

# TRANSPORT AND NEIGHBOURHOODS PORTFOLIO DECISION SCHEDULE



**Monday, 20 July 2009**

**at 9.00 am**

**in Committee Room B,  
Civic Centre, Hartlepool**

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

## **1. KEY DECISIONS**

- 1.1 Throston Neighbourhood Action Plan(NAP), Final For Endorsement – *Head of Regeneration (test ii)*

## **2. OTHER ITEMS REQUIRING DECISION**

- 2.1 North Hartlepool Single Regeneration Budget (SRB) Projects – *Director of Neighbourhood Services*
- 2.2 Data Quality Visit For The Land fill Allowances And Trading Scheme – *Head of Neighbourhood Management*
- 2.3 Neighbourhood Services Departmental Plan 2009/10 – *Director of Neighbourhood Services*
- 2.4 Minor Works Proposals, Neighbourhood Consultative Forums – *Head of Neighbourhood Management*
- 2.5 Neighbourhood Agreements – *Director of Neighbourhood Services*
- 2.6 Revised Local Transport Plan (LTP) Budget Allocations For 2009/10 – *Head of Technical Services*
- 2.7 Wharton Terrace / Parton Street – Proposed One Way Street – *Head of Technical Services*
- 2.8 Adoption Of Highways Hartlepool Marina – *Head of Technical Services*
- 2.9 Avenue Road – Changes To Parking Restrictions – *Head of Technical Services*
- 2.10 Draft Neighbourhood Management Strategy For Hartlepool – *Head of Neighbourhood Management*

- 2.11 Multi-Operator Bus Ticketing Scheme – *Head of Technical Services*
- 2.12 Residents Only Parking Controls– Grange Road – *Head of Technical Services*
- 2.13 Residents Only Parking Restrictions– Vicarage Gardens – *Head of Technical Services*
- 2.14 Stagecoach-Cancellation Of Services 20 And 456 As Commercial Services – *Head of Technical Services*
- 2.15 York Road – Creation Of 1 Hour Limited Waiting Parking Bay – *Head of Technical Services*

### 3. **ITEMS FOR INFORMATION**

- 3.1 Dyke House / Stranton / Grange Neighbourhood Action Plan (NAP) Refresh – *Head Of Community Strategy*
- 3.2 Neighbourhood Action Plans– The Way Forward Action Plan – *Head of Community Strategy*

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

None

## **TRANSPORT AND NEIGHBOURHOODS PORTFOLIO**

Report to Portfolio Holder  
20 July 2009



**Report of:** Director of Neighbourhood Services

**Subject:** NEIGHBOURHOOD AGREEMENTS

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### **SUMMARY**

#### **1. PURPOSE OF REPORT**

To formally report to the Portfolio Holder on the Neighbourhood Agreements recently entered into by the Local Authority, Cleveland Police and Fire Brigade, Housing Hartlepool and other RSLs in Central Estate and Burbank.

#### **2. SUMMARY OF CONTENTS**

This report provides information regarding the Neighbourhood Agreements for Central Estate and Burbank, recently signed by the Mayor on behalf of the Council covering front line services affecting resident and community quality of life.

#### **3. RELEVANCE TO PORTFOLIO MEMBER**

Portfolio Holder is responsible for Neighbourhoods and Transport initiatives.

#### **4. TYPE OF DECISION**

For information only.

#### **5. DECISION MAKING ROUTE**

Transport and Neighbourhoods Portfolio Holder meeting on 20<sup>th</sup> July 2009

#### **6. DECISION(S) REQUIRED**

That the Portfolio Holder notes the report and supports the adoption of the Neighbourhood Agreements.

**Report of:** Director of Neighbourhood Services

**Subject:** Neighbourhood Agreements

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## **1.0 PURPOSE OF REPORT**

- 1.1 To formally inform the Portfolio Holder of the Neighbourhood Agreements recently entered into by the Local Authority, Cleveland Police and Fire Brigade, Housing Hartlepool and other RSLs in Central Estate and Burbank.

## **2.0 BACKGROUND**

- 2.1 Neighbourhood Agreements are an arrangement between agencies and communities regarding the management of services operating in their Neighbourhoods. Housing Hartlepool, one of the major Registered Social Landlords (RSL's) operating in Hartlepool, with significant tenancy concentrations within two of the Council's designated Neighbourhood Action Plan (NAP) areas across the town, i.e. Central Estate and Burbank have worked with residents in driving forward these agreements. The Council's North and Central Neighbourhood Managers and Development Officers have had a significant involvement in their production.
- 2.2 NAPs are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the Country. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.
- 2.3 Neighbourhood agreements do not conflict, duplicate, or substitute NAPS, they compliment them. They enable residents to be involved in the design and development of services operating in their neighbourhoods, and make agencies more accountable at a local level.

## **3.0 CENTRAL ESTATE**

- 3.1 The Portfolio Holder will recall in 2007 I reported on a neighbourhood study undertaken in the Central Estate area of the North Hartlepool NAP exploring what opportunities were available to residents as to how they could work in partnership with statutory agencies and RSLs to influence service provision.
- 3.2 The neighbourhood study was one of five national pilots exploring opportunities for managing some estate services differently. The study



demonstrated how resident led organisations could extend their influence beyond housing services in particular residents influencing service provision of front line services affecting the quality of life of local residents., e.g. street lighting, street cleansing, and waste management.

- 3.3 The outcome of the neighbourhood study has seen the development of a neighbourhood agreement/local charter, signed by the Mayor on behalf of the Council; other agencies committed to the agreement are Cleveland Police and Fire Brigade, Housing Hartlepool, Three Rivers Housing Association and Home Group (**Appendix 1**).

#### 4.0 BURBANK

- 4.1 Burbank NAP forum has been operating since 2003. The area was previously designated a Police Priority Area (PPA) due to the high levels of crime and anti-social behaviour, however since the implementation of the NAP and PPA crime and disorder levels have reduced significantly, environmental and housing improvements have been introduced. The priority for Burbank is now health, life long learning and jobs.
- 4.2 The Burbank Community Forum was set up in 2003 to bring together residents and representatives of the Council, Housing Hartlepool, Three Rivers, Cleveland Police and the PCT to work together to make Burbank a better place to live. It is also responsible for implementing the NAP
- 4.3 The Burbank local agreement sets out how the various organisations providing services in Burbank Estate will work together to address issues of concern to residents of Burbank. The agreement was signed on the European Good Neighbours day (**Appendix 2**).

#### 5.0 CONCLUSION

- 5.1 Neighbourhood Action Plans (NAPs) have been in operation since 2003, Neighbourhood Managers have worked in partnership with residents to implement the NAPs. These NAPs set out realistic actions to address the priorities of the community. NAPs are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the town. As to be expected residents and agencies concentrated on Environment and Community Safety, whilst both areas remain important, resident priorities have changed, resulting in resources being targeted at building capacity in communities, and looking at introducing long term activities and projects at a local level to tackle long term unemployment and health.

- 5.2 Neighbourhood agreements work at a local level and concentrate on front line services which affect the quality of life of residents and the community as a whole, e.g. street scene services and waste management. They reassure residents that agencies are committed to improving their neighbourhoods through the provision of front line services, enabling residents to concentrate NAP resources on other priorities.

## **6.0 RECOMMENDATIONS**

That the Portfolio Holder notes the report and supports the adoption of the Neighbourhood Agreements.

## **7. CONTACT OFFICER**

Denise Ogden  
Head of Neighbourhood Management  
Civic Centre Level 3  
Victoria Road  
Hartlepool  
TS24 8AY

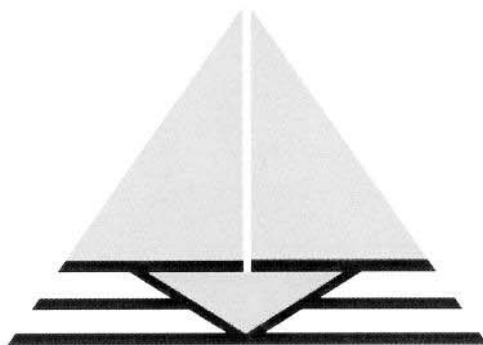
Tel: 01429 533201  
Email: [denise.ogden@hartlepool.gov.uk](mailto:denise.ogden@hartlepool.gov.uk)



# Central Estate Management Organisation

## Local Charter

In partnership  
with



**Central Estate**  
MANAGEMENT ORGANISATION  
*Making the Central Estate a Better Place to Live*

**Sure Start  
Children's Centres**



**Cleveland Fire Brigade**



# Central Estate Management Organisation

## Our Local Charter

### Who we are

"Central Estate Management Organisation (CEMO) is a community-owned company that works for all residents of the Central Estate. Since the transfer of housing stock to Housing Hartlepool, CEMO has continued to receive support from the government and Housing Hartlepool and to represent tenants and residents of the Central Estate, regardless of who owns their homes. We are based in the Phoenix Centre on the Central Estate.

