

TRANSPORT AND NEIGHBOURHOODS PORTFOLIO DECISION SCHEDULE



Tuesday 14 September 2010

at 9.00 am

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

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

1. KEY DECISIONS

- 1.1 Town Centre Communities Neighbourhood Action Plan (NAP) Update (Final for Endorsement) – *Assistant Director (Regeneration and Planning)*

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Dial A Ride and Community Lynx Bus Fares – *Assistant Director (Transportation and Engineering)*
- 2.2 The Front, Seaton Carew – 20mph Speed Limit Objection – *Assistant Director (Transportation and Engineering)*
- 2.3 Merlin Way/Falcon Road – Traffic Calming Objection – *Assistant Director (Transportation and Engineering)*
- 2.4 Dyke House/Stranton/Grange Neighbourhood Action Plan (NAP) Update (Draft for Consultation) – *Assistant Director (Regeneration and Planning)*

3. ITEMS FOR INFORMATION

- 3.1 Neighbourhood Services Departmental Plan 2009/10 – Year End Indicator Performance – *Assistant Director (Transportation and Engineering)*
- 3.2 Juvenile Litter Awareness and Enforcement Programme – *Assistant Director (Neighbourhood Services)*

TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
14th September 2010



Report of: Assistant Director (Regeneration and Planning)

Subject: TOWN CENTRE COMMUNITIES
NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE
(FINAL FOR ENDORSEMENT)

SUMMARY

1.0 PURPOSE OF REPORT

To seek endorsement of the Neighbourhood Action Plan (NAP) for the Town Centre Communities area, the Plan is attached as **Appendix 1**.

2.0 SUMMARY OF CONTENTS

The report describes the background to NAPs with a specific focus on the Plan for Town Centre Communities. It outlines the consultation process undertaken, the contents of the Plan and implementation procedures proposed. It also summarises the financial implications of the NAP once endorsement has been sought from relevant partners.

3.0 RELEVANCE TO PORTFOLIO MEMBER

NAPs fall within the remit of the Transport and Neighbourhoods Portfolio Holder. Once the Town Centre Communities NAP has been finalised and endorsed, it will have an impact on service delivery and will potentially influence future funding opportunities in the Town Centre Communities NAP area.

4.0 TYPE OF DECISION

Key decision - test (ii) applies. Forward Plan reference number: RN 16/09.

5.0 DECISION MAKING ROUTE

The Town Centre Communities NAP was endorsed by the Town Centre Communities Forum on Wednesday 04th August 2010, and went to the Central Neighbourhood Consultative Forum for

information on the 19th August 2010. The Plan is also due to go to the Hartlepool Partnership on Friday 17th September 2010.

6.0 DECISION(S) REQUIRED

- 6.1 The Portfolio Holder is requested to endorse the Town Centre Communities NAP (attached as Appendix 1).

Report of: Assistant Director (Regeneration and Planning)

Subject: TOWN CENTRE COMMUNITIES
NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE
(FINAL FOR ENDORSEMENT)

1.0 PURPOSE OF REPORT

- 1.1 To seek endorsement of the Neighbourhood Action Plan (NAP) for the Town Centre Communities area, the Plan is attached as Appendix 1.

2.0 BACKGROUND

- 2.1 NAPs are the local elements of Hartlepool's Neighbourhood Renewal Strategy (NRS), which are used to inform and improve service delivery within the priority neighbourhoods identified in the NRS. The Strategy forms part of the Community Strategy: Hartlepool's Ambition, which provides a strategic policy framework for the Borough. NAPs have been developed in line with government policy for each of the Hartlepool wards that fall within the 10% most deprived wards nationally.
- 2.2 Neighbourhood Action Plans are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.
- 2.3 The Town Centre Communities NAP area covers a number of neighbourhoods that skirt the western and southern boundaries of the Town Centre. The area encompasses the former New Deal for Communities (NDC) area, plus a proportion of the Burn Valley ward, and stretches from the North Cemetery and Hart Lane in the north to the Belle Vue roundabout in the south, comprising approximately 4,970 households with a population of around 9,720 (Tees Valley JSU, 2009).
- 2.4 The Town Centre Communities NAP (2010-2015) is an update of the Plan that was produced in 2007, and reflects the addition of a proportion of the Burn Valley ward that was formerly part of the Rift House NAP area. It was felt that the Burn Valley area has a more natural affinity with the NDC neighbourhood due to shared issues and priorities and therefore the change in boundary was approved by the Hartlepool Partnership, and implemented in 2009.

3.0 CONSULTATION PROCESS UNDERTAKEN

- 3.1 Work commenced on developing the NAP for the Town Centre Communities area in September 2009. A door to door Household Survey was conducted in the Burn Valley area, to which over 130 responses were received. This was to ascertain more detailed information in relation to this specific part of the neighbourhood, to complement the Ipsos MORI Household Survey data available for the NDC area.
- 3.2 A conference was held in November 2009 to bring residents, Ward Councillors and service providers together to identify and discuss key issues and priorities for the neighbourhood. Consultative workshops with the local schools were also undertaken.
- 3.3 Whilst consultation with residents was ongoing, service providers through their Theme Partnership were asked to prepare a Theme Assessment to inform the development of the NAP. Theme Partnerships utilised available neighbourhood statistics and sought to involve as many partners as possible in developing the assessment of their theme. Each Theme Assessments set out a broad understanding of the existing local service provision, established gaps in current provision from the service provider's perspective, identified what service providers feel are the key priorities for the Town Centre Communities area, and highlighted any areas for future development.
- 3.4 Following the consultation outlined above, the draft Plan was prepared and agreed by partners in January 2010, as a consultation document. To complement the initial work, and to seek comments on the draft Plan, a consultation period of eight weeks was agreed. During this time, a range of further consultation sessions were undertaken including; an online consultation, distributing the draft Plan to all key community venues within the Town Centre Communities neighbourhood, holding a coffee morning at St Matthew's Hall and meeting to discuss the draft Plan with community and voluntary organisations, and key stakeholders. The Theme Partnerships also received a copy of the draft Plan for consideration. The five year Plan has received positive feedback, and has helped to develop a framework that provides an understanding of the issues affecting the quality of life of people living in the NAP area. The Plan also outlines the actions that is required to improve the neighbourhood and provides a vision of what the Town Centre Communities area will be like in the future.
- 3.5 The final version of the Plan was endorsed by the Town Centre Communities Forum on Wednesday 04th August 2010 and taken to the Central Neighbourhood Consultative Forum for information on 19th August 2010. The Plan will also be taken to Hartlepool Partnership for endorsement on 17th September 2010.

4.0 CONTENTS OF THE PLAN

- 4.1 As identified in Paragraph 2.1, NAPs are used to deliver the NRS at a local level and therefore follow the same eight themes of the Community Strategy: Hartlepool's Ambition.
- 4.2 This format differs from any previous NAP that has been developed and includes a Glossary of Terms. The format and content of the Plan have been well received by the local community with positive responses being received throughout the further round of consultation.
- 4.3 Further to the endorsement of the NAP, the Plan will be available on both the Hartlepool Borough Council and Hartlepool Partnership websites.

5.0 IMPLEMENTATION

- 5.1 Action Plans based on the eight themes will be prepared by the Town Centre Communities Forum annually to take forward the Plan.
- 5.2 The Forum which comprises residents, Ward Councillors, service providers and other key partners including community and voluntary organisations will undertake a prioritisation exercise to produce its Annual Action Plan. The exercise includes reviewing progress of the previous year and ensuring any outstanding actions are carried forward, analysing any further neighbourhood data sources that have become available (for example Ipsos MORI Household Surveys, Project Evaluations, Tees Valley JSU data and any relevant Project Monitoring), and ensuring that the Action Plan is complementary to the priorities and actions that are outlined in the NAP.
- 5.3 The implementation of the Plan will be overseen by Hartlepool Borough Council's Central Neighbourhood Manager, who will continue to work with service providers and existing local groups to develop specific schemes that will help to improve the quality of life of residents in the Town Centre Communities area.
- 5.4 The Forum has a budget of £63k in 2010/2011 to begin to address the issues and priority concerns outlined in its Annual Action Plan, and has adopted a commissioning process in the allocation of these funds. This budget is made up from funding from NDC through the Neighbourhood Management project (£55k) plus a proportion of Working Neighbourhoods Fund (WNF) (£8k). The Forum will continue to liaise with all key partners to ensure that funding (including any subsequent match funding that is levered in) is utilised to address the community's priorities.

- 5.5 Progress on the Action Plan will be monitored by the Forum through a detailed theme update being provided at every meeting, and the Neighbourhood Manager's Annual Report which is reviewed by the Forum, the Hartlepool Partnership's Performance Management Group and the Theme Partnerships.

6.0 FINANCIAL IMPLICATION AND RISK

- 6.1 In addition to the current monies allocated to the Town Centre Communities Forum from the NDC Neighbourhood Management Pot and WNF, it is anticipated that the NAP will continue to be influential in the future allocation of resources. The NAP provides a strategic analysis of the current needs and priorities of the community, and the gaps in current service provision. A significant impact has been made on priorities by using mainstream resources more efficiently and effectively, and it is anticipated that this will continue. This will coincide with a continuous improvement to services by all partners through a more efficient coordination of activity.
- 6.2 There are no substantial risks in the NAP implementation process as the Neighbourhood Management Framework through which NAPs are delivered is well established. Hartlepool Borough Council's Central Neighbourhood Manager manages the same process in other neighbourhoods within the Central area, and has worked in conjunction with Forums to allocate funding. There is however a degree of risk with securing future resources post 2010/2011, however the Forum and key officers will continue to work in partnership with other service providers to ensure that all funding opportunities are utilised. The NAP Officers Group, which meets regularly, also continues to consider and review NAP delivery, looking at ways of strengthening processes and activity.

7.0 COMPLIANCE WITH THE HARTLEPOOL COMPACT

- 7.1 The development process for the Town Centre Communities NAP has been undertaken in line with the Codes of Good Practice within the Hartlepool Compact. In particular, all consultation that has been conducted to develop the NAP complies with the principles of the Consultation and Policy Code, for example consultation with partners / residents was established at an early stage in the development of the NAP and 8 weeks consultation was undertaken at each draft stage.

8.0 RECOMMENDATIONS

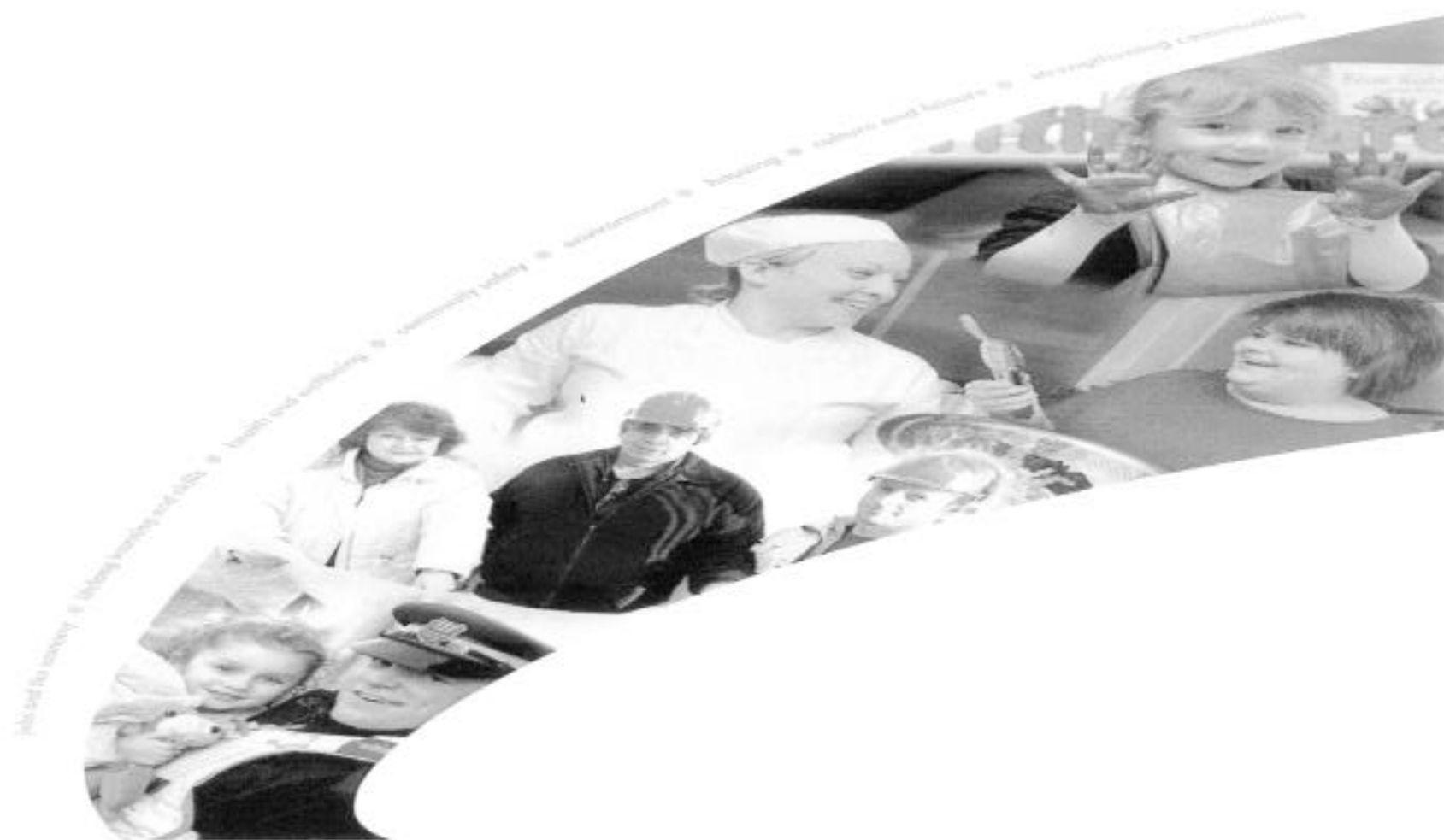
- 8.1 The Portfolio Holder is requested to endorse the Town Centre Communities NAP (attached as **Appendix 1**).

