays), 9.00am to 7.00pm (weekends) and 9.00am to 5.00pm (bank holidays).

If anyone is feeling desperate and needs to speak to someone outside of the Support line hours it is possible to contact the Samaritans on Tel. 0845 7909 090.

### **Hartlepool Voluntary Development Agency (HVDA)**

Hartlepool Voluntary Development Agency (HVDA) offers a programme of free tailored Qualification Support and Career Coaching to local residents. 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.

The Volunteer Centre, based at HVDA offer volunteering opportunities for those who live in the Neighbourhood Renewal (NR) area 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**

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**

Training is on offer, free of charge, to those women who are unemployed, lone parents or returners to work, of working age living in the Neighbourhood Renewal (NR) 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. For more information Tel. 01429 523513.

**Hartlepool Working Solutions: Work Route/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**

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.

**Hartlepool Young People's Drug Team (HYPED)**

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.

**Healthy Communities Collaborative (Cardio Vascular Disease)**

Since September 2007, Hartlepool PCT has been part of a 'Healthy Communities Project' aiming to raise awareness of the risk factors associated with Cardio Vascular Disease (CVD) and encourage people to adopt healthier lifestyles and visit their GP to reduce the incidence of CVD in Hartlepool. The project adopts a collaborative approach to raise awareness, empower the community to impact on an important issue for their health and wellbeing, and ensure the approach is community led and multi-agency. For more information contact the Health Development Team on Tel. 01429 285779.

**HOPE 2008**

HOPE 2008 aims to bring all of the churches in Hartlepool together for a weeks activity based around the general well-being of local people in need. Activities include a gardening service, coffee mornings and social activities. Volunteers will be active in the Neighbourhood Action Plan (NAP) areas and will be supported by Hartlepool Borough Council and Housing Hartlepool. For more information Tel. 01429 287327.

**Housing Hartlepool**

Housing Hartlepool is the major Registered Social Landlord in Hartlepool. From August 2004 to date Housing Hartlepool have invested £58.5 million to modernise their properties throughout the Borough and currently have 5 caretakers dedicated to picking litter across the town, reporting fly tipping and inspecting estates daily.

Housing Hartlepool's Neighbourhood Team, which deals with all tenancy and estate management matters can be contacted on Tel. 01429 525252 and for 24 hours emergency repairs Tel. 0800 0525399.

**Housing Hartlepool Access to Basketball (A2B) Project**

The A2B Project aims to provide adults and young people across the tenures with an opportunity to access free professional basketball games ('Newcastle Eagles') at the Newcastle Arena with a view to then participating in free professional basketball coaching sessions at a neighbourhood level. Such provision will also provide participants with the opportunity to undertake basketball coaching/community sports leader award training. For more information Tel. 01429 232716.

**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](mailto:asb@housinghartlepool.org.uk).

**Housing Hartlepool's 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. For more information Tel. 01429 525487.

**J****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.

**JobSmart**

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, basic benefits and advice and guidance on self employment.

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 and raise employment rates in these areas. For more information Tel. 01429 284482.

The centre is open:

- Monday and Tuesday: 9.00am until 5.00pm;
- Wednesday: 9.00am until 1.00pm;
- Thursday: 9.00am until 6.00pm; and
- Friday: 9.00am until 4.30pm.

L**Learning and Skills Council (LSC) Tees Valley**

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:

- 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 *Agenda for Change*;
- 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.

Specific priorities are to:

- 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.

The LSC also work with partners to contribute towards the following targets:

- 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.

For more information Tel. 0845 0194181.

**Local Implementation Team (LIT) for Older People**

The Local Implementation Team for Older People is the main joint planning forum for issues that impact on Older People, consisting of representatives of Older People, Carers and key service providers and agencies from the statutory voluntary and community organisations providing services to Older People.



**M****Mental Health Local Implementation Team (LIT)**

The Hartlepool Mental Health Local Implementation Team (LIT) and can be contacted on Tel. 01429 285079 and are responsible for:

- Ensuring local services are planned and delivered to meet the requirements of the National Service Framework (NSF) and the needs of the people of Hartlepool;
- Ensuring that laws relating to mental health are followed; and
- Providing information on the performance of mental health services in Hartlepool to the government and other bodies as necessary.

The Hartlepool LIT meets monthly and there are also a number of sub groups that focus on priority areas which are as follows:

- Mental Health Promotion/Suicide Prevention;
- Primary Mental Health Care/Access to services;
- Specialist Care;
- Support for Carers;
- Black and Ethnic Minorities;
- Social Inclusion; and
- Employment.