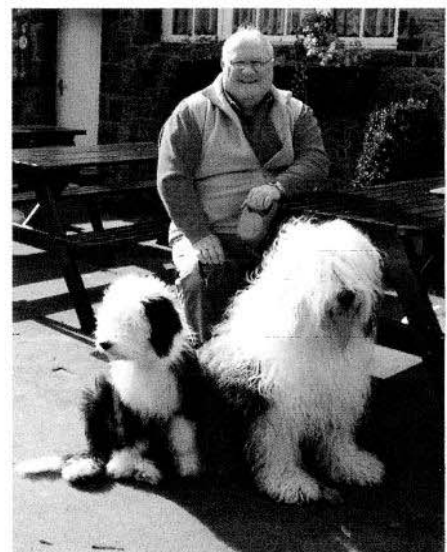
Since 2007 we have:

- Given funds to the Crime Stompers youth group
- Worked with the Neighbourhood Action Plan to get a crossing put up on Cleveland Road
- Achieved the demolition of the old bus shelter which is to be replaced
- Had noticeboards put up around the estate
- Helped organise Neighbour Day in May 2008
- Developed a Good Neighbour Agreement with other landlords on the estate.

We have a very good working relationship with Housing Hartlepool and have signed a Tenant Management Agreement with it so that we can have a major role in the services that are delivered on the Central Estate.

Since February 2007, CEMO has been working in partnership with Housing Hartlepool, Hartlepool Borough Council (HBC) and Partners in Change on a Neighbourhood Study. It is one of five pilots across England. This Neighbourhood Study is designed to show how resident-led organisations can extend their influence beyond housing services to other issues that matter to our communities. We have achieved a lot as part of the Neighbourhood Study, including this Local Charter"

To complement these successes, this local charter aims to set out how CEMO will work with a range of partners to address issues of concern to residents of Central Estate.



Ted Lee, Chair, CEMO November 2008

Under each section we say what services our partners will provide and how they will recognise the importance of working with CEMO for the good of all our residents. It also lays out the responsibilities of CEMO and residents.

The sections of this Charter are:

Green and clean	Page 2
Staying safe	Page 8
Estate priorities	Page 10
Families	Page 12
Three Rivers Housing Group	Page 13
Home Group	Page 14
The role of our Councillors	Page 16
Monitoring this charter	Page 16
Useful contacts	Page 17



## CEMO Local Charter Green and Clean

	<b>Hartlepool Borough Council will:</b>	<b>Central Estate Management Organisation will:</b>	<b>Residents will:</b>
<b>Horticulture – Grass cutting, weeds and hanging baskets maintained by HBC at the boundaries of the estate</b>	<p>Cut grass a minimum of 13 times a year</p> <p>Cutting season end of March to November</p> <p>Shrubs will get 6 visits per year, including pruning and litter picking</p> <p>Spray roads and footpath twice a year to control weeds and where needed carry out further spot treatment</p> <p>Annually provide hanging baskets</p> <p>Respond and make safe trees that are dangerous or overhanging within 1 working day</p>	<p>Monitor the grass cutting and report any issues to the council</p> <p>Report to the council any overhanging or damaged trees or other hazards</p> <p>Encourage residents to take pride in their own gardens by promoting initiatives such as the garden competition</p>	<p>Keep their own gardens clean, tidy and free from rubbish</p>
<b>Lighting – columns and street signs</b>	<p>Repair street light faults within 3-5 days of being reported – it may take longer where loss of electricity supply is the responsibility of the utility service</p> <p>24hr response to attend to lights in sensitive areas e.g. older residents</p> <p>All lights cleaned and maintained every 2 years</p> <p>½ hour emergency response to attend road traffic accident and exposed cables</p>	<p>Report to the council any faulty street lights</p> <p>Identify any areas of inadequate lighting on council land</p>	<p>Report to CEMO or the council any faulty street lights</p>

You can find out more or get involved with what happens on the Central Estate by contacting Central Estate Management Organisation (CEMO). No matter who your landlord is, or whether you own your home, CEMO is here to help all residents of our estate.

The CEMO is based at the Phoenix Centre on Hindpool Close and is open Monday, Wednesday and Friday 1.00pm - 3.00pm. You can call in or give us a ring on 525486. Housing Hartlepool staff are available Tues and Thurs mornings.

CEMO work with all the agencies active on the estate, including the housing associations, police, Children's Centre and the council. We help to fund the Crime Stompers and the Central Correctors youth groups and also host surgeries by our local councillors, the police and Housing Hartlepool.

CEMO's Board meets every Thursday at 7.00pm at the community room on Heronspool Close. You are welcome to come along and let us know what you think.



By signing here provides you with a personal copy of your agreement to act as a good neighbour and to abide by this

Good Neighbour Agreement:

NAME: .....

ADDRESS: .....

SIGNATURE: .....

DATE: .....

Please return the enclosed slip in the envelope provided or drop it into the CEMO office.

Thank you for completing this agreement and your support.



*Central Estate Good Neighbour Agreement*





<b>Street cleaning – Channels, pavements, roads, litter and dog bins</b>	Mechanical sweeping once a week, after refuse vehicles have been on the estate Litter bins will be emptied at least once a week Needles on public land will be removed within 2 hours	Encourage residents to keep these areas clean and free from litter Suggest locations for dog and litter bins and report any damaged roads or pavements	Not fly tip rubbish Use litter and dog bins Not drive vehicles, including motor bikes, on pavements
<b>Refuse – bin emptying</b>	Collect refuse on the same day every week, unless there is a Bank Holiday, then it may be collected late Return wheeled bins to the kerbside/collection point Collect missed collections within one working day of it being reported Charge £10 to replace a lost, damaged or stolen wheeled bin which will be replaced within one week (stock levels allowing) Aim to collect items of Bulky Household Waste (inc large items of furniture) within 2 weeks. This service is FREE and demand is high so waiting times may be higher	Highlight with the council any problems with refuse collections Encourage residents not to dump rubbish Publicise the number for the council's free collection service for big items Report any missed collection	Not dump large items of rubbish but will contact the council for its free removal service Take in wheeled bins and, where neighbours have agreed this, take in their bins Report to CEMO or the council any missed collection
<b>Recycling – blue boxes, blue and white bags, brown bin</b>	Carry out alternative weekly collection (green bin and blue box alternating with brown bin and white bag) Collect missed kerbside collections within 1 day of being notified	Encourage residents to recycle as much as possible Work with the council to improve the recycling service Report any missed collection	Recycle suitable waste responsibly in the boxes and bags provided
<b>Enforcement – dog</b>	Remove abandoned vehicles from the public	Make residents aware of their	Observe laws and

<b>fouling, fly tipping, graffiti removal, abandoned vehicles and parking</b>	highway within 1 working day Fly tipping removed within 2 working days Graffiti will be removed within 1 week, or 1 day where it is offensive or racist	obligations and the regulations relating to these issues Report abandoned vehicles and breaches of the regulations to the council	regulations relating to these matters Report abandoned vehicles, graffiti and fly tipping to CEMO or the council
<b>Highways – roads and pavements and gritting in winter</b>	Pre-salt slip roads within 3 hours of notification of adverse weather conditions Provide and maintain salt bins for roads with steep gradients, severe bends or known trouble spots	Report any issues related to gritting to the council	Report any issues related to gritting to CEMO or the council
<b>Stray dogs</b>	Remove stray and dangerous dogs from public areas within 1 working day	Report any stray dogs to the council Encourage residents to get their dogs chipped and publicise where this is available	Control their dogs in private and communal areas Get their dogs chipped
<b>Pest control</b>	Treat fleas and wasps within 2 working days – there is a charge for this service		

HBC will continue to support CEMO by:

- Sharing information on current services and encouraging resident involvement.
- Being an active partner in arrangements for resident involvement in the management of Streetscene services.
- Conducting joint audits with CEMO, Housing Hartlepool and Hartlepool Borough Council staff to identify issues and agree joined up solutions.

CEMO will help providers get the message across around sensible refuse disposal and recycling and provide opportunities for services to consult residents and provide information.

# CEMO Local Charter

## Staying Safe

### Police

The police service provides one PC and two Police Community Support Officers (PCSOs) for Central Estate. They are based at stations on the Headland or Dyke House.