9.0 CONTACT OFFICER

- 9.1 Gemma Day, Principal Regeneration Officer, Department of Regeneration and Neighbourhoods, Bryan Hanson House, Hanson Square, Hartlepool, TS24 7BT. Tel: 01429 523598. E-mail: gemma.day@hartlepool.gov.uk.

**TOWN CENTRE COMMUNITIES
NEIGHBOURHOOD ACTION PLAN (NAP)**

Final Draft – July 2010



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

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.
☎ (01429) 523598. (Arabic)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।
☎ (01429) 523598. (Bengali)

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☎ (01429) 523598. (Kurdish)

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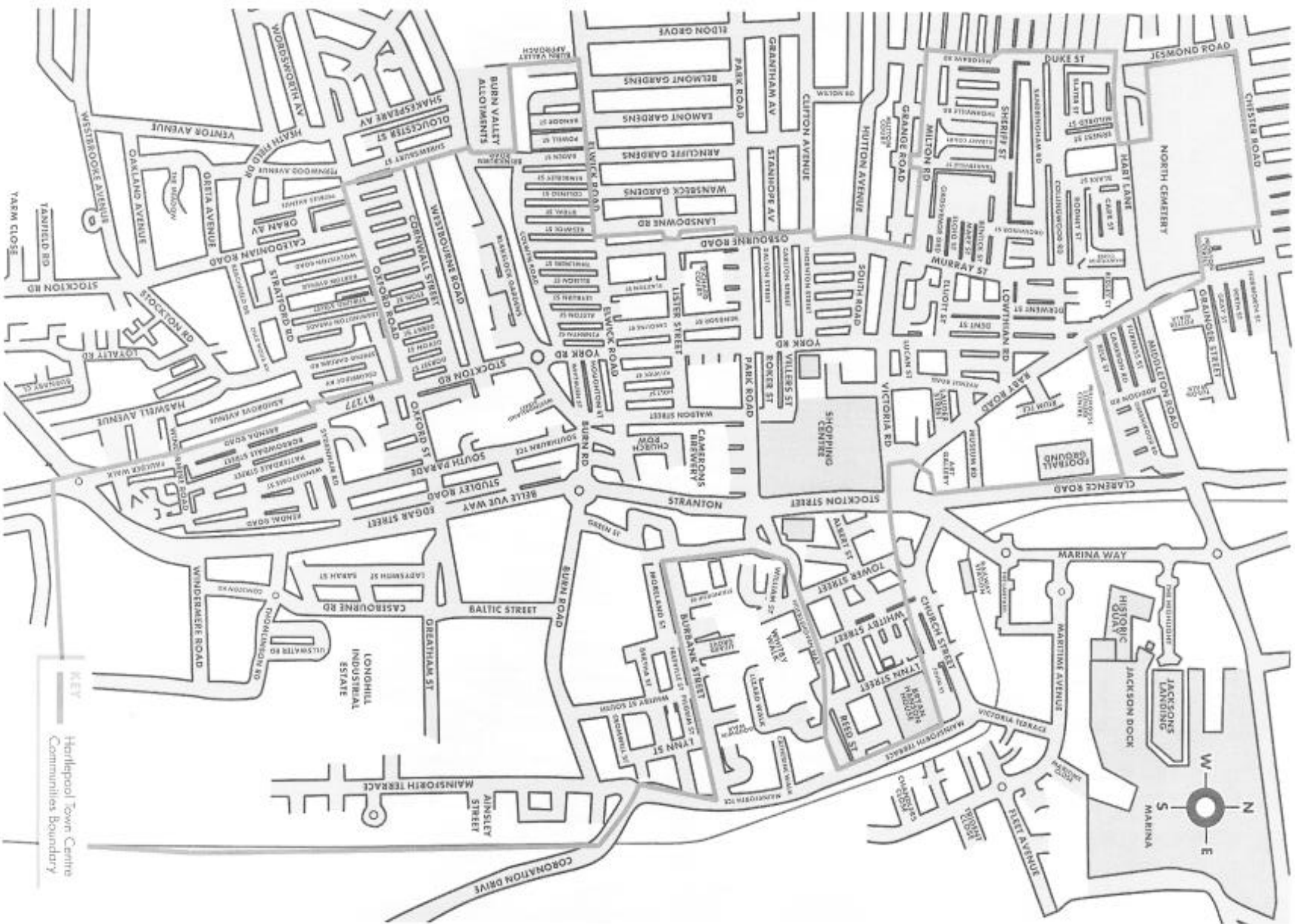
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☎ (01429) 523598. (Hindi)

Jeżeli chciałoby Państwo uzyskać informacje w innym języku lub w innym formacie,
prosimy dać nam znać.
☎ (01429) 523598. (Polish)

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。
☎ (01429) 523598. (Cantonese)

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Foreword

Welcome to the Town Centre Communities Neighbourhood Action Plan 2010 - 2015.

The Plan sets out some key facts about our neighbourhood, its strengths and weaknesses and, the priorities for action that will assist in achieving lower unemployment and crime, better health, skills, housing and environment and, creating a stronger community with improved culture and leisure opportunities.

The Plan has been developed with local residents, Ward Councillors, and statutory and voluntary sector services. It embraces the knowledge, expertise and aspirations of those that have participated to date and will provide a common framework that will harness and focus the energies of partners to continue the regeneration of the Town Centre Communities area as the New Deal for Communities (NDC) programme draws to a close.

The Plan has been produced following a range of consultation events, a series of door to door interviews, sessions held within local schools, coffee mornings, online consultation and a Community Conference held in November 2009. The Plan was also made available in community venues across the Town Centre Communities area for residents to view and comment on.

Delivery of the 'Town Centre Communities Action Plan' will be overseen by the Town Centre Communities Forum. This Forum includes representatives from local resident groups and Ward Councillors, supported by Hartlepool Borough Council's Central Neighbourhood Manager. On behalf of the Forum we would like to express our sincere thanks to those that have participated in the NAP development process. In particular we wish to note our thanks to all of those residents who have contributed their time on a voluntary basis. Without the particular knowledge and expertise of local people the development of this Plan would not have been possible.

Cllr Jonathan Brash
Forum Chair

Julie Rudge
Forum Vice Chair

Clare Clark
Neighbourhood Manager (Central),
Hartlepool Borough Council

Introduction

What is a Neighbourhood Action Plan?

A Neighbourhood Action Plan (NAP) sets out the key issues and priorities of a neighbourhood, which are established and agreed through working with local people, including children and young people, Ward Councillors, community/voluntary organisations and service providers.

NAPs are important in encouraging service providers to work together with local people to inform and improve local service provision, ensuring the delivery of high quality services, which are responsive to the needs of the local community.

Neighbourhood Action Plans in Context

Hartlepool's Community Strategy describes a long term vision of Hartlepool's ambition and aspirations for the future:

"Hartlepool will be an ambitious, healthy, respectful, inclusive, thriving and outward looking community, in an attractive and safe environment, where everyone is able to realise their potential."

Hartlepool's Neighbourhood Renewal Strategy (NRS), which forms part of the Community Strategy; 'Hartlepool's Ambition', sets out to reduce inequalities in the most disadvantaged communities and tackle social and economic exclusion. NAPs are used to deliver the NRS at a local level and help to create and support sustainable communities. They follow the same eight Themes of the Community Strategy: Jobs and the Economy; Lifelong Learning and Skills; Health and Wellbeing; Community Safety; Environment; Housing; Culture and Leisure and Strengthening Communities. All of these themes help make a positive contribution to sustainable development, which means considering how we improve the local economy and environment as well as supporting the local community.

The Hartlepool Partnership is the town's Local Strategic Partnership (LSP), which brings together all of the town's partners delivering local services and oversees the Community Strategy at a strategic level. It is a network of partnerships working to ensure everyone in Hartlepool has a good standard of living and access to quality services that improve year on year.

The sub-groups of the Hartlepool Partnership are the Theme Partnerships. These groups focus on delivering the eight themes of the Community Strategy, as identified above. They are responsible for addressing specific issues referred from the Hartlepool Partnership Board and reporting back to the Board on progress. For more information about the Hartlepool Partnership please contact the Partnership Support Team on Tel. 01429 284147 or via their website at <http://www.hartlepoolpartnership.co.uk>.

The Hartlepool Partnership has a number of opportunities for residents, community/voluntary organisations and service users to get involved, and support its work to deliver the Community Strategy. The Hartlepool Community Network provides support for those



interested in getting involved. They can be contacted on Tel. 01429 262641 or via their website at <http://www.hvda.org.uk/comment>.

About the Town Centre Communities neighbourhood

The Town Centre Communities Neighbourhood Action Plan (NAP) area covers a number of neighbourhoods which skirt the western and southern boundaries of the Town Centre.

The area stretches from the North Cemetery and Hart Lane in the north, to the Belle Vue roundabout in the south. It comprises around 4,970 occupied households with a population of around 9,720. 21% of the population is aged 15 years or younger, 64% are of working age and 15% retirement age. (Tees Valley JSU, 2009)

The neighbourhoods which make up the area share a number of common features including:

- High numbers of older terraced properties
- Grid of streets/rear alleys with little open space
- Higher than average population turnover
- Proximity of town centre
 - advantages e.g. close to services
 - disadvantages e.g. disturbance, litter from pubs/takeaways
- High number of 'commercial' streets (e.g. York Road, Elwick Road, Murray Street, Duke Street)

There area is served by a number of primary schools (Stranton, Lynnfield) located within the area, with a larger number serving the area from just outside the boundary. Older children from the area attend all of the town's secondary schools, with the biggest share at Dyke House. The majority of the area has benefited from the NDC regeneration programme over the past nine years. This programme ends in March 2011.

JOBS AND THE ECONOMY

Neighbourhood Data

EMPLOYMENT

- There are 8,160 working age adults in the area. ^[1]
- 43% of working age residents are in paid work compared to 50% Borough wide and 60% Nationally. ^[2]
- 49% of the working age population are classed as economically inactive compared to 42% in the Borough and 36% Nationally. ^[2]
- 37% of working age residents are claiming benefit, in comparison to 22% Borough wide. ^[2]

QUALIFICATIONS

- 32% of residents in the former NDC area would like to improve upon any skill, in comparison to the Borough wide and National rate of 25%. ^[2]

INCOMES

- 32% of households in the former NDC area live on an income of less than £200 per week compared to 24% Borough wide and 9% Nationally. ^[2]

LONG TERM ILLNESS

- 43% of residents have a limiting long term illness compared to 29% Borough wide and 33% Nationally. ^[2]

Data Source: [1] Tees Valley JSU (2008); [2] Ipsos MORI Household Survey (2008); [3] Tees Valley JSU (2008)



The Local Economy

WEAKNESSES: Levels of unemployment / economic inactivity are linked to:

- The decline in heavy industrial and manufacturing sectors in the 1960s and 1970s.
- Adults with redundant skills who are unable to effectively compete within a shrinking local labour market.
- Low aspirations and confidence.
- Adults living within third and fourth generation workless households.
- The current economic downturn, which is adversely affecting the vacancies ratio.

STRENGTHS: The area includes a:

- Concentration of retail sector employment in the Town Centre.
- Thriving business community at the Longhill / Sandgate Industrial Estates.
- Greater proportion of volunteering than the Hartlepool average.

Vision

- Less workless households.
- Increased opportunities for training and volunteering.
- More practical work experience opportunities for young people and exposure to the expectations of a working lifestyle.
- Further developed local business associations and more established links between them and the local community.

Actions planned in the Jobs and Economy theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, Neighbourhood Renewal Strategy and to the following LAA targets: NI151 (overall employment rate (working age)); NI155 (median earnings of employees in the area); NI171 (new business rate registration); NI152 (working age people on out of work benefits); NI117 (16 to 18 year olds who are not in education, employment or training (NEET)); NI116 (proportion of children in poverty).

JOBS AND THE ECONOMY

Priority Areas

- **Young People:** Increase the range of opportunities available to young people; reduce disengagement; raise aspirations and confidence; identify and address households with inter-generational worklessness.
- **Employability:** Improve skills; provide a range of support and training opportunities that are accessible and are matched to the demands of the local labour market.
- **Volunteering:** Actively support and increase opportunities for volunteering; increase awareness of volunteering as a potential route to employment; work with voluntary agencies to provide skills training to volunteers.
- **Self-Employment/Business Creation:** Support and develop opportunities for self-employment and business start-up; raise awareness of business support initiatives.
- **Community Engagement:** Improve service provider community engagement; develop new ways to engage those who are distant from or reluctant to enter the labour market.
- **Employment, Training and Commercial Opportunities:** with the improvement of the neighbourhood environment; assist developers and businesses looking to invest in key empty/derelict buildings; investigate ILM or training initiatives that can contribute to public realm improvements.



Opportunities

1. Expand the Opening Doors project to offer more construction training places for all ages (particularly young people).
2. Establish new services aimed at developing young people's aspirations and confidence from ONE77 (for example, youth enterprise).
3. Utilise opportunities through employment initiatives.
4. Increase take up of services available at Jobsmart Consortium and Hartlepool Working Solutions.
5. Establish further Financial Inclusion Partnership.
6. Increase volunteering opportunities.