**Moneywise Community Banking**

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).

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.

**Motorbike Strategy Steering Group**

The Motorcycle Strategy 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 Neighbourhood Action Plan (NAP) area.

## **N**

### **National Healthy Schools Programme**

The strategic aims of the National Healthy Schools Programme are:

- To support children and young people in developing healthier behaviours;
- To raise pupil achievement;
- To help reduce health inequalities; and
- To promote social inclusion.

Schools through the whole school approach, are asked to demonstrate evidence in the core themes of:

- 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).

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. For more information contact Hartlepool Borough Council's Healthy Schools Co-ordinator on Tel. 01429 284256.

### **Neighbourhood Watch**

Neighbourhood Watch helps build safer communities through encouraging people of all ages and backgrounds to prevent crime in their community. This is through sharing crime prevention advice, building a relationship with the Police and keeping an eye on each other's property.

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 computer database. For more information on Smartwater Tel. 01429 405579.

For further information on the Neighbourhood Watch Scheme, contact Manor West Neighbourhood Watch and Residents' Association on Tel. 01429 273123.

### **Nextstep**

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,

For more information Tel. 01429 275501 (Connexions One-Stop Shop) or 01429 295000 (Hartlepool College of Further Education) or 01429 287079 (1<sup>st</sup> Stop, 13 Wynyard Road) or 01642 358099.

## P

### **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. The groups are open to all adults/carers who have children under the age of 5 years and also loan home safety equipment and equipment to teenage parents. For more information Tel. 01429 862727.

### **Pathways to Work**

The aim of Pathways to Work is to encourage customers claiming Incapacity Benefit (IB) and Income Support (IS) on the ground of incapacity to consider work opportunities by providing a framework of support in the early stages of their claim, balancing improved opportunities with greater responsibilities on the customer to actively consider a return to work.

Pathways to Work applies to customers from 18 to 59 (but is also available on a voluntary basis to other age groups) and provides 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). To find out more information contact should be made with a Jobcentre Plus Advisor Tel. 0845 6002808.

### **Patient and Public Involvement (PPI) Forum**

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.

### **Pride in Hartlepool**

Pride in Hartlepool is a campaign aimed at encouraging people living in Hartlepool to get involved in improving and developing their local area. This includes adopting plots of land, educating people about the environment and encouraging people to recycle. There is a grant scheme available for residents to access funding to help with local environmental projects. For more information call Hartlepool Borough Council's Pride in Hartlepool Officer on Tel. 01429 284172.

### **Primary Care Trust (PCT)**

Hartlepool Primary Care Trust (PCT) is the organisation that provides and commissions Hartlepool's local primary and community health services. The PCT's main role is to improve health and make sure that when people are ill they have access to the best possible health care. The PCT provides a range of health services including district nursing, health visitors, school nursing service, rapid response care, sexual health and contraception services and a range of community clinics. Hartlepool PCT are developing Estate Strategies in order to look at the relocation of primary care services. In addition, the PCT has set up an integrated Health and Social Care Team.

Hartlepool PCT works with the 16 GP 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:

School Nursing Service - 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:

- 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.); and
- 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.

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. For more information please Tel. 01429 285784.

District Nursing Service – District Nurses work together with other health professionals, social services, statutory, voluntary and private agencies in assessing patient needs and the provision of patient care. For more information Tel. 01429 267901.

Health Visitors – 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.

Speech and Language Therapy Service – 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.

Community Stroke Team – 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.

OPTIN (Older Person Team for Integrated Needs) – 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.

Tees Stop Smoking Service – 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. For more information Tel. 01642 223023.

Coronary Heart Disease (CHD) Nursing Team – The Coronary Heart Disease Nursing Team run Secondary Prevention Clinics within GP practices and offers a service to all patients with established coronary heart disease. The Service works as part of the Cardiac Rehabilitation Service which brings together health professionals from Hartlepool PCT, the University Hospital of Hartlepool, consultants, GP's, practice nurses, health visitors to improve the lives of patients. For more information Tel. 01429 285364.

Macmillan Nursing Service – 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.

Podiatry Service – 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.

Diabetes One Stop Shop – 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.

Multi-Link Team – 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.

Discharge Liaison – 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.

Continence Advisory Service – The Continence Advisory Service is a confidential service for people who experience incontinence. The service provides advice, information and support to patients, their families and carers, health care professionals and other organisations. For more information Tel. 01429 868861.

Sight Loss Support Service – 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.

Low Vision – 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.

Interpreting Services – 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.

Central Integrated Team – 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.