Neighbourhood policing in Hartlepool is based on the principles of

- Providing a named point of contact
- Giving local people a say in policing priorities
- Joint action with partners and the public
- Feedback on what is being done

Officers responsible for delivery of policing services to Central Estate will continue to support CEMO by:

- Recognising the value of CEMO and supporting what it wants to achieve.
- Local officers meeting regularly with CEMO representatives to discuss issues of importance on the estate and providing feedback.
- Conducting joint visual audits with CEMO, Housing Hartlepool and Hartlepool Borough Council staff to identify issues and agree joined up solutions. Other landlords on the estate will also be invited to join these audits.
- Responding to requests for contact, visits and attendance at events.
- Working in partnership on issues affecting young people by supporting Crime Stompers and other activities.



CEMO will:

- Provide their office for use by police officers and PCSOs for surgeries and meeting residents.
- Publicise events involving the police, opportunities to meet them and give them space in newsletters for police business.

## Fire and Rescue Service

The Central Estate is served by Stranton Fire Station, supported by the Retained Fire Station on the Headland.

Cleveland Fire Brigade is committed to preventing loss of life and injuries from emergency incidents, and reducing the risks in the community. This is achieved by adopting a balanced strategy in relation to Protection, Prevention and Response to emergency incidents.

On Central Estate the Brigade will endeavour to:

- Increase the take up of Home Fire Safety Visits on the estate from the baseline figure of 175 as at 31/03/08.
- Reduce the number of anti-social deliberate fires on the estate in 2008/9 from 19 in 2007/8.

Officers responsible for delivery of fire services to Central Estate will continue to work with CEMO by:

- Promoting the contact details for residents to arrange a Home Fire Safety Visit.
- Promoting the contact details and to report refuse for removal prior to it being set on fire.
- Attending relevant multi-agency meetings to review the Charter and contribute to the safety of the community of Central Estate.



North Area Police and Community Safety Forum meets three times a year and provides an opportunity for police, councillors and local people to meet together. There are displays and information such as crime figures and the measures being taken to tackle crime. Any member of the public is welcome to attend – look out for posters and pieces in the local press. CEMO can provide more details for interested residents.

## CEMO Local Charter Estate Priorities

The local Neighbourhood Action Plan (NAP) has long- term targets for the estate in a variety of priority areas:

Themes	Priorities
Community Safety	Ensure facilities for young people by working with a range of service providers.
Housing and the Environment	Make best use of open spaces in the area.
Strengthening Communities	Increase engagement with young people, particularly in the NAP process.  Have more community events.
Jobs and Economy	CEMO will take forward the <i>Streets Ahead</i> project around employment opportunities.
Lifelong Learning and Skills	Increase the take up of learning opportunities.  Link to transport improvements.
Health and Care	Improve health around heart disease, smoking and obesity.  Find service providers who could deliver fitness and health classes.
Culture and Leisure	Find out what activities 20-40 year olds want.

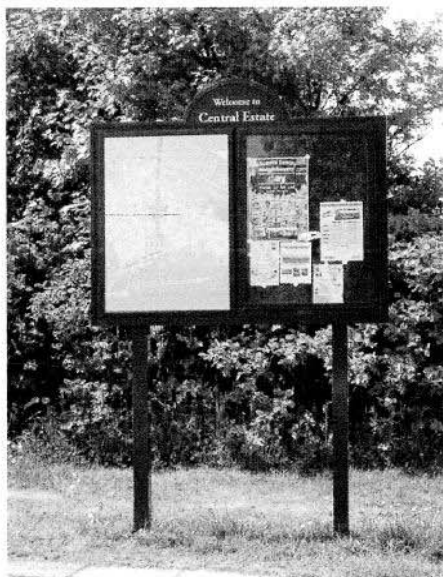
CEMO wishes to work with those administering the NAP to help deliver on these priorities beyond the life of the extra resources brought by Neighbourhood Renewal.



NAP officials will continue to support CEMO by:

- Recognising its important role in sustaining NAP successes beyond the life of the NAP process.
- Co-ordinating access to other council service providers as requested by CEMO.
- Providing help to develop CEMO's capacity and role in the sustainability of the estate.
- Providing help to CEMO to open dialogue with other service providers and helping to engage them in this Charter.
- Joining, and maintaining a presence on, a multi-agency working group for Central Estate.

NAP local forum meetings take place on 3<sup>rd</sup> Monday of the month at 6.30pm at the Heronspool Tenants Room. All residents are welcome to come along. CEMO can provide more details for interested residents.



Projects supported by  
CEMO and Central  
Estate NAP group



# CEMO Local Charter

## Families

### Sure Start Children's Centre and Extended Services

The Sure Start Children's Centre on Hindpool Close provides services for children under 5 years of age, and their families. It runs many of these services from the Children's Centre but also operates from other centres in the locality, which Central Estate residents can benefit from. A town-wide full list of services is available from the Centre.

The Centre supports work with the 0-19 age group but it's main function is to provide support for families with children under 8. As well as providing services it can bring in other agencies and services such as Adult Education, if a demand is identified. Midwives, Health Visitors and Speech and Language staff operate from the Children's Centre, supported by Family Support workers.

The Children's Centre is committed to working with CEMO and will:

- Work in partnership with CEMO.
- Attend all relevant meetings to enable partnership working, including the multi-agency monitoring group for this Charter.
- Support consultation and distribution of CEMO publicity.
- Support consultation with young people living on the estate as well as adults.
- Inform CEMO about what is taking place at the Centre and across the locality. Where successful activities are taking place elsewhere in the locality CEMO will be consulted about extending these services to the estate, where a need is evidenced.
- Signpost estate residents to access services provided elsewhere in the town for families with children under 5.
- Explore the possibilities of match funding and jointly providing services with CEMO, where this supports families with children under 5.

## Children's Services

Run activities for children and young people during school holidays. A community leaflet advertises town-wide holiday activities.

### Fun 4 All

After-school activities for 5 to 8 year-olds at the Children's Centre.

### Crime Stompers - 232509

Run by the police for young people aged 9 to 13 year-olds at the Children's Centre.

Also hosted at the Children's Centre:

Smoking Cessation 292555

Credit Union 863542

Benefits Advice 271275



*Central Correctors  
Halloween Party November 2008*





## CEMO Local Charter

### Three Rivers Housing Group

Three Rivers is committed to creating and sustaining vibrant, safe and thriving communities and empowering people to engage in local community initiatives. An outcome of the Neighbourhood Study pilot has been a Good Neighbour Agreement (GNA) negotiated between CEMO, Housing Hartlepool and Three Rivers Housing Group.

Three Rivers will continue to support CEMO by:

- Active engagement through development of the Good Neighbour Agreement (GNA).
- Monitoring the GNA, sharing information and developing joint approaches to anti-social behaviour and other management issues on the estate.
- Attending on-going estate management meetings to build on the co-operation so far achieved and monitor this Charter.
- Examining management arrangements in terms of value for money and improved service delivery and how these can be delivered most effectively for residents of the estate.
- Provide access to its properties to enable CEMO to distribute literature to its tenants.
- Encouraging their residents to get involved with CEMO and attend general meetings.



## CEMO Local Charter Home Group

Home Group is committed to creating and sustaining vibrant, safe and thriving communities and empowering people to engage in local community initiatives. An outcome of the Neighbourhood Study pilot has been a Good Neighbour Agreement (GNA) negotiated between CEMO, Housing Hartlepool, Three Rivers Housing Group and Home Housing Group.

Home Group will continue to support CEMO by:

- Active engagement through development of the Good Neighbour Agreement (GNA).
- Monitoring the GNA, sharing information and developing joint approaches to anti-social behaviour and other management issues on the estate.
- Attending on-going estate management meetings to build on the co-operation so far achieved and monitor this Charter.
- Examining management arrangements in terms of value for money and improved service delivery and how these can be delivered most effectively for residents of the estate.
- Provide access to its properties to enable CEMO to distribute literature to its tenants.
- Encouraging their residents to get involved with CEMO and attend general meetings

The logo for Home Housing Group, featuring the word "home" in a lowercase, rounded, sans-serif font. The letters are dark grey and have a slightly irregular, hand-drawn feel. The 'h' and 'o' are connected, as are the 'm' and 'e'.

## CEMO Local Charter

### Role of councillors and other representatives

Councillors will support the work of CEMO and help it to achieve its objectives. They will provide support around achieving the outcomes in this Charter.

CEMO will provide opportunities for councillors to consult with local residents, including premises for councillors to hold a surgery every two months at the CEMO offices in the Phoenix Centre. Dates are advertised in the local press. The Neighbourhood Consultative Forum meets every eight weeks to enable local residents and councillors to meet. CEMO will send representatives and raise issues of concern to residents. All residents are welcome to come along. CEMO can provide more details for interested residents.