LIFELONG LEARNING AND SKILLS

Neighbourhood Data

QUALIFICATIONS AND TRAINING

- 32% of residents in the area would like to improve upon any skill, compared to 28% in the NR area, and 25% Borough wide and Nationally. ^[1]
- 635 residents were 'in learning' and 129 residents participated in Apprenticeship Programmes in 2008 / 2009. ^[2]

DISENGAGEMENT

- The 'NEET' rate for the neighbourhood – those young people not in employment, education or training, is 15.4% (44 young people). The town rate is 7.8%. ^[3]

EDUCATION RESULTS

- 58% of students achieved 5 A* to C at GCSE (Key Stage 4), in comparison to NR area rate of 59% and 66% Borough wide. ^[4]
- 55% of pupils achieved Level 5+ (Key Stage 3), in comparison to the NR area rate of 76% and Borough wide rate of 80%. ^[5]

Data Source: [1] Ipsos MORI Household Survey (2008); [2] Learning and Skills Council (October 2009); [3] Tees Valley JSU (2009)



Education and Skills in the Area

WEAKNESSES:

- A culture and history of low aspirations.
- Population transience affects local schools and education outcomes.

STRENGTHS:

- Improved educational attainment.
- Good local primary schools with 'Community Learning Centres'.
- Improved community facilities offering a wide range of learning and training opportunities.
- A focus in schools on working with young people to promote emotional well-being.

Vision

- Raised aspirations of young people in the area and enable them to fulfil their potential.
- A reduction in young-person disengagement from education, employment or training.
- Increased training and learning opportunities for all, to gain new skills, qualifications and confidence.

Actions planned in the Lifelong Learning and Skills theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, Neighbourhood Renewal Strategy and to the following LAA targets: NI161 (learners achieving a Level 1 qualification in literacy); NI162 (learners achieving an Entry Level 3 qualification in numeracy); NI163 (proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 2 or higher); NI164 (proportion of population aged 19-64 for males and 19-59 for females qualified to at least Level 3 or higher); NI117 (16 to 18 year olds who are not in education, employment or training (NEET)).

LIFELONG LEARNING AND SKILLS

Priority Areas

- **Information:** Improve information for residents on learning and skills courses available.
- **Access:** Ensure affordability of courses; increase opportunities for people with disabilities / learning difficulties.
- **Opportunities:** Develop progression from informal learning in community venues to formal learning in colleges.
- **Experience:** Provide practical training courses directly linked to the local jobs market.
- **Address Worklessness:** Tackle the culture of worklessness by providing young people with experience of working environments; link parenting courses / family support directly to employment and training opportunities.



Opportunities

1. Promote the programme of 'taster' sessions at a variety of local venues, delivered through the Adult Education Service.
2. Advertise formal learning opportunities such as college courses in local community centres and venues.
3. Develop a NAP area newsletter / information sheet around all theme areas, through the formation of a media group to train local residents in the skills required to produce publicity.
4. Increase the number of community based activities at local schools, building on the work of Stranton and Lynnfield Primary Schools.
5. Encourage local engagement in the various learning and skills programmes available, for example Train to Gain, Entry to Employment (E2E) and the HOT Project.
6. Develop youth enterprise initiatives linked to ONE77.

HEALTH AND WELLBEING

Neighbourhood Data

GENERAL HEALTH

- 42% of residents consider their health to have been 'good' in the previous year compared to 49% in the Borough and 62% Nationally.
- 43% of residents have a long-standing illness, compared to 38% in the Borough and 33% Nationally.
- Of the residents that state they have a long-standing illness, 74% say that it limits their activities in some way, compared to 75% in the Borough and 56% Nationally.

HEALTHY EATING

- 14% of residents eat five portions of fruit or vegetables every day, compared to 18% in the Borough.
- 25% of residents never eat five portions of fruit or vegetables a day, compared to 12% in the Borough.

SMOKING

- 46% of residents smoke cigarettes, compared to 30% in the Borough and 22% Nationally.

DRUGS

- 34% of residents feel that drug dealing and use is a serious problem, compared to 13% in the Borough and 15% Nationally.

MENTAL HEALTH

- 26% of residents suffer from anxiety / problems with nerves / depression / stress compared to 20% in the Borough.

All of the above statistics taken from the Ipsos MORI Household Survey (2008)



Health and Wellbeing of the Community

WEAKNESSES:

- Access to a local General Practitioner (GP) in relation to opening times and appointment availability.
- Issues with alcohol and drug dealing / use and a perception that this is acceptable
- High smoking levels.
- High level of residents with a long-standing illness.
- Low aspirations.
- Lack of fruit and vegetables initiatives.

STRENGTHS:

- Good local facilities for community use to access health related services and advice
- Smoking cessation services are well used.

Vision

- Accessible physical and mental health and related services for all diverse sections of the community.
- Healthier, fitter communities, especially young people.
- Less people dependent on drugs and alcohol.
- Lower smoking levels.

Actions planned in the Health and Wellbeing theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, Neighbourhood Renewal Strategy and to the following LAA targets: NI120 (all-age all cause mortality), NI123 (stopping smoking), NI8 (adult participation in sport and active recreation).

HEALTH AND WELLBEING

Priority Areas

- **Information:** Increase awareness of local based health services and health related initiatives.
- **Access:** Improve access to local health services, particularly GP's.
- **Drugs and Alcohol:** Address drug and alcohol abuse within the community.
- **Lifestyles:** Encourage the community, particularly young people to adopt healthy lifestyles.
- **Mental Health:** Ensure there is sufficient information, advice, support and initiatives available.
- **Environmental Impact:** Reduce the amount of litter and dog fouling.



Opportunities

1. Implement Engagement and Marketing Strategy resulting from the health audit and roll out Connected Care type model.
2. Continue to develop and publicise community activities that promote health and wellbeing.
3. Educate families in aspects of health and wellbeing, particularly healthy eating.
4. Improve access to GP's within the community, and encourage use of the new Town Centre development in Park Road.
5. Engage GP's in promoting healthy lifestyles and signposting to other related services in the community.
6. Further publicise the Walk-in-Centre and the option to change GP practice.
7. Promote and support mental health service provision in the area.
8. Utilise innovative methods to encourage healthy lifestyles, for example using games consoles to improve the fitness of young people.

COMMUNITY SAFETY

Neighbourhood Data

SAFETY AT NIGHT

- 52% of residents feel unsafe walking alone in or around this area after dark compared to 37% in the Borough and 31% Nationally.

ATTACKS AND HARASSMENT

- 30% of residents state that being attacked or harassed is a problem in the area in comparison to 13% Borough wide.

DRUG DEALING

- 52% of residents believe that drug dealing and use is an issue in the area compared to 24% in the Borough and 38% Nationally.

ANTI SOCIAL BEHAVIOUR

- 46% of residents feel that disturbance from crowds, gangs and hooliganism is a problem in comparison to 30% Borough wide.

VANDALISM

- 45% of residents believe that vandalism, graffiti and other deliberate damage to property is an issue in their area compared to 33% in the Borough and 45% Nationally.

Data Source: Ipsos MORI Household Survey (2008)



The Local Community

WEAKNESSES:

- Increase in anti social behaviour with teenagers often found congregating on the streets.
- Some young people encounter smoking, alcohol and drugs at an early stage.
- Low Police presence in certain areas with some residents lacking confidence in its ability to respond to incidents effectively and provide proper feedback.
- Some areas feel unsafe and open to crime e.g. drug dealing, vandalism and graffiti.
- Night time economy has negative impacts on those living close to the 'hot spot' areas e.g. noise, disturbance, litter.
- Various streets endangered by speeding traffic and a lack of safe crossings

STRENGTHS:

- Well established relationships between the Police and the community in general.
- Increased confidence and feelings of safety in the area due to multi-agency working.
- A diverse community where people generally get along well together.

Vision

- A strong cohesive and confident community where everyone respects each other.
- A safe and clean environment where people want to live and work.
- A community that invests in its young people and parental responsibility is taken seriously.
- Reduced offending and reoffending.

Actions planned in the Community Safety theme will contribute directly towards NRS outcomes and LAA targets: NI16 (serious acquisitive crime); NI20 (assault with injury crime); NI38 (drugs related (class A) offending rate); NI17 (perceptions of anti-social behaviour).

COMMUNITY SAFETY

Priority Areas

- **Crime:** There is a need to develop effective enforcement and support mechanisms to reduce the number of repeat offenders who tend to move around the area.
- **Young People:** Increase diversionary activities, tackle alcohol misuse, and provide training opportunities for young people.
- **Housing:** Empty properties require intervention at an early stage to halt spiral of decline, and associated problems linked to anti-social behaviour.
- **Education:** Schools need to establish better links with the local community and all agencies to promote self sufficiency within the local population.
- **Community Engagement:** Improve confidence through better communication with local residents and increased visibility of agencies in problem areas.
- **Employability:** Alternative employment opportunities are required to reduce unemployment particularly in relation to vulnerable young adults and repeat offenders.
- **Road Safety:** Improve road safety across the area.



Opportunities

1. Further integration of Neighbourhood Management and Neighbourhood Policing – implement recommendations of NPfA evaluation.
2. More initiatives to promote cohesion including intergenerational and multi-cultural activities.
3. Develop annual action plan to tackle acquisitive crime, anti-social behaviour, and criminal damage linked to Central JAG.
4. Improve communications and feedback with the local community through the development of a 'Neighbourhood Team' newsletter and develop initiatives that promote early intervention in relation to 'signal crimes' that halt the spiral of decline and promote public confidence.
5. Explore opportunities for continuing existing support to victims and witnesses of crime and anti-social behaviour.
6. Training and employment programmes to be targeted at offenders, those at risk of offending and vulnerable young adults.
7. Build on existing strategies to address alcohol misuse amongst young people.
8. New Empty Homes Strategy to be linked to neighbourhood priorities.

ENVIRONMENT

Neighbourhood Data

RESIDENT SATISFACTION

- 78% of residents are satisfied with this area as a place to live, compared to 86% Borough wide and 85% Nationally.^[2]
- 81% of residents define their quality of life as good, compared to 89% in the Borough and 88% Nationally.^[2]

CLEANLINESS

- 68% of residents in this area feel that litter and rubbish in the streets are a problem compared to 53% Borough wide and 43% Nationally.^[2]
- 35% of residents in this area feel that run down and boarded up properties are a problem compared to 12% in the Borough.^[2]
- 45% of residents in this area feel that vandalism, graffiti and other deliberate damage to property is a problem, this is higher than the Borough wide figure of 33% but the same as the National average.^[2]
- 34% of reported Borough wide fly-tipping in 2008/09 was in this area.^[1]
- 40% of residents in the area feel that dogs causing nuisance or mess are a problem compared to 32% Borough wide and 22% Nationally.^[2]

COMMUNITY COHESION

- 20% of residents in this area have problems with their neighbours of which 45% feel is a serious problem, compared to 10% Borough wide and 16% Nationally.^[2]
- 40% of Borough wide complaints about amplified music are from this area.^[1]

[1] Environment Partnership (2009); [2] Ipsos MORI Household Survey (2008)



The Local Environment

WEAKNESSES:

- Quantity of green space in the Town Centre Communities area.
- Upkeep of play equipment across the area.
- Low resident participation in blue box and bag recycling schemes.
- Traffic, parking and speeding problems across the area.
- General appearance and cleanliness of the area.
- Key empty buildings in the town centre area.

STRENGTHS:

- Residential area in close proximity to local amenities of the town centre and well connected to the rest of the Tees Valley.
- Safe and accessible school grounds in the area.
- Recent investment in public realm and public open space including Burn Valley Gardens and North Cemetery.

Vision

- A cleaner, greener environment for people to live and work in.
- Improved play facilities.
- Increased resident satisfaction in the area.
- Increased resident participation in recycling schemes.

Actions planned in the Environment theme will contribute directly towards Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI195 (improved street and environmental cleanliness), NI175 (access to services and facilities by public transport, walking and cycling), NI192 (percentage of household waste sent for reuse, recycling and composting), NI186 (Per Capita reduction CO2 emissions in the LA area) and NI188 (planning to adapt to climate change).

ENVIRONMENT

Priority Areas

- **Parking:** Ensure that there are adequate and monitored / regulated parking facilities across the area to service residents, businesses and services.
- **Young People:** Improve young people's awareness and respect for their local environment.
- **Traffic:** Improve road safety issues that are evident across the area including speeding, road crossings and road systems.
- **Public Open Green Space:** Protect and enhance the green space that is available in the area and encourage the people of all ages to utilise these spaces.
- **Appearance:** Improve the general appearance and cleanliness of the Town Centre Communities Area, issues that concern residents are: litter in streets and back alleys; graffiti and vandalism; derelict land and buildings, and dog fouling.



Opportunities

1. Creation of a Friends of Thornton Street Park group with a particular focus towards activities for young people.
2. Tackle key vacant buildings in the Town Centre Communities area.
3. Playbuilder Scheme – improving play facilities in Burn Valley Gardens.
4. Environmental initiatives through Pride in Hartlepool, Neighbourhood Action Team and Schools Environmental Action Initiative.
5. Develop traffic safety schemes linked to Local Transport Plan (LTP) and Tees Valley Bus Corridor Strategy.
6. Review management of street cleansing regime and develop communication strategies to tackle adverse perceptions around some street scene services.