Health Development Team – 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 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 1<sup>st</sup> Floor of Mandale House, Harbour Walk, The Marina, Tel. 01429 285788.

Health Development Worker Young People's Programmes – 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.

Health Trainer Project – 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.

Health Trainers – will work with the local community to access their health needs and provide a 'navigation' service to help people access appropriate services and initiatives. They will also work one to one with some clients to assist in lifestyle change for issues such as healthy eating, increased physical activity and the Tees Stop Smoking Service.

Community Matrons – 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.

Wynyard Road Primary Care Centre – 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.

Procuring new GPs for Hartlepool - Hartlepool PCT has recruited 5 new GPs (and associated nurses and health care professionals) to Hartlepool during 2007/2008, with high standard contracts and flexible hours (evening and weekend availability), which will ensure fuller care for the vulnerable.

Town Centre Development - 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.

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.

**Public Health Strategy for Hartlepool 2005-2010**

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:

- Smoking;
- Physical Activity;
- Healthy Eating;
- Obesity;
- Mental Health Promotion;
- Sexual Health/Teenage Pregnancy; and
- Prevention of substance misuse (alcohol and illegal drugs).

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. View the Public Health Strategy at [www.hartlepoolpartnership.co.uk](http://www.hartlepoolpartnership.co.uk). Click on 'Theme Partnerships' followed by 'Health and Care' and follow the links.

**R**

**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.



**S****Safer Hartlepool Partnership: Adult Drug Treatment Plan 2008/2009 (Drugs Strategy)**

The Adult Drug Treatment Plan is a town wide strategy and the plan covering 2008/2009 is currently in its draft form, subject to approval. The Safer Hartlepool Partnership has the responsibility for the delivery/implementation of the Government's 10 year National Drugs Strategy 'Tackling Drugs Together'. The Government has recently released a new 10 year Strategy that runs until 2018 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.

The Strategy has four key strands:

- 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; and
- offering comprehensive treatment services to those who are taking drugs.

Within the local Hartlepool Strategy and Partnership structures a variety of Task Groups meet to ensure the appropriate projects are operating, check progress and that performance monitoring systems are in place. 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.

For more information on the Drugs Strategy, Adult Drug Treatment Plan and services on offer Tel. 01429 405577.

**Safer Hartlepool Partnership: Ringmaster 10000**

Cleveland Police and the Safer Hartlepool Partnership have launched the Ringmaster 10000 system across Hartlepool and brought Neighbourhood Watch into the 21<sup>st</sup> Century.

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.

If you would like to sign up to the scheme then please visit [www.hartlepoolnhw.org](http://www.hartlepoolnhw.org) or Tel. 01429 287217 for more information.

**Safer Hartlepool Partnership: Task Groups**

The Safer Hartlepool Partnership has six task groups which were formed in response to the priorities identified in the Crime, Disorder and Drugs strategy 2005 to 2008. These task groups are: Violence in the Town Centre Group, Anti-social Behaviour Group, Prevention of Offending Group, Drug Treatment Strategy Group, Domestic Violence Strategy Group and the Acquisitive Crime Task Group.

**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, 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.

#### **Services for drug treatment and associated support**

Hartlepool Community Drug Centre, Whitby Street, Hartlepool provides the Substance Misuse Service (SMS) (clinics and substitute prescribing). For more information Tel. 01429 285000.

DISC (Developing Initiatives Supporting Communities) provides wrap around support e.g. benefits, housing, 1-2-1 motivational and relapse prevention, alternative therapies like acupuncture, electro stimuli and cognitive behaviour therapies, which assist in the management of symptoms. For more information Tel. 01429 285000.

NACRO (National Association for Rehabilitation of Offenders) provides help with basic skills, education, training and employment opportunities. For more information Tel. 01429 285000.

Albert Centre (part of the Hartlepool Community Drug Centre) provides counseling and support. For more information Tel. 01429 285000.

Advance is a user and ex-user group. For more information Tel. 01429 288113.

Parent and Family (PINS) Support Group. For more information Tel. 01429 288302.

HYPED is a Team for young people. For more information Tel. 01429 860333.

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.

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. The Team is available to meet with people in safe, designated areas to exchange needles. For more information Tel. 07734 883730.

#### **SkillShare North East Ltd.**

SkillShare North East Ltd., based in the Belle Vue Community, Sports and Youth Centre provides capacity building training and community development support enabling people to play a more active and influential role in the regeneration of their communities. The most requested training 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:

- assertiveness and confidence building;
- business planning;
- communication skills;
- effective meetings;
- event planning and organisation;
- funding strategies;
- group-work skills;
- leadership skills;
- 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 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.