### CEMO Local Charter Monitoring this Charter

Quarterly monitoring meetings will be held involving all partners to the Charter. This meeting will be an opportunity for providers to coordinate their work, hear the priorities of local people as expressed by CEMO and monitor the functioning of the Charter.

The Charter will be updated annually.

A regular visual audit will be conducted with relevant partners including the police, HBC, Housing Hartlepool and CEMO. The results will be discussed at the quarterly monitoring meetings.



*Neighbourhood Study  
Steering Group – CEMO,  
council and Housing  
Hartlepool officers  
working together*

# CEMO Local Charter Signatories

Signed on behalf of:

**CEMO:**

*J. S. Lee (Lead)*



**Hartlepool Borough Council:**

*Demetrius D. Stubbins*



**Hartlepool Police service:**

*M. Khan*



**Fire service:**

*D. O.*

Cleveland Fire Brigade



**Children's Centre:**

**Sure Start  
Children's Centres**

**Housing Hartlepool:**

*12*



**Three Rivers HA:**

*C. Marshall*



**Home Group:**

*Union*



**Date:**

*29/4/09*

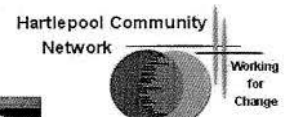
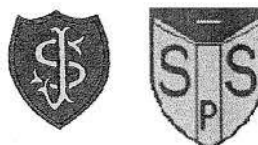
## CEMO Local Charter

### Useful contacts

Central Estate Management Organisation (CEMO)	525486
Hartlepool Borough Council Contact Centre	523333
Information on recycling schemes	523829
Housing Hartlepool	525252
Repairs Service	08000 525399
Three Rivers Housing Group	0191 3841122
Home Group	0845 606 3030
Local police and PCSOs (Non urgent)	235811
Emergencies	999
Crime Prevention Advice	405580
Victim Support	221920
Anti-Social Behaviour Team (office hours)	296588
ASB Team and needles (out of office hours)	869424
<i>Fire service:</i>	
General Advice/Arson Prevention	872311
To Arrange a Home Fire Safety Visit	874063
Sure Start Children's Centre, Hindpool Close	292555
Crime Stompers Youth Group	232509
<i>Ward Councillors:</i>	
John Marshall	280048
Steve Allison	286389
Tim Fleming	234507

# BURBANK ESTATE

## Local Neighbourhood Agreement 2009/10





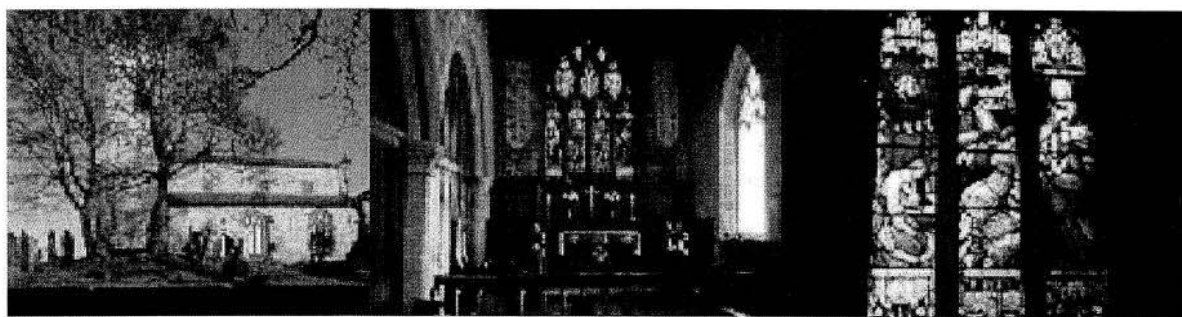
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## FOREWORD



The Reverend Michael Gilbertson – Stranton Church



This agreement aims to help make the Burbank Estate a much safer, cleaner, and better-maintained area, to improve the quality of life for everyone who lives here.

It is the result of many hours of hard work by resident representatives, volunteers, council officers, local councillors, housing associations, police, fire and health services, local schools, the church, and other service providers.

I would like to express my thanks to all the people who have taken part in creating this document, and as Chair of the Burbank Community Forum I would like to give it my full support. It is honest and realistic and seeks to put in place the very best achievable standards.

This agreement is a great example of what we can achieve by working together and respecting each other's views in the interests of all. Of course, this document is a starting-point. The aims in it need to become a reality for the estate. And this will only happen if everyone – residents and service providers alike – work together for the good of the whole community.

So I commend this agreement to you, in the hope that it will help everyone work together to make a real and lasting difference to Burbank.

**The Revd. Michael Gilbertson**  
**Chair of The Burbank Community Forum**



# **Burbank Estate**

## **Our Local Neighbourhood Agreement**

### **What is a Local Neighbourhood Agreement?**

This local agreement sets out how the various organisations providing services in Burbank Estate will work together to address issues of concern to residents of Burbank.

Under each section it states what services residents can expect from each of the Partners and how they will recognise the importance of working within the Burbank Forum for the good of all residents. It also lays out the responsibilities expected of residents.

The Partners working together on Burbank Estate include:

#### **Building A Better Burbank Partnership (BBBs)**

**Burbank Community Church**

**Burbank Parents Forum**

**Burbank Uniting Residents Together (BURT)**

**Cleveland Fire Service**

**Cleveland Police**

**Hartlepool Borough Council**

**Hartlepool Community Network**

**Hartlepool Mind**

**Hartlepool Partnership**

**Housing Hartlepool**

**NHS Hartlepool**

**Stranton Church**

**Surestart**

**Three Rivers Housing Association**

## **Listening to Residents views and acting on them Burbank Neighbourhood Action Plan & Morrish Report**

Residents of the Burbank area have been consulted on their views as to what is important to them through the Neighbourhood Action Planning process (NAP), and The Morrish Survey. This resulted in the publication of two documents that set out the major issues and priorities identified by residents that it is felt need addressing on the estate.

### **What is a Neighbourhood Action Plan (NAP)?**

The Burbank Neighbourhood Action Plan is a public document which sets out realistic actions to address the priorities, the organisations who need to be involved in delivering the actions, the timescales for the actions to be achieved, possible funding and resources and how success is to be measured. NAPs are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country. The NAP is reviewed annually.

#### **Burbank NAP Priorities**

- Community Safety
- Housing and the Environment
- Strengthening Communities
- Jobs and Economy
- Lifelong Learning and Skills
- Health and Care
- Culture and Leisure

For Further information on how to get involved with the NAP contact the Central Area Neighbourhood Manager, Clare Clark on 855560 or by email on [Clare.clark@hartlepool.gov.uk](mailto:Clare.clark@hartlepool.gov.uk)

### **What is the Morrish Report?**

During 2008 a major survey of Burbank Residents was carried out to find out what local people wanted to see on their estate. The survey was carried out by people from the estate and identified the following priorities which supplement the Neighbourhood Action Plan:

- Acquisition of Community Land
- Design Plan & Build Super Centre
- Provide Staple Shop
- Control Litter & Dog-Fouling
- Improve Outdoor Sport and Leisure Facilities (with special emphasis on children & young people)
- Introduce I.T. & Media Facilities
- Improve Communications
- Improve Transport Services
- Support Identity & Heritage Ideas
- Provide New Safe and Affordable Homes

To find out more, or get a copy of the Burbank Neighbourhood Action Plan, contact the Neighbourhood Development Officer on (01429) 855560 or access the following web address – [www.hartlepoolpartnership.co.uk](http://www.hartlepoolpartnership.co.uk) and link to Your Neighbourhood then Burbank. You can get a copy of The Morrish Report from Norma Morrish on (01429) 869662 or view it at web address- [www.bbbslive.com](http://www.bbbslive.com)

## Working together to make Burbank a better place to live

### The Burbank Forum



**The Burbank Community Forum** was set up in 2003 to bring together residents of Burbank and representatives from the Council, Local Councillors, Housing Hartlepool, Three Rivers Housing Association, Cleveland Police and others to work together to make Burbank a better place to live. It is also responsible for making sure the Neighbourhood Action Plan (NAP) for Burbank is carried out. The Forum is resident led and independently chaired. All community groups on the estate including Burbank Uniting Residents Together (BURT), Building a Better Burbank (BBBs) Burbank Parents Group and Burbank Community Church are represented on the Forum. Meetings are open to all residents of the estate.



Since its inception the Forum has used the Neighbourhood Action Plan to fund a number of projects to improve the quality of life in Burbank including:

- A Community Nurse based in the Burbank Community House
- Five CCTV cameras
- New street lighting and road resurfacing
- New outdoor sports pitch
- Information boards on the estate
- A community shop
- Closing problem alleyways
- Supported various community activities including Burbank Men's health Club and Burbank Parents Forum

The Council's Neighbourhood Management and Regeneration Teams, and the Community Network provide support for the Forum by organising and providing secretarial support to the meetings, making sure the right people are around the table, taking forward priorities and actions addressed outside of meetings, the administration of funding associated with the neighbourhood Action Plan, and identifying and developing any training needs.