HOUSING

Neighbourhood Data

HOUSING PROFILE

- 26% of tenure is private rented, compared to 12% in the Borough and 12% Nationally.
- 30% of tenure is social rented, compared to 36% in the Borough and 19% Nationally.
- 43% of tenure is owner occupied, compared to 51% in the Borough and 69% Nationally.

HIGH RESIDENT TURNOVER

- 18% of residents have lived at their current address for less than a year compared to 9% in the Borough.
- 23% of residents have lived in the area for less than 3 years compared to 14% in the Borough.

SATISFACTION

- 88% of residents are satisfied with their current accommodation, compared to 93% in the Borough and 91% Nationally.
- 35% of residents think run down or boarded up properties are a problem in their area compared to 12% in the Borough.

Data Source: Ipsos MORI Household Survey (2008)



Housing Context

WEAKNESSES:

- The property market remains fragile in certain areas.
- Poor condition of many older properties.
- Inadequate management of the private rented sector.
- Relatively high proportion of population turnover.
- Overcrowding - larger families in inappropriate properties.
- Impact of the recession.

STRENGTHS:

- Much progress made with the Housing Market Renewal agenda and new houses built on various former demolition sites.
- Improvement grant support available for owner-occupiers.
- Sustained focus on improving the quality of housing stock and responsible tenancy management through the NDC Trust and 'Opening Doors'.

Vision

- Increased access to good quality affordable housing.
- A better-managed private rented sector.
- A greater 'mix' of housing choices in the area.
- Reduced population turnover.

Actions planned in the Housing theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI155 (number of affordable homes delivered (gross)), NI141 (number of vulnerable people achieving independent living), NI142 (number of vulnerable people who are supported to maintain independent living).

HOUSING

Priority Areas

- **Landlord Licensing:** Develop / extend selective licensing scheme to improve working relations with private sector landlords and effectively address problems in the community.
- **Enforcement:** Increase enforcement action against anti-social tenants and owners of 'problem' properties and promote Tenant Referencing Scheme.
- **Undesirable Properties:** Identify 'small-scale' opportunities to intervene in the housing market; improve properties in poor condition / boarded up properties, and raise the quality of the housing stock in the area, encouraging Private Sector Landlords to take preventative measures.
- **Support:** Develop, extend and publicise initiatives to support vulnerable people and elderly people to maintain independent living in their own homes.



Opportunities

1. Work with local Residents Associations and landlords to identify area priorities.
2. Develop initiatives to engage young people who are being affected by Housing Market Renewal processes.
3. Identify opportunities to work with NDC Trust on sustainable housing interventions.
4. Ensure neighbourhood priorities link to the Local Authorities 'Empty Homes Strategy'.

CULTURE AND LEISURE

Neighbourhood Data

LOCAL FACILITIES

- 56% of the population in the former NDC area are fairly satisfied with youth and community centres, which is higher than the NR area and Borough wide rates of 45% and 48% respectively.
- 50% of the population of the former NDC area are fairly satisfied with museums and art galleries which is similar to the NR area rate of 54% and the Borough wide rate of 49%.
- 46% of the population of the former NDC area are fairly satisfied with the sports clubs and facilities in the area, which is similar to the NR area and Borough wide rates of 48%.
- 55% of the population of the former NDC area are fairly satisfied with libraries in comparison to the NR area and Borough wide rates of 55% and 52% respectively.

CHILDREN'S PLAY AREAS

- 23% of the population in the former NDC area are dissatisfied with children's play areas in comparison to the NR area rate of 23% and the Borough wide rate of 15%.

TEENAGERS

- 32% of the population of the former NDC area feel that teenagers' hanging around on the streets in the area is a serious problem in comparison to the NR area and Borough wide rates of 32% and 22% respectively.

PARKS AND OPEN SPACES

- 17% of the population in the former NDC area are very satisfied with the quality of public parks and open spaces in comparison to the NR area rate of 17% and the Borough wide rate of 26%.

Data Source: Ipsos MORI Household Survey (2008)



Neighbourhood Context

WEAKNESSES:

- Poor access to culture and leisure facilities.
- Lack of activities for some age groups particularly young people.
- Closure of Eldon Grove Leisure Centre.
- Lack of car parking for users of St Matthew's Church Hall and Lynnfield School and Learning Centre.
- Vandalism to the play areas in the Burn Valley and Lynnfield School.

STRENGTHS:

- The area is well served by: ONE77 (formerly C@fe 177), COOL project, ORB project, Play Rangers, Thornton Street Linear Park, Belle Vue Community and Sports Centre, St Matthews Church Hall, Lynnfield and Stranton Learning Centres and the Playbuilder initiative.
- Mill House Leisure Centre's outdoor skateboard and 5-a-side football facilities.
- Good local schools and facilities.
- Good local shops e.g. Middleton Grange and Stockton Road.
- Burn Valley Gardens have been improved.

Vision

- Increased activities for young people.
- Increased use of community facilities.
- Enhanced and protected children's play areas.
- Increased multi-cultural and intergenerational activities.
- Continued improvement and maintenance of Burn Valley Gardens.
- Continued improvement of culture and leisure facilities.

Actions planned in the Culture and Leisure theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, Neighbourhood Renewal Strategy and the following LAA targets: NI8 (adult participation in sport and active recreation); NI9 (use of public libraries); NI10 (visits to museums or galleries); NI11 (engagement in the arts).

CULTURE AND LEISURE

Priority Areas

- **Existing Sports and Leisure Facilities:** Ensure activities currently delivered are better publicised and promoted.
- **Open Spaces and Play Areas:** Continue to improve open spaces and explore funding opportunities to improve these areas and provide new play areas.
- **Activities:** Increase leisure activities in the area particularly for young people, the elderly, families and the BME community.
- **Access:** Improve access to culture and leisure facilities e.g. for those people who work shifts for example, at the local Community Learning Centres and other community based venues across the area.
- **BME Community:** Encourage the take up of culture and leisure facilities by the BME community and promote the new Multi-Cultural Centre.
- **Young People:** Work with young people to produce publicity which will increase the use of culture and leisure facilities by young people.



Opportunities

1. Explore the potential to increase the use of culture and leisure facilities e.g. increased promotion and publicity, extended opening times.
2. Encourage the take up of community projects by members of the BME communities.
3. Expand the use of the Mill House Leisure Centre's outdoor skateboard park and 5-a-side football pitch.
4. Provide more activities and opportunities particularly for families and the elderly.
5. Protect and improve children's play areas and open green spaces e.g. Burn Valley Gardens, Playbuilder project.
6. Support the Salaam Centre Board to develop and implement their Business Plan for the new Multi-Cultural Centre on Murray Street.

STRENGTHENING COMMUNITIES

Neighbourhood Data

DEMOGRAPHICS

- 93% of the neighbourhood population are 'White British', 3% are 'White non-British', 3% are 'Asian or Asian British'.^[1]
- 2008 population estimates show there 2,080 0 - 15 year olds; 6,160 16 years - retirement age; and 1,490 retirement age+ in the area.^[2]

COMMUNITY INVOLVEMENT AND INFLUENCE

- 44% say they feel part of their community compared to 52% in the Borough and 59% Nationally.^[1]
- 40% say there is a lot of community spirit in the area compared to 44% in the Borough.^[1]
- 21% feel they can influence decisions that affect the area, compared to 23% in the Borough and 31% Nationally.^[1]

SATISFACTION

- 71% of the neighbourhood population are satisfied with the area as a place to live, compared to 86% in the Borough and 85% Nationally.^[1]

VOLUNTEERING

- 15% of the neighbourhood population have been involved in volunteering in the last 3 years. This is the highest percentage of any of the Hartlepool NR area neighbourhoods (10% in the Borough, 22% Nationally).^[1]

Data Source: [1] Ipsos MORI Household Survey, (2008); [2] Tees Valley JSU (2009)



The Town Centre Areas Community

WEAKNESSES

- The end of the NDC programme will mean reduced levels of funding and support.
- Problems with anti social behaviour / drugs / empty properties in some streets have a negative impact on social cohesion e.g. Baden Street.
- Population turnover in private rented sector hinders development of community spirit.

STRENGTHS

- A wide range of community and voluntary sector organisations in the area.
- 11 residents' associations in the area.
- A diverse variety of opportunities for resident involvement.
- Support for community groups and organisations from HBC, NDC and HVDA Development Workers.
- The work of St Matthew's Church Hall and its volunteers.
- Good relationships with Councillors in the area.

Vision

- To be able to live in streets where neighbours know, get on with and respect one another.
- Increased resident involvement and participation in activities related to the improvement of the neighbourhood.
- Activities and services are easily accessible to all diverse sections of the community.

Actions planned in the Strengthening Communities theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, Neighbourhood Renewal Strategy and to the following LAA targets: NI4 (number of people who feel they can influence decisions), NI8 (participation in regular volunteering); NI110 (young peoples participation in positive activities), NI5 (overall / general satisfaction with local area).

STRENGTHENING COMMUNITIES

Priority Areas

- **Young People:** Develop and establish new ways to engage young people; further develop youth forums, and provide innovative positive activities for young people to participate in.
- **Neighbourhood Partnerships:** Improve links and liaison between Residents Associations in the area.
- **Neighbourliness:** Develop initiatives aimed at improving neighbourliness in the area.
- **Facilities:** Continue to invest in and improve local community facilities (e.g. St Matthew's Hall).
- **Publicity / Information:** Ensure residents stay informed of all opportunities relating to community activities.
- **Volunteering:** Continue and develop support for volunteering in the community; develop training opportunities through volunteering.



Opportunities

1. Explore the potential to develop a voluntary and community sector 'Leaders Forum'.
2. Develop a 'good neighbour' project.
3. Investigate opportunities to adopt new technologies to engage and involve young people.
4. Further develop ONE77 as a centre for young people's democracy and participation and, strengthen links with the Central Area Youth Forum.
5. Develop a NAP area newsletter.
6. Increase opportunities for diverse sections of the community.
7. Develop a strategy that supports and enables local resident groups and the Town Centre Communities Forum to be fully involved in activities, opportunities and decision making in their local area, post NDC programme.

Glossary of Terms

BME Community: black, minority and ethnic community.

Children's Centres: service hubs where children under five years old and their families can receive seamless integrated services and information. Services available might include early education and childcare, support for parents, child and family health services and activities to help parents into work.

Community Cohesion: initiatives aimed at bringing together communities.

Community Engagement: the process of working collaboratively with and through groups of people affiliated by geographic proximity, special interest, or similar situations to address issues affecting the well being of those people.

Community Strategy: a strategy that sets out the overall strategic direction and long term vision for the economic, social and environmental wellbeing of an area. Hartlepool's Community Strategy is called Hartlepool's Ambition.

Extended Schools: schools that offer access to a range of services for children, young people, their families and communities often beyond the school day. Extended services include childcare provided on the school site, activities such as homework clubs and study support, sport, music tuition, special interest clubs and volunteering, parenting and family support and providing wider community access to ICT, sports and arts facilities, including adult learning.

Hartlepool Partnership: the Local Strategic Partnership for Hartlepool, the partnership responsible for implementing the Community Strategy.

Hartlepool Working Solutions: helps Hartlepool people and businesses to maximise employment and self-employment opportunities through innovative training and recruitment solutions.

Housing Market Renewal: a programme to renew the housing market in those parts of the North and Midlands where demand for housing is relatively weak and which have seen significant decline in population, dereliction, poor services and poor social conditions as a result. Its objective is to renew failing or weak housing markets and reconnect them to regional markets.

Intermediate Labour Market (ILM): a scheme that enables people facing barriers to getting into work, to be paid for their work whilst they train.

Local Strategic Partnership: a collection of organisations and representatives coming together voluntarily to work in partnership. The Local Strategic Partnership for Hartlepool is the Hartlepool Partnership.

Multi-agency working: different agencies and services working together.

Neighbourhood Policing: teams that work with local people and partners to deliver solutions to issues which people say make them feel unsafe in their neighbourhood. These can include crime, anti-social behaviour, disorder, speeding and environmental issues such as street lighting.

Neighbourhood Renewal: activity to reduce inequalities in the most disadvantaged communities and to tackle social and economic exclusion by lowering worklessness and crime and improving health, skills, housing and the physical environment.

Neighbourhood Renewal Strategy: the part of the Community Strategy that sets out how Neighbourhood Renewal will be delivered in Hartlepool.

NEET - Not in Education Employment or Training: this refers to those people (aged 16-18) who are not currently engaged in "Employment, Education or Training".

Social Enterprise: a service or business that is owned and managed by the community they serve and that operates primarily for the benefit of the wider community, re-investing any benefits that have been achieved.

Sustainability: a characteristic of a process or state that can be maintained at a certain level indefinitely.

Sustainable Development: development which meets the needs of the present without compromising the ability of future generations to meet their own needs.

Theme Partnership: the Theme Partnerships bring together key service providers under the Local Strategic Partnership to manage performance in their respective theme areas. The Theme Partnerships are The Economic Forum (Jobs and Economy), Skills Partnership (Lifelong Learning and Skills), Health and Wellbeing (Health and Care), Safer Hartlepool Partnership (Community Safety), Environment Partnership (Environment), Housing Partnership (Housing), Culture, Leisure and Community Learning Partnership (Culture and Leisure), Hartlepool Community Network (Strengthening Communities) and Children and Young People's Strategic Partnership.

Vision: aim, ambition or objective. In relation to the Neighbourhood Action Plan (NAP) it is what we would like to see the neighbourhood look like in the future.

Voluntary/Community Sector: includes voluntary and community organisations, social enterprises, charities, cooperatives and mutuals.

Worklessness: defined by the Department of Work and Pensions as "people of working age who are not in formal employment, but who are looking for a job (the unemployed), together with people of working age who are neither formally employed nor looking for formal employment (the economically inactive)".