### **Straight Line Project**

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.

### **Substance Misuse Service (SMS)**

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. 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.

### **Summerhill Country Park**

Summerhill is a Country Park located near the top end of the Burn Valley just after Catcote School. Most activities are free of charge and available at any time. Created from a network of 8 fields in 1997 Summerhill has established valuable new woodlands, meadows and ponds for wildlife as well as managing existing hedgerows and sites of archaeological interest. Its value for wildlife earned its designation as a Local Nature Reserve in 2003.

Summerhill is recognised nationally because of the facilities provided for on site for play and outdoor sports. There are walking, horse riding and cycling routes, orienteering courses, two play areas including an adventure play area, a trim trail, a BMX course and a Boulder Park for rock climbing. There is also a Visitor Centre that can host a wide range of meetings and events. Staff on site organise activities for community groups, businesses or the general public in rock climbing, orienteering, High Ropes, archery, nature study, archaeology and crafts. The Visitor Centre can be hired out for anything from a meeting to a child's party. In addition, Summerhill run a regular programme of public events, many targeted to families and events are staged such as BMX competitions and the Countryside Festival.

Some of the activities often have a very low charge to them and there are concessionary rates available. Summerhill welcome suggestions 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](http://www.sunnysummerhill.com).

**I****Teenage Pregnancy Strategy**

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.

For further information about the Hartlepool Teenage Pregnancy Strategy/annual action plans please contact the Teenage Pregnancy Co-coordinator, 1<sup>st</sup> Floor, Mandale House, Harbour Walk, The Marina, Hartlepool, TS24 0UX, Tel. 01429 285771.

**Tees Valley Works**

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. For more information on current Tees Valley Works projects Tel. 01642 608316.

**Throston Grange Branch Library**

Based in the heart of the Throston Grange community, the library offers the services and activities outlined below. For more information Tel. 01429 263199.

- Adult and junior book collections including audio books;
- Local history section;
- Free internet access including free access to ancestry.com;
- Daily newspapers and monthly magazines;
- Free coffee morning every Wednesday (09.30am - 12.30pm);
- Reading group;
- Read and Rhyme session every Monday for under 5's (10.30am - 11.15am);
- Children's homework club every Wednesday (3.15pm – 6.00pm); and
- Craft sessions and activities in school holidays.

**Throston Grange Community Centre**

Throston Grange Community Centre has a wide range of activities taking place weekly and currently as below. For more information Tel. 01429 261260.

- Monday: Dance Class, 6.00pm to 7.00pm for 4years to 10years;  
Residents meeting first Monday of each month 6.30pm to 8.30pm;
- Tuesday: Friendship Club, 7.00pm to 10.00pm;
- Wednesday: Ladies Club every fortnight, 7.15pm to 10.15pm;  
Bingo Night every fortnight, 7.30pm to 10.00pm;
- Thursday: Dance Class, 4.00pm to 5.00pm for 18months to 4years;  
Slimming World, 5.30pm to 7.00pm;
- Friday: Talking Tots, 10.00am to 11.00am; and  
Carpet Bowls, 7.00pm to 9.00pm.

**Throston Youth Project**

The Throston Project is open to all young people between the ages of 13 to 19 years, six evenings a week from Sunday through to Friday from 7.00pm to 9.00pm. The cost of an annual membership is £1.00 and 30p per session. It offers a range of fun, challenging and creative activities in a newly refurbished centre where young people are supported by experienced and helpful youth workers. Activities include: arts, drama, IT projects, music mixing, advice and opportunities to discuss many issues such as sexual health, drugs, alcohol, careers, bullying, smoking and cuisine. There are also

residential, holiday activities, visits to a variety of places including the theatre and ice skating rink, sporting activities (pool, snooker, football, badminton, competitions both locally and regionally) and a hang out space. Young people are encouraged to share their ideas and get involved in the planning and organising of future activities and programmes. Many of the activities are 'accredited' so young people can receive a certificate for taking part in those that they enjoy. For more information Tel. 01429 265810.

**W****West View Project: Adventure Traineeship**

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. For more information Tel. 01429 272699.

**Working Links**

In April 2000 Working Links was developed and were the first public, private, voluntary partnership in the UK. By working closely with employers, providers and many other partner organisation. For more information Tel. 01642 236053.

Y

**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.

**50+ Forum**

50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of statutory and voluntary bodies in Hartlepool. The group meets on regular occasions and for further information contact the 50+ Forum on Tel. 01429 224466.