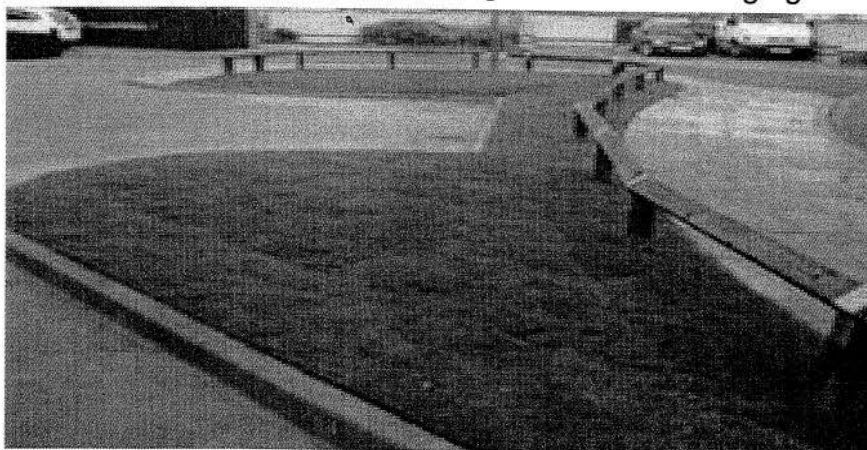
# Keeping Burbank Green and Clean



Hartlepool Borough Council, Housing Hartlepool and Three Rivers Housing Association, in respect of their own areas, agree to:-

## Horticulture

- Cut grass 13 to 16 times a year on open spaces - cutting season end of March to October
- Shrub and rose beds will be litter picked monthly. Shrubs will get 6 visits per year during growing season to be edged and weeded.
- Spray roads and footpaths to control weeds as when and where needed and carry out further spot treatment as required.
- Respond and make safe trees that are dangerous or overhanging as soon as possible.



## Residents are expected to:

- Monitor the grass cutting and report any issues to Housing Hartlepool or other relevant organisation.
- Report to the council or Housing Hartlepool any overhanging or damaged trees or other hazards
- Keep their own gardens clean, tidy and free from rubbish



### **Refuse Collection:**

- Bins will be collected on an alternating weekly collection every Thursday
  - Week one green bin, blue box and blue bag.
  - Week two brown bin and white bag
  - Collect bulky household waste FREE within a maximum of ten working days.



### **Street cleaning:**

- Mechanical sweeping will take place with a small sweeper once a week, after refuse vehicles have been on the estate
- A larger mechanical sweeper will sweep the estate once per fortnight

### **Fly Tipping:**

- A rapid response team will visit all known "hot spots" weekly

### **Graffiti:**

- Non-Offensive Graffiti will be removed within 28 days of being reported
- Offensive Graffiti will be removed the same day of being reported

### **Abandoned vehicles:**

- Remove untaxed and abandoned vehicles on open space land within one working day of being reported

### **Lighting – columns and street signs**

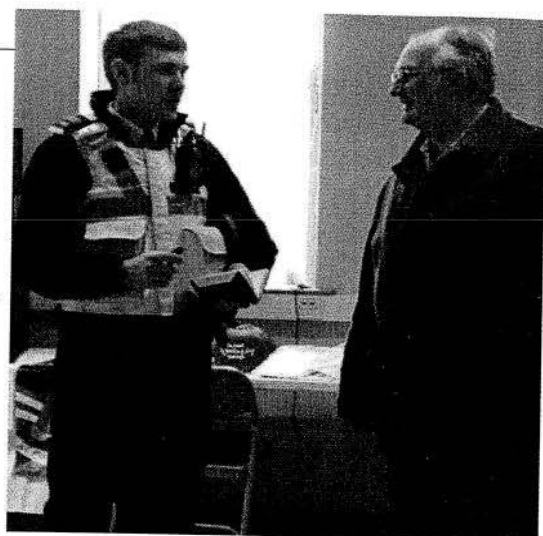
- Repair street light faults within 5 days of being reported – it may take longer where loss of electricity supply is the responsibility of the utility service
  - 24hr response to attend to lights in sensitive areas e.g. older residents
  - All lights cleaned and maintained every 2 years
- ½ hour emergency response to attend road traffic accident and exposed cables

## Making Burbank Safer Police and Fire Services

The Central Sector Neighbourhood Police team, which covers the Stranton Ward and includes the Burbank Estate, is currently made up of:

- Three Police Constables; and
- Three Police Community Support Officers (PCSOs).

The team, based at York Road with specific Responsibility for Stranton ward, undertake regular patrols in Burbank and have developed strong ties with residents, in particular those who make use of the Burbank Community Centre facility.



### **Neighbourhood policing in Hartlepool – principles :-**

- Access – through a named point of contact;
- Influence – over policing priorities in the neighbourhood;
- Interventions – through joint action with communities and partners to solve problems; and
- Answers – developing sustainable solutions to problems and feeding back to the community.

### **Officers responsible for delivery of policing services to Burbank Estate will continue to support The Burbank Community Forum by:**

- Recognising the value of the Forum and supporting what it wants to achieve.
- Local officers meeting regularly with Forum representatives to discuss issues of importance on the estate and providing feedback.
- Conducting joint visual audits with The Forum, Housing Hartlepool, Three Rivers Housing and Hartlepool Borough Council staff to identify issues and agree joined up solutions. Responding to requests for contact, visits and attendance at events.
- Working in partnership on issues affecting young people by supporting other activities and supporting the local Neighbourhood Watch Committee.

Central Area Police and Community Safety Forum meets three times a year and is an opportunity for Police, councillors and local people to meet together. There are displays and information such as crime figures and the measures being taken to tackle crime. Any member of the public is welcome to attend – look out for posters and pieces in the local press. The Burbank Forum and HBC's Neighbourhood Manager can provide more details for interested residents.

# The Policing Pledge

1. Always treat individuals fairly and with dignity and respect ensuring that they have fair access to our services at a time that is reasonable and suitable for them;
2. Provide communities with information so it is known who dedicated Neighbourhood Policing Team members are, where they are based, how to contact them and how to work with them;
3. Ensure that Neighbourhood Policing Teams and other police patrols are visible within neighbourhoods at times when they will be most effective and when communities tell us that they most need them. Ensuring that Neighbourhood Policing Teams are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working within neighbourhoods, tackling local priorities. Staff turnover will be minimised ensuring greater continuity with police officers, PCSOs and special constables
4. Respond to every message directed to Neighbourhood Policing Team within 24 hours and where necessary, provide a more detailed response as soon as we can;
5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting there safely, and as quickly as possible. In urban areas we will aim to arrive within 15 minutes and in rural areas within 20 minutes;
6. Answer all non-emergency calls promptly. If attendance is needed, send a patrol providing an estimated time of arrival, and:
  - if vulnerable or upset aim to arrive within 60 minutes;
  - If calling about an issue that we have agreed with the local community will be a neighbourhood priority and attendance is required, we will aim to arrive within 60 minutes;
  - Alternatively, if appropriate, we will make an appointment to meet at a time that is convenient and within 48 hours; and
  - If agreed that attendance is not necessary we will provide advice, answer questions and/or put communities in touch with someone who can help.
7. Arrange regular public meetings to agree local priorities, at least once a month, providing chance to meet local policing teams and other members of the community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements;
8. Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make neighbourhoods safer and information on how the Force is performing;
9. For victims of crime, agree with you how often you would like to be kept informed of progress in your case and for how long. Victims of crime have the right to be kept informed at least every month and for as long as is reasonable;
10. Acknowledge any dissatisfaction with the service that has been received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss how it will be handled, provide an opportunity to talk in person to someone about concerns and agree what will be done about them and how quickly.

## Dealing with Anti-Social Behaviour

All reported incidents of Anti-Social Behaviour will be vigorously pursued in keeping with Housing Association(s) and the Council's ASB policies.

### RESIDENTS AGREE TO:-

- Use litter and dog bins where provided
- Not fly tip rubbish
- Not drive vehicles, including motor bikes, on pavements / open spaces
- Report to the council any faulty street lights
- Identify any areas of inadequate lighting on the estate
- Report incidents of Anti-Social behaviour
- Report incidents of crime and wherever possible support local Neighbourhood Watch schemes

### THE BURBANK COMMUNITY FORUM WILL:-

- Provide surgeries at the Burbank Coop Shop and local Police Offices for meeting residents.
- Publicise events involving the police, opportunities to meet them and give them space in newsletters for police business.
- Support the Burbank Neighbourhood Watch group and Ringmaster scheme
- Ensure CCTV systems continue to be used to the best achievable levels of surveillance  
In liaison with local Police.