For more information regarding the implementation of the Plan please contact:

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hartlepoolpartnership



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TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
14 September 2010



Report of: Assistant Director (Transportation and Engineering)

Subject: DIAL A RIDE AND COMMUNITY LYNX BUS
FARES

SUMMARY

1. PURPOSE OF REPORT

To advise Portfolio Holder of the fares applied to the Dial a Ride and Community Lynx Bus services in order to meet requirements of an audit report and seek retrospective approval for the fare increase applied to the Dial a Ride Service in April 2009.

2. SUMMARY OF CONTENTS

This report details the fares charged by the Dial a Ride and Community Lynx Bus services for the period 2009/2010 and 2010/2011 and seeks retrospective approval for the fare increase applied to the Dial a Ride service in April 2009.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Transport issues.

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

This is an executive decision of the Portfolio Holder.

6. DECISION(S) REQUIRED

That Portfolio Holder notes the fares currently charged by the Dial a Ride and Community Lynx Bus Services and gives retrospective approval for the Dial a Ride fare increased applied in April 2009.

Report of: Assistant Director (Transportation and Engineering)

Subject: DIAL A RIDE AND COMMUNITY LYNX BUS FARES

1. PURPOSE OF REPORT

- 1.1 To advise Portfolio Holder of the fares applied to the Dial a Ride and Community Lynx Bus services in order to meet requirements of an audit report.

2. BACKGROUND

- 2.1 In February 2009 permission was sought from Portfolio Holder to increase the Dial a Ride fare from £2.00 to £3.00 from April 2009. Portfolio Holders decision was that the fare increase by 50p to £2.50 per journey and that a consultation process should take place and a further report be submitted.
- 2.2 In November 2009 an Audit was carried out of the Dial a Ride service which highlighted that the second report to Portfolio appeared to have not been provided and therefore full permission had not been given to increase the Dial a Ride fare in April 2009 to £2.50.
- 2.3 Subsequently in April 2009 a further report was submitted to Portfolio Holder to seek permission to increase the Community Lynx bus fare to bring it in line with that applied to the Dial a Ride Service (£2.50 for journeys within the boundary of Hartlepool and £3.00 for those making cross boundary journeys).
- 2.4 This was approved by Portfolio Holder to commence from the 15 May 2009.
- 2.5 Investigation following the Dial a Ride Audit report has confirmed that the second report with regard to the Dial a Ride fare increase in April 2009 had been omitted.

- 2.6 In May 2009, following the increase of the Dial a Ride fare to £2.50 per journey, a customer satisfaction survey was carried out with all Dial a Ride Members (**Appendix 1**). One of the questions asked of members was 'Do you think the current fare per journey is fair', the responses were as follows:

Happy 94%
Too low 5.5%
Too expensive 0.5%

3. RECOMMENDATION

- 3.1 That Portfolio Holder notes the fares currently charged by the Dial a Ride and Community Lynx Bus Services and gives retrospective approval for the Dial a ride fare increase applied in April 2009.

4. BACKGROUND PAPERS

Copies of Portfolio reports 16 February 2009 and 27 April 2009 and the subsequent decisions.

5. CONTACT OFFICER

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APPENDIX 1



In May this year we carried out a customer satisfaction survey of the Dial a Ride members. 926 questionnaires were sent out to all our members and 214 were returned complete (23%).

The outcomes of the survey were as follows:

1. How often do you use the Dial a Ride Service?

Everyday	3 –5 times per week	once a week	once a month	2 – 4 times per month	Never
2.5%	30%	33.3%	8.8%	13.7%	11.7%

2. If you are not currently using the Dial a Ride service can you please tell us why:

Can't get booked for the times I require	Vehicles not suitable for my needs	Vehicles don't turn up on time	Drivers do not provide the assistance I require	Service does not travel where I want to go
73%	10.4%	8.2%	6.25%	2.15%

3. Do you ever encounter any problems when booking a journey

Controller Unhelpful	Fully booked	Telephone engaged	Telephone unanswered	No problems
5%	35%	5%	3.5%	51%

4. How often in the past four to six months have you been unable to book the journey time you would like

Never	Once	More than five times	More than Ten times	More than Twenty times
46%	18.3%	28%	5.10%	3%

5. Does the vehicle arrive on time?

Always on time	Mostly on time	Mostly late	Always late
39%	58.2%	2.8%	0%

6. Does the driver ensure you are safely in the vehicle and offer assistance at both ends of the journey

Always	Sometimes	Never
95.4%	4.6%	0%

7. Have you ever had any problems accessing the vehicle

Getting on or off the lift	Getting on or off the step	Getting into the seat	Moving around the vehicle	No problems
2.5%	8.6%	0.5%	0.5%	87.9%

8. Do you prefer to

Travel alone	Share the vehicle with other passengers	don't mind either
4.5%	7%	88.5%

9. What type of vehicle would you prefer to provide the Dial a Ride Service

Buses (that are used now)	Smaller accessible Taxi type vehicles	Either
70%	9%	21%

10. Do you think the current Fare of £2.50 per journey is fair

Happy	too low	too expensive
94%	5.5%	0.5%

11. Overall how satisfied are you with the Dial a Ride service

Very Satisfied	Fairly satisfied	Dissatisfied	Extremely dissatisfied
64%	26%	7%	3%

TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
14 September 2010



Report of: Assistant Director (Transportation and Engineering)

Subject: THE FRONT, SEATON CAREW – 20MPH
SPEED LIMIT OBJECTION

SUMMARY

1. PURPOSE OF REPORT

To seek approval to introduce a 20 mph speed limit on The Front, Seaton Carew following an official objection to the legal order.

2. SUMMARY OF CONTENTS

The report details the background to the scheme and the objection received.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

The Portfolio holder approves the implementation of the schemes outlined in section 3 of the report.

Report of: Assistant Director (Transportation and Engineering)

Subject: THE FRONT, SEATON CAREW – 20MPH SPEED LIMIT OBJECTION

1. PURPOSE OF REPORT

- 1.1 To seek approval to introduce a 20 mph speed limit on The Front, Seaton Carew following an official objection to the legal order.

2. BACKGROUND

- 2.1 At the Transport and Neighbourhoods portfolio meeting held on the 24th November 2009 approval was given to implement several 20mph speed limits on roads across the town. It was explained that it was normal practice to use traffic calming with 20 mph speed limits however it was proposed to use these sites as a trial to assess the use of speed limit signage alone.
- 2.2 Legal notices for the 20 mph speed limits were advertised and 1 objection was received for Seaton Front (see **Appendix 1**). The objector has stated that it is not necessary to reduce the speed limit on The Front, as the speed of traffic is self regulated due to the presence of pedestrians and parked vehicles. And was unaware of any accidents on this stretch of road (there's been 3 recorded slight accidents since 2005). They went on to say that a reduction in the speed limit would serve no practical purpose in improving road safety and would only cause unnecessary congestion.

3. PROPOSALS

- 3.1 It is proposed to introduce a 20 mph speed limit on The Front, Seaton Carew with speed limit signing alone. Crawford Street, which as existing conventional traffic calming would also be included.

4. FINANCIAL CONSIDERATIONS

- 4.1 The scheme will be funded through the Local Transport Plan at an estimated cost of £3000

5. RECOMMENDATIONS

- 5.1 That the proposal outlined in section 3 of the report is approved.

6. REASONS FOR RECOMMENDATIONS

- 6.1 To improve road safety on The Front and Crawford Street by reducing vehicular speeds.

7. BACKGROUND PAPERS

- 7.1 20 Mph Speed limits – Trial Sites, Transport and Neighbourhoods Portfolio Report 24th November 2009

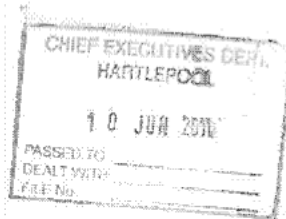
8 CONTACT OFFICER

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APPENDIX 1

P Devlin
Chief Solicitor
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY



Dear Sirs

re The Front Area, Seaton Carew, 20mph Speed Limit Order 2010

Objection to Schedule 1 – The Front from its junction with Station Lane to its junction with Elizabeth Way, a distance of 437 metres.

Please note that I object to the proposed amendment to the speed limit from 30 mph to 20 mph on the above mentioned stretch of road.

I agree it could be considered reasonable to amend the speed limit to 20 mph for the stretch of road where the main pedestrian road crossing activities take place ie in the section between the pedestrian crossing at the Golden Sands amusement arcade and the pedestrian crossing at the Seaton Hotel. However, whether a reduction in speed limit is necessary is questionable as the speed is generally self regulating by pedestrians crossing the road away from the crossing points and cars pulling in and out, double parking and parking on the central hatched areas.

I agree with the principle of 20 mph speed limits as part of traffic calming measures in residential roads; on this length of this main road it seems wholly inappropriate.

I am not aware of any road traffic accidents on the stretch of road between the Seaton Hotel and the junction with Elizabeth Way. I assume accident black spots are the reasoning behind speed limit restrictions on main roads such as this.

This is one of a limited number of roads in and out of the town. I am not aware of any similar roads with a 20 mph speed limit. I do not believe a reduced speed limit will serve any practical purpose in terms of road safety. It will serve only to cause unnecessary congestion.

I speak as someone who first moved into Elizabeth Way with my parents in 1968 until 1981 when I moved out of the town, returning to Seaton Carew in 1989 where I have since lived at two addresses to the present. During my period out of town I frequently visited my parents; throughout the last forty two years I have had plenty of experience on the traffic conditions on The Front as both a pedestrian and as a motorist.

In summary I object to the proposal to amend the speed limit to 20 mph along The Front from its junction with Station Lane to its junction with Elizabeth Way.

Yours sincerely



TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
14 September 2010



Report of: Assistant Director (Transportation and Engineering)

Subject: MERLIN WAY / FALCON ROAD – TRAFFIC CALMING OBJECTION

SUMMARY

1. PURPOSE OF REPORT

To seek approval to introduce traffic calming on Merlin Way and Falcon Road following an official objection to the legal order.

2. SUMMARY OF CONTENTS

The report details the background to the scheme and the objection received.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for Traffic and Transportation issues.

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

This is an executive decision by the Portfolio Holder.

6. DECISION(S) REQUIRED

The Portfolio holder approves the implementation of the schemes outlined in section 3 of the report.

Report of: Assistant Director (Transportation and Engineering)

Subject: MERLIN WAY / FALCON ROAD – TRAFFIC CALMING OBJECTION

1. PURPOSE OF REPORT

- 1.1 To seek approval to introduce traffic calming on Merlin Way and Falcon Road following an official objection to the legal order.

2. BACKGROUND

- 2.1 An update was given to Cabinet on the 6th April 2010 on the traffic issues affecting Falcon Road. Although several traffic management measures have been introduced on Falcon Road surveys indicated that traffic flows continued to increase. Approval was given to implement additional traffic calming on Falcon Road, Moorhen Road and Lapwing Road together with traffic calming on Merlin Way. The traffic calming was designed to deter motorists from using Falcon Road as a through route, it would also help address complaints about speeding on Merlin Way.

- 2.2 Legal notices for the proposed traffic calming were advertised and 1 objection was received (see **Appendix 1**). The objector had the following concerns:-

- The objector does not perceive that the speed is a significant problem on Merlin way or Falcon Road. *(It is accepted that speed is not the main issue of concern here, however there have been several complaints of speeding on Merlin Way. The Traffic calmings main function is to deter motorist from using Falcon Road to access the Middle Warren estate).*
- There are concerns that the location of the humps will adversely affect access to the objectors driveway on Merlin Way.*(The humps will be positioned away from residents driveways)*
- There are concerns that the speed humps will adversely affect the natural flow of traffic and lead to additional problems during bad weather particularly snow as the carriageway on this section of Merlin Way as a gradient of approximately 1:6. *(The presence of speed cushions on a snow bound carriageway would impede vehicles travelling up the hill. In such events motorists would still be able to access the estate via A179 / Hart Lane and then*

travel down hill to their properties. It is considered that this inconvenience would be outweighed by the positive reduction in speed and vehicle numbers during normal weather periods).

- The installation of speed humps will perhaps lead to pain / injury of vulnerable persons. *(Unfortunately the presence of road humps can cause discomfort to motorists and their passengers, the humps on Merlin Way will be the speed cushion type which allow wide wheel based vehicles such as Ambulances and buses to straddle the feature therefore minimising their effect.)*
- The installation of 'speed humps' will cause increased levels of car emissions through vehicles accelerating and decelerating. *(This is an unfortunate consequence of traffic calming but it is considered that the positive reduction in speed and vehicle numbers will outweigh the increase in car emissions)*

3. PROPOSAL (see Appendix 2)

- 3.1 Traffic calming on Falcon Road would consist of a new raised junction, along with a priority build out and associated speed cushion to complement the existing traffic calming measures.
- 3.2 Traffic calming on Merlin way would consist of 3 sets of speed cushions these are road humps which allow emergency service vehicles and buses to straddle the cushions and travel along the road unimpeded.

4. FINANCIAL CONSIDERATIONS

- 4.1 The traffic calming measures outlined in 3.1 and 3.2 could be met from existing traffic and transportation budgets.

5. RECOMMENDATIONS

- 5.1 That the proposal outlined in section 3 of the report is approved.

6. REASONS FOR RECOMMENDATIONS

- 6.1 To improve road safety on Merlin Way and Falcon Road by reducing vehicular speeds and by deterring motorists from using Falcon Road as a through route.