## Fire and Rescue Service



The Burbank Estate is served by Stranton Fire Station. Cleveland Fire Brigade is committed to preventing loss of life and injuries from emergency incidents, and reducing the risks in the community. This is achieved by adopting a balanced strategy in relation to Protection, Prevention and Response to emergency incidents.

### **On Burbank Estate the Brigade will endeavour to:**

- Increase the take up of Home Fire Safety Visits on the estate
- Seek to continually reduce the number of anti-social deliberate fires on the estate.

### **Officers responsible for delivery of fire services to Burbank Estate will continue to work with the Burbank Forum by:**

- Promoting the contact details for residents to arrange a Home Fire Safety Visit.
- Promoting the contact details and to report refuse for removal prior to it being set on fire.
- Attending relevant multi-agency meetings to review this Agreement and contribute to the safety of the community of Burbank Estate.

The initial Fire Brigade point of contact for the Burbank NAP is the Watch Manager for White Watch at Stranton Fire Station, who can be contacted on **274151**

## Community Groups Working for the benefit of all in Burbank

### **Burbank Community Church**

A family church that meets every week in the Havelock Centre.

Clive Hall is the leader of the church and he lives on the estate and is very involved in many projects to help develop the community.

The church has already had gardening days on the estate, painted over graffiti, planted flowers, painted a back alley and built a new flowerbed. A lot of this work has been done with the help of a Texan church who come over to Burbank to help, on an exchange visit.

The church is open to anyone and has helped develop a community spirit on the estate and wishes to help to make it even stronger.

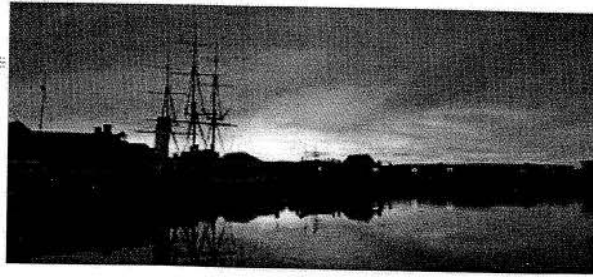
God tells us that He 'Loves the world' The Burbank church wishes to use a hands-on approach to express that love in its work across the whole estate.

For further details contact Clive & Angela on 278504



# BUILDING A BETTER BURBANK

Regenerating Burbank Estate (Hartlepool UK) for its Future!



**BBBs** stands for Building a Better Burbank. It is a Partnership between resident groups serving the Burbank Estate Working Together on Regeneration issues. Each group still works independently on their own issues and objectives as well.

**BBBs** feel it is the wish of Burbankers to better their quality of life in ways which *'they'* feel are right for *them* and for future generations of Burbank, and imposing unwanted projects on our valuable land should now be a thing of the past. As our MP said, it's time that Burbank got the Centre and facilities it deserves. We ALL need to work together towards that aim." The BBBs Partnership will facilitate any outside offers of support on this venture and deal with any concerns by putting them forward to our meetings. Anyone who wishes to discuss Burbank's Regeneration Issues OR other issues affecting the future development of the Burbank Area should talk to **BBBs**, OR if you are interested in helping or if your group wishes to join the partnership - **BBBs** would be happy to talk to you.

## CURRENT BBBs PARTNERS

### Burbank Co-op Shop

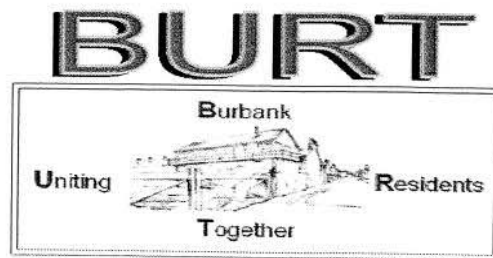
The shop is open every Monday, Wednesday and Friday morning 9:30 am. till 12 noon in Burbank Community House. It is run by residents for residents and provides teas, coffee and snacks along with a selection of fresh fruit and veg to order. For more information contact Norma Morrish on 271274 or e-mail [norma.morrish@ntlworld.com](mailto:norma.morrish@ntlworld.com)

### Burbank Men's Club

Our men's club meet every Thursday at 7:00 pm. in the Burbank Community House. Here you can take part in social events including day trips, ten pin bowling, archery, photography classes, health and fitness advice, access to the internet, organised walks and outings. Why not call in to one of our meetings where you will find a friendly group waiting with a warm welcome. For more information contact William Morrish on 271274 or e-mail [Williammorrish@bbslive.com](mailto:Williammorrish@bbslive.com)

### Burbank Media Group

This group became an expansion of Burbank Online which served Burbank's I.T. communications for 5 years. The NEW group helps with ALL Media issues including the Burbank Website at [www.bbslive.com](http://www.bbslive.com) and Group members use their newly learned skills to produce Newsletters, Flyers, PodCasts, You Tube Video's and ALL kinds of other Media for the benefit and promotion of Burbank's current and future development.



## **BURT - Burbank Uniting Residents Together**

Burbank Uniting Residents Together is an organisation that works at the heart of the community. We aim to discover what help is needed on the estate, and then try to address the problem. We have already helped towards having rat runs closed, the landscaping of the estate improved and lighting improved. We were very active when the housing was having the refurbishment done in setting up meetings with H&B and Housing Hartlepool.

Whatever the issue we try to help out, we talk to service providers on people's behalf. We can point people in the right direction to get help themselves. We attend the Burbank Forum which is a very important community meeting, where all service providers sit around the table and discuss the best way forward to develop the Burbank estate. Here we take the residents voice and concerns to the people who can changes happen.

We helped towards getting a prescribing nurse on the estate. We are working towards developing the youth provision on the estate, we also organise bus trips. We have a number of children's parties, and we are working towards an older generation Tea and Dance Party. These events are to build upon the community spirit that already exists on the estate.

We hold a General meeting every three months to report to you what is happening on the estate, and take the opportunity to hear from residents any ideas or concerns that you may have.

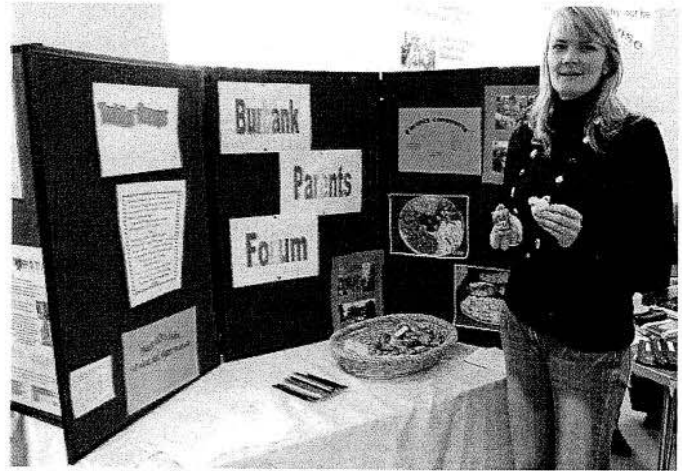


## Supporting Children and Families on Burbank Estate Hartlepool Borough Council Children's Services & Burbank Parents Group

Run activities for children and young people during school holidays.

A community leaflet advertises town-wide holiday activities.

Sure Start Children's Centre's provide good quality integrated services to children under 5 years old and their families in order to give every child the best possible start in life, and have a broad and lasting impact on children, their parents and the wider community.



By 2010 the Government states that all school aged children should be able to access a variety of activities, in and around the school day. By utilising school buildings throughout the year it is hoped to encourage community use and provide activities where parents and children can learn and grow together.

In Hartlepool, children and families decided to link the Children's Centres & Extended Services agenda together, we found that the objectives for both were very similar:

- Early Years & Childcare Provision
- Childminders Network
- Parenting Education & Family Support
- Health Services/Swift & Easy Referral
- Access to wider services/wider community access
- Varied menu of activities
- Training & Employment

By working together on Burbank estate Ward Jackson Primary School, St Joseph's RC Primary School, Sure Start Children's Centre, residents and volunteers are committed to providing the best for our children and families. Some of the activities available at the schools and the Community Centre are:

- **The Parent's Nurturing Course (Monday – 12.30pm)** – A ten week course that helps parents/carers deal with behaviour in their children more effectively. It focuses on raising self-esteem and improving confidence, appropriate expectations of parents, empathy with children and positive relationships.
- **Burbank Parents (Wednesday – 1.00pm – 3.00pm)** – A structured session for pre-school children and their carers introducing play, interaction and development.
- **Lunch and Play (Thursday 12.30pm – 2.30pm)** – A structured session for pre-school children and their carers introducing healthy eating in a friendly safe environment.
- **Fun 4 All/Cool Project** – Diversionary activities for children aged 5 – 13 years with activities around sports, arts and drama.