7. BACKGROUND PAPERS

- 7.1 Falcon Road, Traffic Management Options - Cabinet Report 6 April 2010

8 CONTACT OFFICER

Peter Nixon (Senior Traffic Technician)
Regeneration and Neighbourhoods (Transportation and Engineering)
Hartlepool Borough Council

Telephone Number 01429 523244
Email: peter.nixon@hartlepool.gov.uk

July 18th, 2010.

For the Attention of:
Peter Frost,
Highways Dept.,
Hartlepool Borough Council,
Church Street,
Hartlepool.

TRAFFIC CALMING MEASURES

Dear Peter,
Thank you for providing me with a copy of the Drawing PR318- outlining the Proposals for the "Traffic Calming measures for Merlin Way / Falcon Road.

I find the title of the Proposals suggests that the Department is trying to "kill two birds with one stone", as the two perceived problems do not require one solution.

The first perceived problem I wish to pursue is on "Falcon Road":

- 1) The long running problem on eliminating the passage of HGV's, in excess of 7-1/2 tonnes, appears to be rumbling on, following the publication of the photos taken by a resident showing such typical vehicles still using that road for:
for access to the Bishop Cuthbert Estate, or more likely a short cut from the A 179 at Hart Village, via the Throston Golf Course Roundabout, through Merlin Way, onto Moorhen Road, through Falcon Road, and onto Throston Grange Lane, and vice versa. One respondent did state that the problem was the Sat-Nav systems which define a route for the benefit of any traveller, but sadly this technological system does not instantaneously recognise restricted routes for weight restricted vehicles. The only answer I see to that problem is better policing of the route, by duly appointed Council Officers, empowered to stop such transgressions! A CCTV camera (covert or otherwise) may prove helpful in your fight against these offenders! I am sure that Ian Burdon has one!!
- (a) From my own observations, whilst I do I see HGV's using the Falcon Road route, I see more Licensed (Private Hire / Hackney Carriage) Taxis using this route, as a legitimate route to pick up their fare paying passengers, as Falcon Road is the only road into the B.C. Estate, from Easington Road, without taxis travelling to the Clavering Roundabout entrance to pick up any passengers from any location north & east of the Hartfields mini Roundabout.
One respondent did state that the problem was the Sat-Nav systems which define a route for the benefit of any traveller, but sadly this technological system does not instantaneously recognise restricted routes for heavy vehicles.
- (b) I feel that the Council should acknowledge that there is no such definition of a "rat run" when legitimate drivers need to get from point A to point B when present day fuel costs are so high, both for the private car owners, or for the Licensed Taxis, whose profits are determined by their running costs, and their licences, to operate by the Council, etc.
- (c) Examples of this can be found on Park Road, where ALL vehicles use any side street, such as Linden Grove, Osborne Road / St. Pauls Road, as there is NO LEFT TURN into York Road, at the Traffic Lights. Having caused a traffic dilemma, the stock answer is to create "traffic calming" measures, using "speed" humps!"

My second area of concern is of course “Merlin Way”.

- 2) I live at No. 1 Merlin Way, and see traffic through out the day time & night time, both HGV, PSV, NHS AMBULANCES, Hartfields Community Transport / Ambulances, and private vehicles, as well as motorcycles, etc. I perceive their speeds, passing my lounge windows, and am not convinced that “speed” is the main / significant problem. The road is inclined, dropping from the Junction of Goldfinch Road, down to a point east of Moorhen Road, a gradient of approximately 1:6.

On one occasion, during one bad snow storm over the winter months, I rang the Police to notify them that the Merlin Way was blocked through cars not being able to climb the incline because of the heavy snow. Along with other neighbours, I went out to assist some drivers push / move their cars into safe positions, or to turn them round, to go back a different route, if possible. Some cars were eventually being abandoned overnight.

Nothing got up the incline from the junction of Moorhen Road.

A similar situation occurred at the junction of Moorhen Road with Merlin Way.

It is my opinion that any speed humps placed on Merlin Way would adversely affect the natural flow of traffic up / down Merlin way, and lead to additional problems during any bad weather, if the speed of cars was unnecessarily reduced to negotiate such mechanical obstructions as “speed humps”.

I would like to see the EXACT proposed location of the speed humps near to my home, which has a “shared” driveway with No. 3 Merlin way. I have the feeling that the location of the HUMP will adversely affect the approach to my house, and will result in having to straddle the individual humps, when both entering the driveway from either direction, for each driver of the cars which are owned by the two families (ie 4 cars total, during every single day of every single week!!!). This straddling will create what I have described earlier in such problems as imbalanced wheels, etc.

In addition, the speed of PSV’s and cars, at present, create a small and almost imperceptible noise level, as they pass the house. However, if the measures are implemented, as cars / vehicles / HGV’s, PSV’s decelerate, pass over the sets of humps, to accelerate again, this will undoubtedly create an unnecessary rise in engine noise, etc., and create an extra noise nuisance, which I feel is unjustified.

I would like to see the details, and results of any such “Speed Survey”, which has been carried out recently, and submitted to / produced by the Council, to endorse the proposed need for “traffic calming measures”, on which your proposals are based.

To date, I have not seen any “Survey Vehicles” in the vicinity of Merlin Way / Moorhen Road, and therefore question any such proposals to reduce speeds in this area, at all!

I also suggest that the installation of speed humps will perhaps lead to pain / injury of the vulnerable persons in our area, namely the Hartfields Retirement Home, and the opening of the former Blakelock Centre members, when being transported in their community transportation. It has been recorded that speed humps cause unnecessary / costly repairs for the imbalance of wheels, for many cars, which causes additional car breakdowns, failures, for owners of private vehicles.

The installation of “speed humps” causes increased levels of car emissions, through the vehicles slowing, accelerating over the humps, and then accelerating back again to gain speed, which causes increased cases of asthma, etc., in young people, children, etc.

The road is winding throughout its entire length, which does require drivers to pay attention to private driveways, etc. Fortunately, residents have good views of the approaching traffic as private hedges are regularly cultivated so as not to create any blind spots, when entering / leaving their properties.

I still see HGV’s using the Throston Golf Course Entrance access to the B.C. Estate, by such HGV’s as Cement and Brick companies for access to the current numerous Building / Construction sites, on

the Northern extremes of the estate, particularly early each morning, now that the recession appears to be passing.

I feel that it is worth mentioning that to gain access to Merlin Way, vehicles use the "old A179" Hart Quarry route, which also has a 7-1/2 tonnes restriction on it, after the Hart Quarry!, but HGV drivers appear to continue to ignore this restriction, to deliver their loads onto the B.C. Estate rather than use the Clavering / Sainsbury's Entrance! Perhaps you need to ask them why they choose to ignore Road signs stating "NO ACCESS TO CONSTRUCTION TRAFFIC"

What would the Council do if residents decided to blockade the B.C. access from that Roundabout, is an act of democratic desperation?

Does the Council wish to respond to the publication of yet more photos in the Mail, to highlight this long standing problem, only to be told that "the Council does not have the manpower to tackle such a problem", yet is willing to use public funds to create speed humps, in a "King Canute" attempt to resolve the problem!

Eventually the problem may end, when the Estate is completely built, but sadly if the proposed measures are approved, the humps will stay long after their installation!

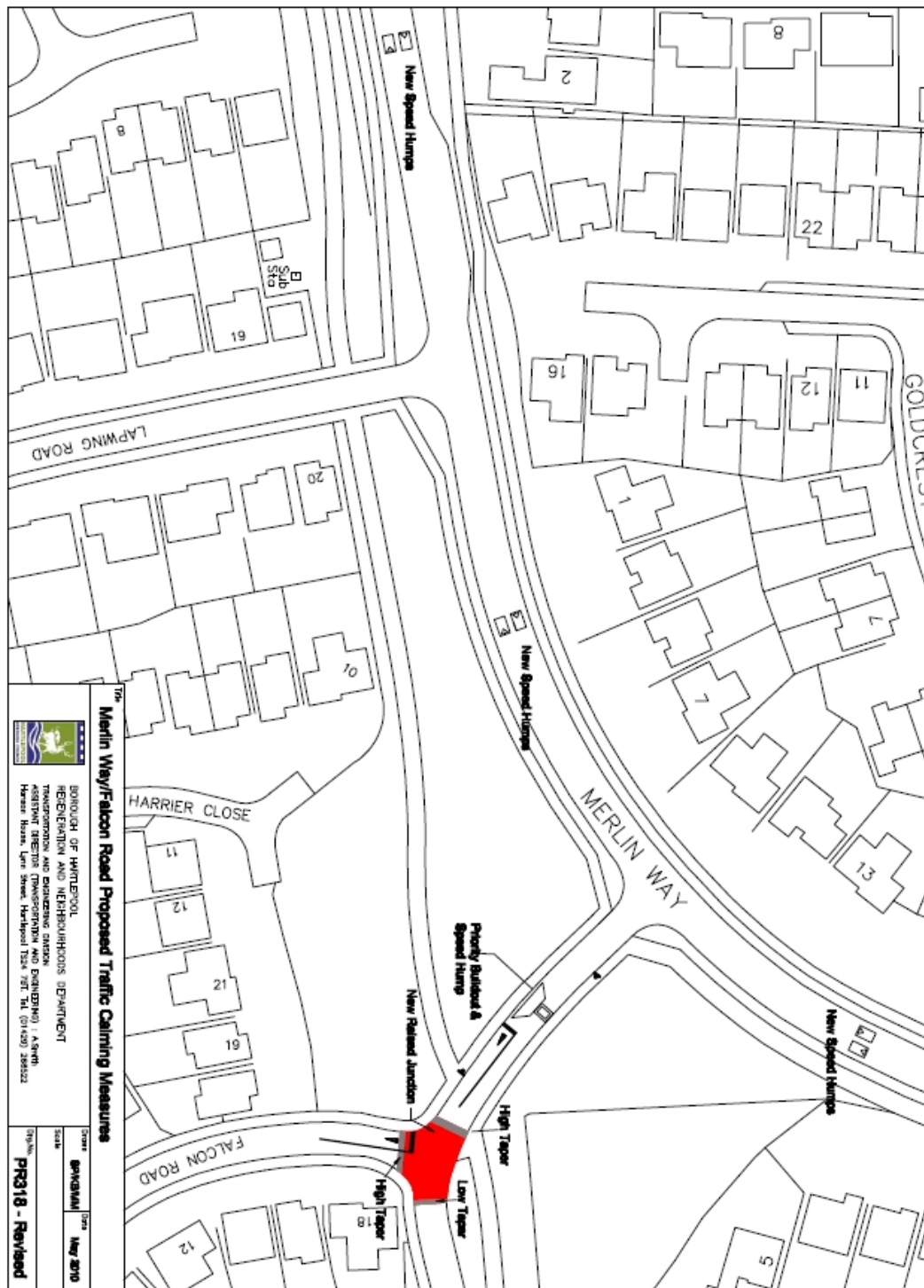
I am NOT in favour of the measures proposed, as detailed in the drawing provided, from my observations given and detailed above, as I believe that the Council is implementing a series of solutions, which do not adequately satisfy the concerns raised.

With specific reference to the Drawing PR318, can I ask for clarification on the following points: Would you kindly explain what is termed: "High" and "Low" taper?"

The proposed "Raised T Junction" is located in a significant dip in the roads forming the junction. Is there any safeguard / provision for the free flow of rain water along the side of the roads, as Falcon Road / Moorhen Road junctions are ALL on slight / severe inclines, and would cause potential flooding if this was not incorporated into the actual installation of the Raised T Junction. An identical dip in the Merlin Way occurs outside No. 15 Merlin Way, which will result in surface water creating potential "aqua - planning, if the water cannot easily run away, during rain / snow.

Please acknowledge receipt of this letter, as it is being sent by e-mail, at your most urgent convenience. If I do not receive an acknowledgement, by Monday, July 19th, I will then send a hand delivered copy.

Yours sincerely,



TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder
14th September 2010



Report of: Assistant Director (Regeneration and Planning)

Subject: DYKE HOUSE/STRANTON/GRANGE
NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE
(DRAFT FOR CONSULTATION)

SUMMARY

1.0 PURPOSE OF REPORT

To seek agreement to consult on the first draft of the Neighbourhood Action Plan (NAP) for the Dyke House/Stranton/Grange area (**Appendix 1**) and, to note the proposed 8 week consultation period from early September 2010.

2.0 SUMMARY OF CONTENTS

The report describes the background to NAPs with a specific focus on the Plan for Dyke House/Stranton/Grange. It outlines the current position with regard to the consultation process and provides an overview of the future consultation methods proposed. It draws the Portfolio Holder's attention to the revised format of the document and provides some detail in relation to the implementation procedure. Finally, it explores the financial implications of the NAP, once endorsement has been sought from relevant partners and, the associated risks to securing future funding.

3.0 RELEVANCE TO PORTFOLIO MEMBER

NAPs fall within the remit of the Transport and Neighbourhoods Portfolio Holder. Once the Plan has been finalised and endorsed, it will have an impact on service delivery and will potentially influence future funding opportunities in the Dyke House/Stranton/Grange NAP area.

4.0 TYPE OF DECISION

Non key decision.

5.0 DECISION MAKING ROUTE

Agreement to consult on the draft Plan has already been sought from the Dyke House/Stranton/Grange Neighbourhood Partnership and the Hartlepool Partnership in August 2010.

6.0 DECISION(S) REQUIRED

To agree the first draft of the Neighbourhood Action Plan (NAP) for Dyke House/Stranton/Grange and, to note the proposed 8 week consultation period from early September 2010.

Report of: Assistant Director (Regeneration and Planning)

Subject: DYKE HOUSE/STRANTON/GRANGE
NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE
(DRAFT FOR CONSULTATION)

1.0 PURPOSE OF REPORT

- 1.1 To seek agreement to consult on the first draft of the Neighbourhood Action Plan (NAP) for the Dyke House/Stranton/Grange area (**Appendix 1**) and, to note the proposed 8 week consultation period from early September 2010.

2.0 BACKGROUND

- 2.1 NAPs are the local elements of Hartlepool's Neighbourhood Renewal Strategy (NRS), which are used to inform and improve service delivery within the priority neighbourhoods identified in the NRS. The Strategy forms part of the Community Strategy; Hartlepool's Ambition, which provides a strategic policy framework for the Borough.
- 2.2 The Dyke House/Stranton/Grange Neighbourhood Action Plan (NAP) was initially prepared in 2002 and later updated in 2006. It was agreed in June 2009, that the Plan needed to be updated again due to the significant changes the area had faced, particularly in terms of Housing Market Renewal (HMR), as the Plan would recognise this and also identify the new challenges of stabilising the areas adjoining HMR sites. It was also felt that even though the area had undergone substantial change and improvement, there are still evident deprivation gaps in particular themes, namely community safety, education and unemployment and service issues around levels of resident satisfaction.

3.0 CONSULTATION AND PROGRESS TO DATE

- 3.1 Work commenced on developing the NAP for the Dyke House/Stranton/Grange area in October 2009 with a Halloween Event, at which over 600 people attended. At the event, local people were asked to take part in a survey, to begin to identify what the concerns and issues people in the neighbourhood may have.
- 3.2 Since holding the event, £42,200 funding from the Department for Communities and Local Government (DCLG) through the Connecting Communities Programme, was approved (the Portfolio Holder noted a report on the

- Connecting Communities Programme, in February 2010). The funding has been used to intensify the consultation process, offering further opportunities, and increased capacity, to enable consultation to focus on the issues identified by residents, exploring possible solutions and engaging with residents from across the area that perhaps would not normally engage in the consultation process.
- 3.3 The additional funding has also provided opportunities to deliver a number of programmes and initiatives in the locality, which are linked to some of the issues outlined in the Connecting Communities bid submission. This has included the successful Connect2 programme, delivered by the Borough Council's Economic Development Team, which was a voluntary programme designed to target and support young people (aged 16-24 years) who were not engaged with any mainstream services and are NEET (not in education, employment or training) specifically from the Dyke House/Stranton/Grange area. Each young person on the programme was allocated a personal mentor who was able to provide motivation and one-to-one support to assist them on their path to education, employment or training, through identifying key barriers and seeking the support required for the young person from relevant organisations.
- 3.4 A training package for Youth Workers, delivered by Equality North East, has also been supported for those working in Dyke House/Stranton/Grange, to enable workers to become more confident in challenging views, perceptions and behaviours, particularly in relation to extremist views and cultural awareness, to ultimately support children and young people in promoting community cohesion.
- 3.5 A group of young volunteers has also worked with Safe in Tees Valley (SinTV) to organise and plan an event that took place in August 2010 for young people (aged between 5 and 17 years) in the Brougham Centre, attached to Brougham Primary School. The event was a 'Multicultural Youth Village', which had an art and media focus, and provided children, young people and the wider community the opportunity to take part in activities relating to culture, beliefs and lifestyles through music, dance, arts and crafts etc. SinTV also worked, in conjunction with Barnardos, and young people to develop and prepare artwork focussed around cultural diversity and raising awareness of different cultures, to showcase on the day. A number of local service providers were also in attendance offering information, support advice and guidance, as well as promoting opportunities for young people.
- 3.6 A further community event in Spring 2010 was held as part of the process, with again around 600 people in attendance. A range of opportunities to consult with local people were available, for all generations. Service providers were also in attendance offering information, advice and guidance around the health, debt, employment/unemployment/worklessness agendas. Targeted survey work, door to door, has also been undertaken across the area.

- 3.7 Findings from other work undertaken independently, as part of the Connecting Communities Programme, has also been used in the preparation of the draft Plan. This includes the study undertaken by The Campaign Company on Communications and Local Civic Leadership activity, the Workers Educational Association (WEA), contracted by the Community Development Foundation (CDF) to deliver training for Community Champions, and a Regional Peer for Connecting Communities, contracted by the Leadership Centre, who provided a Local Civic Pride training session.
- 3.8 Whilst consultation with residents was ongoing, service providers through their Theme Partnership were asked to prepare a Theme Assessment to inform the development of the NAP. Whilst there has been a mixed response, Theme Partnerships, where possible, have utilised available neighbourhood statistics and sought to involve as many partners as possible in developing the assessment for their Theme. Each Theme Assessment received set out to gain a broad understanding of existing local service provision, to establish gaps in current provision from the service provider's perspective, to identify what service providers feel are the key priorities for the Dyke House/Stranton/Grange area and to highlight any opportunities for future development.

4.0 FUTURE CONSULTATION

- 4.1 Subject to agreement of the draft for consultation from the Transport and Neighbourhoods Portfolio Holder, further consultation sessions will be undertaken. This will potentially include an on-line consultation, drop-in sessions, Coffee Mornings, further work with schools serving the Dyke House/Stranton/Grange area, plus meetings with community/voluntary organisations and partners. The draft Plan will also be considered by the Theme Partnerships, for comments.
- 4.2 The aim of the second round of consultation is to ensure the document provides a real understanding of the issues affecting the quality of life of local people. It will provide an opportunity to make sure that the views and comments received have been incorporated and accurately reflected in the document.

5.0 COMPLIANCE WITH THE HARTLEPOOL COMPACT

- 5.1 The Plan preparation process for the draft Dyke House/Stranton/Grange NAP has been undertaken in line with the Codes of good practice within the Hartlepool Compact. In particular, all consultation that has been conducted to develop the draft NAP complies with the principles of the Consultation and Policy Code, for example consultation with residents and providers was established at an early

stage in the development of the draft NAP, and an 8 week consultation period is planned at each stage of development

6.0 THE FORMAT OF THE PLAN

- 6.1 As identified in paragraph 2.1, NAPs are used to deliver the NRS at a local level and therefore follow the same 8 Themes of the Community Strategy; Hartlepool's Ambition.
- 6.2 The format of the document differs from any previous NAP that has been developed previously. **The Portfolio Holder is asked to note the changes in the format.** The draft NAP has been attached as **Appendix 1** for information.
- 6.3 At the meeting of the Transport and Neighbourhoods Portfolio Holder, comments on the draft Plan will be invited. Any amendments resulting from the discussion will be reflected in the document, prior to consulting on the Plan.

7.0 IMPLEMENTATION

- 7.1 Action Plans will be prepared each year to take forward this NAP. The first of these for 2010/11 has been prepared in consultation with residents, Ward Councillors and local community/voluntary organisations and, will be attached as an Appendix to the final Plan when it is considered by partners for endorsement. The Action Plan will identify priorities from the NAP to be tackled this year.
- 7.2 The implementation of this Action Plan will be overseen by Hartlepool Borough Council's North Neighbourhood Manager, who will work with service providers and existing local groups to develop specific schemes that will help to improve the quality of life of residents in the Dyke House/Stranton/Grange neighbourhood.
- 7.3 The Action Plan will be monitored locally and progress will be reported to the Hartlepool Partnership's Performance Management Group and Theme Partnerships.

8.0 FINANCIAL IMPLICATIONS AND RISK

- 8.1 In addition to the monies currently allocated to the Dyke House/Stranton/Grange NAP from the Working Neighbourhoods Fund (WNF), it is anticipated that the NAP will also be influential in the future allocation of resources. The NAP provides a strategic analysis of the current needs and priorities of the community and the gaps in current service provision, which could be tackled should any new funding streams emerge. Impact upon priorities is expected to be made by using more efficiently and effectively existing mainstream resources on the more

disadvantaged areas. This will coincide with a continuous improvement to services by all partners, which often only involves a series of small adjustments and more efficient co-ordination of activity.

- 8.2 There are no substantial risks in the NAP implementation process as the Neighbourhood Management framework is already well established. There is, however, a risk associated with securing resources post 2010/11 for Residents Priority Budget (RPB), to assist in addressing the priorities in the Plan. The Dyke House/Stranton/Grange Neighbourhood Partnership and the relevant officers will, however, be continually working in partnership with other service providers/organisations to ensure that every funding opportunity is utilised. The NAP Officers Group also continues to consider and review NAP delivery, looking at ways of strengthening processes and activity, including how Participatory Budgeting will be continued in the future.

9.0 RECOMMENDATION

- 9.1 The Portfolio Holder is requested to agree the first draft of the Dyke House/Stranton/Grange NAP as a consultation document and, to note the proposed consultation arrangements.

10.0 CONTACT OFFICER

Gemma Day, Principal Regeneration Officer,
Department of Regeneration and Neighbourhoods,
Bryan Hanson House, Hanson Square,
Hartlepool, TS24 7BT. Tel: 01429 523598.
E-mail: gemma.day@hartlepool.gov.uk.

DYKE HOUSE, STRANTON and GRANGE NEIGHBOURHOOD ACTION PLAN (NAP):

Draft for Consultation – July 2010



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

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.
☎ (01429) 523598. (Arabic)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।
☎ (01429) 523598. (Bengali)

ئەگەر زانیاریت بە زمانیکی که یا بە فۆرمیکی که دەوی تکایه داوامان لی بکه
☎ (01429) 523598. (Kurdish)

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔
☎ (01429) 523598. (Urdu)

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे
☎ (01429) 523598. (Hindi)

Jeżeli chciałoby Państwo uzyskać informacje w innym języku lub w innym formacie,
prosimy dać nam znać.
☎ (01429) 523598. (Polish)

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。
☎ (01429) 523598. (Cantonese)


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KEY

 Dyke House/Stranton/Grange boundary

 SHOPPING CENTRE

Introduction

What is a Neighbourhood Action Plan?

A Neighbourhood Action Plan (NAP) sets out the key issues and priorities of a neighbourhood, which are established and agreed through working with local people, including children and young people, Ward Councillors, community/voluntary organisations and service providers.

NAPs are important in encouraging service providers to work together with local people to inform and improve local service provision, ensuring the delivery of high quality services, which are responsive to the needs of the local community.

Neighbourhood Action Plans in Context

Hartlepool's Community Strategy describes a long term vision of Hartlepool's ambition and aspirations for the future:

“Hartlepool will be an ambitious, healthy, respectful, inclusive, thriving and outward looking community, in an attractive and safe environment, where everyone is able to realise their potential.”

Hartlepool's Neighbourhood Renewal Strategy (NRS), which forms part of the Community Strategy; 'Hartlepool's Ambition', sets out to reduce inequalities in the most disadvantaged communities and tackle social and economic exclusion. NAPs are used to deliver the NRS at a local level and help to create and support sustainable communities. They follow the same eight Themes of the Community Strategy: Jobs and the Economy; Lifelong Learning and Skills; Health and Wellbeing; Community Safety; Environment; Housing; Culture and Leisure and Strengthening Communities. All of these themes help make a positive contribution to sustainable development, which means considering how we improve the local economy and environment as well as supporting the local community.

The Hartlepool Partnership is the town's Local Strategic Partnership (LSP), which brings together all of the town's partners delivering local services and oversees the Community Strategy at a strategic level. It is a network of partnerships working to ensure everyone in Hartlepool has a good standard of living and access to quality services that improve year on year.

The sub-groups of the Hartlepool Partnership are the Theme Partnerships. These groups focus on delivering the eight themes of the Community Strategy, as identified above. They are responsible for addressing specific issues referred from the Hartlepool Partnership Board and reporting back to the Board on progress. For more information about the Hartlepool Partnership please contact the Partnership Support Team on Tel. 01429 284147 or via their website at <http://www.hartlepoolpartnership.co.uk>.

The Hartlepool Partnership has a number of opportunities for residents, community/voluntary organisations and service users to get involved, and support its work to deliver the Community Strategy. The Hartlepool Community Network provides support for those interested in getting involved. They can be contacted on Tel. 01429 262641 or via their website at <http://www.hvda.org.uk/comment>.

About the Dyke House, Stranton and Grange Neighbourhood

The Dyke House, Stranton and Grange (DHSG) Neighbourhood Action Plan (NAP) area is situated to the north of Hartlepool town centre and covers the whole of the Dyke House ward, plus a small part of Stranton ward (streets to the North of Mill House Leisure Centre) and the north western corner of the Grange ward (streets between Grange Road and Hart Lane, which lie to the west of Duke Street and Mulgrave Road and east of Weldeck Road).

It has a resident population of around 7,000 people living in approximately 3,000 households. It comprises older terraced properties, focused around the North Cemetery, the major public space serving the locality. There is also a mix of social housing estates, developed during the 1950's.

The area is the focus for major Housing Market Renewal (HMR) initiatives including the following:

- The Headway site (the former Chester Road site where 280 predominantly social housing properties have been demolished) has seen Taylor Wimpey complete 18 family homes, including a number of shared ownership properties. The full site will provide 179 new build family homes meeting modern aspirations.

Further phases of HMR intervention have been agreed in the neighbourhood, including:

- Perth/Hurworth/Gray Streets, which targets 200 primarily private sector, terraced properties, for which there is low demand for.
- On Easington Road, 72 predominantly social housing properties have largely been demolished, with the new developer being chosen through a design competition. The scheme will see new housing of mixed tenure for sale, rent and possibly shared ownership.
- The Raby Gardens Estate is a longer term priority for HMR.