For further information on all services available in your area, or throughout the town, contact the Integration Support Team on **01429 284490**.

## Supporting Burbank residents to live longer, healthier lives

Hartlepool Primary Care Trust - known as a PCT - is a free standing, statutory body formed on 1st April 2001. We receive our own health care budget which we are required to plan and manage.

Hartlepool Primary Care Trust (PCT) aims to deliver the best possible health care to the people of Hartlepool. Covering a population of 93,000 people registered with GPs in 15 practices, the PCT's aim is to improve the health and wellbeing of the local population by working with our partners and public to achieve good health for everyone.

We work with partners to prevent ill health and promote positive health and well being. We monitor the levels of ill health in the local population, identify community health needs and make recommendations on how to improve local people's health.

### **Hartlepool PCT are committed to supporting the residents of Burbank to;**

- Improve life expectancy within Burbank and across Hartlepool to that experienced in other areas of England
- Reduce the significant levels of health inequality that exist between our most deprived and most affluent areas
- Help people to live longer, healthier lives through reductions in early mortality from heart disease, cancers and respiratory illness
- Stop the current rise in levels of obesity which if not addressed poses significant risks to future generations
- Improve the safety of our services with a major focus on reducing the rate of healthcare associated infections
- To reduce the number of people who smoke and drink excessively – two major factors affecting peoples health

### **This will be done by**

- Reducing barriers to health and wellbeing
- Removing unnecessary waiting or delays
- Increasing access to and use of health services
- Developing meaningful engagement with local residents to help improve current services and shape future services
- Regular engagement and interaction with the Burbank Health sub-group

The PCT recognise that this is a long journey and will require change in habits and behaviours of everyone involved that have developed over many years and become embedded into society. Our strategy will, in some cases, challenge the views of patients, the public and clinicians. The PCT is committed to working in partnership with all stakeholders to deliver improved health across Hartlepool.

## Hartlepool Mind at Burbank



For better mental health

Hartlepool Mind's approach to wellbeing starts where any which has peoples real interests at heart always must start from the givens of human nature, that is what research reflection and plain common sense is tells us is required by human beings from their physical and emotional environment in order for them to flourish.

- Hartlepool Mind has two of its projects working in Burbank. The "Human Givens" outreach project and the PATH project.
- The "Human Givens" outreach project goes into local communities and assists them by giving an organising idea and key skills, based on the Human Givens approach. It draws on the strengths of individuals who in turn can be active participants within their own community; producing well-being champions. These individuals use their natural talents to energise or connect with people in their local area and are known on a personal level to others within the community.
- The PATH projects aim is to support people with a long term physical health condition to enable them to manage their condition. It provides a town wide service in Hartlepool offering Service Navigators who can offer 1:1 support by providing life coaching and signposting to community services. Human Givens therapy to address individual emotional distress and workshops to equip people with the tools to manage their long term condition.
- Hartlepool Mind is currently is to working in partnership with the PCT to help build up health and wellbeing services in Burbank.
- Both projects have provided 19 weeks of complimentary therapy to address the health inequalities that Burbank residents believe is currently happening in the area.
- Hartlepool Mind provides continued support and drive for the Knitter Natter group at Burbank. This group has enabled people in the community to learn new skills, socialise, and getting involved in their community.



## **Your voice in the Council**

### **The role of councillors and other representatives**

Councillors will support the work of The Burbank Community Forum and help it to achieve its objectives. They will provide support around achieving the outcomes in this Agreement.

The Burbank Community Forum will provide opportunities for councillors to consult with local residents, including premises for councillors to hold regular surgeries if required. The Burbank Community Forum meets every month to enable local residents, councillors and providers to meet. The Burbank Community Forum will encourage resident attendance and if possible send representatives and raise issues of concern to residents. All residents are welcome to come along. The Burbank Community Forum Chair or HBC Neighbourhood Manager can provide more details for interested residents.



Councillor Hargreaves



Councillor Payne



Councillor Shaw

## **YOUR BURBANK & STRANTON WARD COUNCILLORS**

### **Putting words into action**

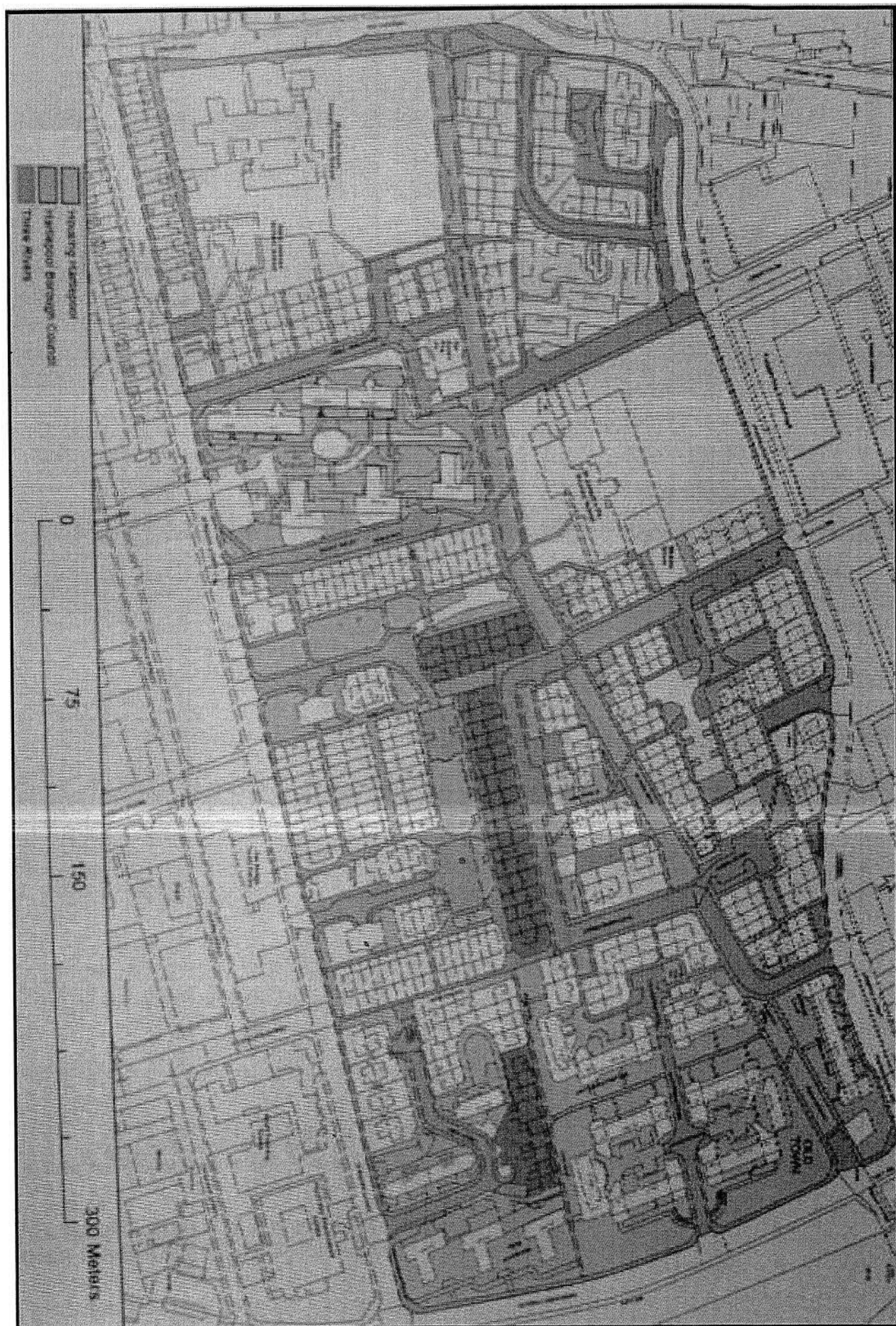
### **Monitoring this Agreement**



Quarterly monitoring meetings will be held involving all partners to this Agreement. This meeting will be an opportunity for providers to coordinate their work, hear the priorities of local people as expressed by The Burbank Forum and monitor the functioning of this Agreement. Regular estate inspections will be carried out with relevant partners including the police, HBC, Housing Hartlepool, Three Rivers Housing and The Burbank Forum resident representatives. The results will be discussed at the quarterly monitoring meetings.

This agreement will be updated annually between January to March ready for final adoption every 1<sup>st</sup> April. Subsequent updates will remain in force from 1<sup>st</sup> April to 31<sup>st</sup> March annually.

# BURBANK NEIGHBOURHOOD AGREEMENT MAP



# THE BURBANK ESTATE NEIGHBOURHOOD AGREEMENT SIGNATORIES

*Signed on behalf of:*

**The Burbank Forum Chair:**

.....  
The Reverend Michael Gilbertson

**The Burbank Forum Vice Chair:**

(On behalf of all residents groups signed up to this agreement)

.....  
Paul Nugent

**Hartlepool Borough Council:**

.....  
Stuart Drummond  
Mayor of Hartlepool

.....  
Dave Stubbs  
Director of Neighbourhood  
Services

**Cleveland Police:**

.....  
Andy Summerbell  
District Commander

**Cleveland Fire service:**

.....  
Peter Bradley  
Community Liaison Officer

**Housing Hartlepool:**

.....  
Andy Powell  
Director of Housing Services

**Hartlepool MIND**

.....  
Iain Caldwell

**Three Rivers Housing Association**

.....  
**NHS Hartlepool**

26<sup>th</sup> May 2009



## Useful Contacts

### Hartlepool Borough Council

Contact Centre.....	523333
Recycling schemes (information) .....	523829
Anti-Social Behaviour Team (office hours) .....	296588
ASB Team and needles (out of office hours).....	869424
Fly Tipping .....	523333

### Housing Hartlepool:

Repairs Service (Freephone) .....	8000 525399
Customer Services .....	25252

<b>Three Rivers Housing Group:</b> .....	191 3841122
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### Other Organisations:

Credit Union .....	63542
Victim Support .....	21920
Benefits Advice .....	71275
Smoking Cessation .....	92555

### Community Groups:

Burbank Uniting Residents Together (BURT) .....	278504
Building A Better Burbank (BBBs) .....	869662 or 271274
Bridge Builders .....	278504
Burbank Media Group .....	293033
Burbank Community Centre .....	275121
Burbank Men's Club .....	869662
Burbank Parent & Toddlers Group .....	278504
Burbank Community Church .....	278504

### Ward Councillors:

Robbie Payne .....	266522
Pamela Hargreaves .....	266522
Jane Shaw .....	266522

### Police:

Emergencies .....	999
Local police and PCSOs (Non urgent) .....	235811
Crime Prevention Advice .....	405580

### Fire Services:

General Advice/Arson Prevention .....	872311
To Arrange a Home Fire Safety Visit .....	874063
Burbank NAP Watch Manager for White Watch ..	274151

## Standards of Service to Burbank Estate 2009/10

<b>Service Standard</b>	<b>Organisation Responsible</b>	<b>Contact person</b>
Cut grass 13 to 16 times a year on open spaces - cutting season end of March to October	Housing Hartlepool	Lynn McPartlin
Shrub and rose beds will be litter picked monthly. Shrubs will get 6 visits per year during growing season to be edged and weeded.	Housing Hartlepool	Lynn McPartlin
Spray roads and footpaths to control weeds as when and where needed and carry out further spot treatment as required	Housing Hartlepool	Lynn McPartlin
Respond and make safe trees that are dangerous or overhanging as soon as possible	Housing Hartlepool	Lynn McPartlin
Bins will be collected on an alternating weekly collection every Thursday <ul style="list-style-type: none"> <li>• Week one green bin, blue box and blue bag.</li> <li>• Week two brown bin and white bag</li> </ul>	Hartlepool Borough Council	Clare Clark
Collect bulky household waste FREE within a maximum of ten working days	Hartlepool Borough Council	Clare Clark
Street cleaning: <ul style="list-style-type: none"> <li>• Mechanical sweeping will take place with a small sweeper once a week, after refuse vehicles have been on the estate</li> <li>• A larger mechanical sweeper will sweep the estate once per fortnight</li> </ul>	Hartlepool Borough Council	Clare Clark
Fly Tipping: A rapid response team will visit all known "hot spots" weekly	Hartlepool Borough Council	Clare Clark
Graffiti: <ul style="list-style-type: none"> <li>• Non-Offensive Graffiti will be removed within 28 days of being reported</li> <li>• Offensive Graffiti will be removed the same day of being reported</li> </ul>	Housing Hartlepool	Lynn McPartlin

## Standards of Service to Burbank Estate 2009/10

<b>Service Standard</b>	<b>Organisation Responsible</b>	<b>Contact person</b>
Remove untaxed and abandoned vehicles on open space land within one working day of being reported	Housing Hartlepool	Lynn McPartlin
<p>Lighting – columns and street signs</p> <ul style="list-style-type: none"> <li>• Repair street light faults within 5 days of being reported – it may take longer where loss of electricity supply is the responsibility of the utility service</li> <li>• 24hr response to attend to lights in sensitive areas e.g. older residents</li> <li>• All lights cleaned and maintained every 2 years</li> </ul> <p>½ hour emergency response to attend road traffic accident and exposed cables</p>	Hartlepool Borough Council	Clare Clark
<p><b>Neighbourhood Policing</b></p> <ul style="list-style-type: none"> <li>• Access – through a named point of contact;</li> <li>• Influence – over policing priorities in the neighbourhood;</li> <li>• Interventions – through joint action with communities and partners to solve problems; and</li> <li>• Answers – developing sustainable solutions to problems and feeding back to the community</li> <li>• Recognising the value of the Burbank Forum and supporting what it wants to achieve.</li> <li>• Local officers meeting regularly with Forum representatives to discuss issues of importance on the estate and providing feedback.</li> <li>• Conducting joint visual audits with The Forum, Housing Hartlepool, Three Rivers Housing and Hartlepool Borough Council staff to identify issues and agree joined up solutions. Responding to requests for contact, visits and attendance at events.</li> </ul>	Cleveland Police	



- working in partnership on issues affecting young people by supporting other activities and supporting the local Neighbourhood Watch Committee.

1. Always treat individuals fairly and with dignity and respect ensuring that they have fair access to our services at a time that is reasonable and suitable for them;
2. Provide communities with information so it is known who dedicated Neighbourhood Policing Team members are, where they are based, how to contact them and how to work with them;
3. Ensure that Neighbourhood Policing Teams and other police patrols are visible within neighbourhoods at times when they will be most effective and when communities tell us that they most need them. Ensuring that Neighbourhood Policing Teams are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working within neighbourhoods, tackling local priorities. Staff turnover will be minimised ensuring greater continuity with police officers, PCSOs and special constables
4. Respond to every message directed to Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can;
5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting there safely, and as quickly as possible. In urban areas, we will aim to arrive within 15 minutes and in rural areas within 20 minutes;
6. Answer all non-emergency calls promptly. If attendance is needed, send a patrol providing an estimated time of arrival, and:

- if vulnerable or upset aim to arrive within 60 minutes;
  - If calling about an issue that we have agreed with the local community will be a neighbourhood priority and attendance is required, we will aim to arrive within 60 minutes;
  - Alternatively, if appropriate, we will make an appointment to meet at a time that is convenient and within 48 hours; and
  - If agreed that attendance is not necessary we will provide advice, answer questions and/or put communities in touch with someone who can help.
7. Arrange regular public meetings to agree local priorities, at least once a month, providing a chance to meet local policing teams and other members of the community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements;
8. Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make neighbourhoods safer and information on how the Force is performing;
9. For victims of crime, agree with you how often you would like to be kept informed of progress in your case and for how long. Victims of crime have the right to be kept informed at least every month and for as long as is reasonable;
10. Acknowledge any dissatisfaction with the service that has been received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss how it will be handled, provide an opportunity to talk in person to someone about concerns and agree what will be done about them and how quickly.

<p>All reported incidents of Anti-Social Behaviour will be vigorously pursued in keeping with Housing Association(s) and the Council's ASB policies</p>	<p>Housing Hartlepool Hartlepool Borough Council Three Rivers Housing Association</p>	<p>Lynn McPartlin Clare Clark</p>
<p><b>Fire Service</b></p> <ul style="list-style-type: none"> <li>• Increase the take up of Home Fire Safety Visits on the estate</li> <li>• Seek to continually reduce the number of anti-social deliberate fires on the estate</li> <li>• Promoting the contact details for residents to arrange a Home Fire Safety Visit.</li> <li>• Promoting the contact details and to report refuse for removal prior to it being set on fire.</li> <li>• Attending relevant multi-agency meetings to review this Agreement and contribute to the safety of the community of Burbank Estate</li> </ul>	<p>Cleveland Fire Service</p>	<p>Watch Manager for White Watch at Stranton Fire Station</p>