The DHSG Neighbourhood Partnership has used its resources to support improvements to terraced streets on the periphery/in close proximity to these local HMR sites.

As well as these major developments Dyke House Sports and Technology College, which lies at the heart of the neighbourhood, will be remodelled, with some demolition and new build, under the Building Schools for the Future Programme, to provide modern learning facilities, including new internal courtyard area, multi-use games area and new parking and access arrangements.

The neighbourhood also includes Brougham Primary School, Wharton Annexe (a key community building), Hartlepool Enterprise Centre (accommodation for business start-ups) and Chatham House Children's Centre (one of SureStart's base in the North of the town).

Local shopping parades serving the neighbourhood are located at Chatham and Raby Road, whilst St Osawld's Church and the Nasir Mosque provide landmark buildings either side of Brougham Terrace.

Jobs and the Economy

Neighbourhood Data

EMPLOYMENT

- There are 4,415 working age adults in the area and nearly half (45.8%) are classed as being workless. This compares to the 33.7% worklessness rate for the town and a 27.9% worklessness rate for England and Wales. ^[1]
- 34.5% of working age residents are claiming key benefits, in comparison to 22% Borough wide and 13% in England and Wales. ^[1]
- Vacancy ratios are very high, for example in Hartlepool in September 2009 there were 19.1 unemployed people per vacancy, as compared to 6.7 in Great Britain. ^[2]
- Whilst the proportion of adults surveyed at the Fun Day who were not employed was high (75%) the percentage of people who said they were seeking work was relatively low (34%). 22% said they would be interested in further discussions to help them set up their own business and 54% said that they have considered volunteering (although only 32% said they would be interested in further discussions regarding volunteering). ^[4]

QUALIFICATIONS

- A relatively high proportion of residents of working age in the Dyke House, Stranton and Grange neighbourhood have no qualifications – over 2 in 5 (41%). This level is considerably higher than in either Hartlepool Borough or nationally. Moreover, people in this neighbourhood are significantly less likely to have National Vocational Qualifications (NVQs) at levels 3 or 4+ than those in the borough or nationally. ^[3]

INCOMES

- 52% of households in the Dyke House, Stranton and Grange neighbourhood live on an income of less than £300 per week compared to 47% Borough wide and 22% nationally. ^[3]

LONG TERM ILLNESS

- There is a prevalence of limiting long term illness among residents of Dyke House, Stranton and Grange, with 1 in 3 affected (34%). At 29%, long-term limiting illness is somewhat, but not significantly, less common in Hartlepool Borough generally. This neighbourhood does, however, perform relatively badly on this measure, compared to the national average of 19%. ^[3]

Data Sources: ^[1] Tees Valley Joint Strategy Unit 2009; ^[2] National Statistics (NOMIS); ^[3] Ipsos MORI Household Survey 2004-2008; ^[4] Employment and Training Perceptions Survey undertaken at Family Fun Day Event by Hartlepool Borough Council - April 2010.

Neighbourhood Context

Strengths

- The area includes retail sector employment at Raby Road and Chatham Road.
- Physical regeneration activity in the neighbourhood, including Housing Market Renewal (Headway site), the imminent redevelopment of Dyke House School under the Building Schools for the Future Programme, and the planned improvements to the North Cemetery should uplift the future image of the neighbourhood.
- Employment levels in the neighbourhood have remained stable since 2004. ^[3]
- Hartlepool Enterprise Centre, which provides a variety of accommodation and tailored support services catering for business start-ups, is located in the neighbourhood.
- Brougham Annexe has been recently extended and has improved facilities where employment support services can continue to be provided.
- Quite central to access employment and training opportunities in Hartlepool Quays, including the town centre.

Weaknesses

Levels of unemployment / economic inactivity are linked to:

- The decline in heavy industrial and manufacturing sectors in the 1960's and 1970's and more recent job losses at Corus and Garlands;
- Recently vacated shop units at local parades (including Chatham Road);
- Adults with redundant skills and who are unable to effectively compete within a shrinking local labour market;
- Adults with low levels of confidence and motivation;
- Adults living within third and fourth generation workless households;
- The current downturn within the economy, which is affecting the number of vacancies currently available within Hartlepool;
- In addition to these weaknesses there are also planned cuts to main employment programmes such as Future Jobs Fund and Working Neighbourhoods Fund, which have been effectively used to support residents from the Dyke House, Stranton and Grange neighbourhood.

Priority Areas for Action

Employability: Increase opportunities for training and volunteering, especially where they are matched to the demands of the local labour market.

Young People: Seek to provide more practical work experience opportunities for young people and exposure to the expectations of a working lifestyle.

Community Engagement: Seek new ways to engage with people to encourage and support them to take up 'gateway / pre-employment' training, volunteering and employment opportunities.

Labour Market Barriers: Try and target programmes to households where there are generations out of work, or where people have become distant from or reluctant to enter the labour market.

Self Employment / Business Creation: Raise awareness of support for self employment and business start-up opportunities.

Poverty: Promote the work of the Financial Inclusion Partnership to improve the financial position of individuals, provide support for debt management and to seek to increase household incomes.

Working together the aim is to ensure that within Dyke House, Stranton and Grange ...

- High levels of support services and resources are available and accessible, which have a positive impact on reducing the causes and consequences of unemployment and economic activity.

Tackling the areas of action in the Jobs and the Economy theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI 151 (overall employment rate); NI 171 (new business rate registration); NI 152 (working age people on out of work benefits); NI 153 (working age population claiming out of work benefits in the worst performing neighbourhoods); NI 166 (average earnings of employees in the area); NI 117 (16 -18 year olds who are not in education, employment or training - NEETs) and NI 116 (proportion of children in poverty).

Lifelong Learning and Skills

Neighbourhood Data

QUALIFICATIONS AND SKILLS

- 24% of residents think that they need to improve their literacy skills, in comparison to 17% in similar neighbourhoods in Hartlepool and 16% borough wide. ^[1]
- 41% of working age residents have no qualifications, compared to 20% borough wide and 13% nationally. ^[1]
- Residents are about as likely to have Level 1 or 2 NVQs as residents of the borough as a whole, and as people nationally. However, are significantly less likely to have NVQs at Levels 3 or 4+ than those in the borough, or nationally. ^[1]
- 52% of adults surveyed at the Fun Day would like more information about learning opportunities in their area. In particular people would be interested in health and care, computer skills, childcare, English, Maths and arts and crafts courses. ^[3]
- 3% of residents feel that adult education / training is in the top 3/4 things that needs improving in the area, although a low number, this is higher than in similar neighbourhoods in Hartlepool (1%) and borough wide (1%). ^[1]

EDUCATION RESULTS

- 65% of students received GCSE passes (A to C), in comparison to 59% in similar neighbourhoods in Hartlepool and 66% borough wide. ^[1]
- 69% of students passed English at Key Stage 1, 73% passed Maths and 76% passed Science, this is significantly lower than in similar neighbourhoods in Hartlepool (77%, 81%, 83% respectively) and borough wide (83%, 86%, 88% respectively). ^[2]

DISENGAGEMENT

- 10% of 16 year olds in the area are Not in Education, Employment or Training (NEET), in comparison to 6% in similar neighbourhoods in Hartlepool and 5% borough wide. ^[1]

Data Sources: ^[1] Ipsos MORI Household Survey 2004-2008; ^[2] Tees Valley JSU 2008; ^[3] Employment and Training Perceptions Survey undertaken at Family Fun Day event by Hartlepool Borough Council - April 2010.

Neighbourhood Context

Strengths

- Good schools, SureStart Children's Centres and Extended Services and community buildings across the area.
- Redevelopment of Dyke House School through the Building Schools for the Future Programme.
- Good links to the centre of Hartlepool and services that can be accessed there.
- Improved educational attainment at GCSE level.

Weaknesses

- High numbers of adults with no formal qualifications.
- Lack of coordination of the courses and learning opportunities that are available.
- Lack of participation in 'Skills for Life' courses.
- Low number of employability skills and confidence building learning.
- Lack of access to ICT training.
- Adults living within in third and fourth generation workless households.

Priority Areas for Action

Service Provision: Better networking between agencies and coordination of learning services available to local residents.

Information: Improve information for residents on learning and skills courses available and publicity of courses.

Opportunities: Assess current provision in the area in order to identify gaps and develop projects where appropriate, to provide opportunities for residents of all ages to improve and develop lifelong learning skills e.g. literacy, ITC, numeracy etc.

Barriers: Investigate what the barriers are for NEET being able to access pre-employment training.

Working together the aim is to ensure that within Dyke House, Stranton and Grange ...

- Service providers are joined up to provide learning provision locally; this is responsive to the needs of the community and well advertised.
- Young people are aware of the learning opportunities available to them and support is available to encourage them into further education, training or employment.
- Support available for adults to gain training and qualifications.

Tackling the areas of action in the Lifelong Learning and Skills theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI 161 (learners achieving a Level 1 qualification in literacy); NI 162 (learners achieving an Entry Level 3 qualification in numeracy); NI 163 (working aged population qualified to at least Level 2 or higher); NI 164 (working age population qualified to at least Level 3 or higher) and NI 117 (16 to 18 year olds who are not in education, employment or training - NEETs).

Health and Wellbeing

Neighbourhood Data

GENERAL HEALTH

- 48% of residents consider their health to have been 'good' over the past 12 months, which is similar to the borough rate of 49%, but low in comparison to 62% nationally. The rate for Dyke House, Stranton and Grange is slightly higher than it has been in previous years.
- 44% of residents have a long-term illness, disability or infirmity (a slight rise on the figures for 2004 and 2006) compared to 38% in the borough and 33% nationally.

SMOKING

- 46% of residents regularly smoke in comparison to 30% in the Borough and 22% nationally.

HEALTHY EATING

- Almost half (45%) of people in Dyke House, Stranton and Grange (66% borough wide) eat their daily five portions of fruit and vegetables more than three times a week. A similar number (42%), however, manage this less than once a week, or indeed never. The propensity to eat healthily has changed little since 2004 in this neighbourhood.

DRUGS

- 31% of residents feel that drug dealing and use is a serious problem in the area compared to 13% in the Borough and 15% nationally.

MENTAL HEALTH

- One in five residents (19%) of Dyke House, Stranton and Grange live in a household containing someone who suffers from anxiety, nervous problems, depression or stress. This has increased gradually since 2004. Whilst not statistically significant, this continuing change may represent an underlying trend.

Data Sources: All of the above statistics taken from the Ipsos MORI Household Survey (2008) or Ipsos MORI Household Survey 2004-2008.

Neighbourhood Context

Strengths

- There is a core of active residents who are involved in local initiatives and community groups.
- Strong sense of community spirit in certain areas.
- The Street League, held at the nearby Grayfields Sports Pavillion, provides healthy activities for local residents.

Weaknesses

- High levels of residents with long-term illnesses.
- Absence of accessible health facilities e.g. local G.P, Dental Practice and Pharmacy.
- Limited number of local activities geared towards healthy living e.g. exercise groups.
- Issues with dog fouling in the area.
- Problems with alcohol and drug dealing on the streets.

Priority Areas for Action

- **Health:** Poor health of residents needs to be addressed.
- **Aspiration:** Ambitions and objectives of local residents need to be raised.
- **Drugs and Alcohol:** Drug and alcohol abuse within the community must be tackled.

Working together the aim is to ensure that within Dyke House, Stranton and Grange ...

- People are able to live healthy lifestyles.
- The surrounding environment is clean and hospitable.
- Those with health problems can access the appropriate support.

Tackling the areas of action in the Health and Wellbeing theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI 18 (adult re-offending rates for those under probation supervision), NI 120 (all-age all cause mortality) and NI 123 (16+ current smoking rate prevalence).

Community Safety

Neighbourhood Data

CRIME

- Total crime for the Dyke House, Stranton and Grange area is 133.1 (per thousand population) compared to 232.3 (per thousand population) in similar neighbourhoods in Hartlepool and 98.1 (per thousand population) borough wide. ^[1]
- 32% of residents feel that household burglary is a problem in the area compared to 20% in the borough. ^[2]
- Over half (53%) of residents surveyed by the Safer Hartlepool Partnership are very worried about having their home broken into and something stolen. ^[3]
- 31% of residents feel that people being attacked or harassed is a problem in the area compared to 13% in the borough. ^[2]

ANTI-SOCIAL BEHAVIOUR

- 45% of residents feel that disturbance from crowds and gangs is a problem in the area compared to 30% in the Borough. ^[2]

VANDALISM

- 62% of residents feel that vandalism and graffiti is a problem in the area compared to 33% in the borough and 45% nationally. ^[2]

SAFETY AFTER DARK

- 31% of residents feel very unsafe walking alone in or around this area after dark compared to 18% in the borough and 9% nationally. ^[2]

DRUGS AND ALCOHOL

- 31% of residents feel that drug dealing and use is a serious problem in the area compared to 13% in the borough and 15% borough wide. ^[2]
- 53% of residents taking part in the Safer Hartlepool Partnership survey feel that the area is very badly affected by under 18s drinking in the street. ^[3]

Data Sources: ^[1] Tees Valley Joint Strategy Unit 2009; ^[2] Ipsos MORI Household Survey 2008;

^[3] Safer Hartlepool Partnership Dyke House Quality of Life Survey Report 2008.

Neighbourhood Context

Strengths

- Confidence in the Neighbourhood Policing Team and good relationships between the Officers and the community.
- PCSOs are based locally at the Avondale Centre.
- There have been improvements to North Cemetery, including street lighting.
- The layout of the local streets around the Wharton Terrace area have been improved, which has helped to limit anti-social behaviour.
- Access to Dyke House School will be improved through the Building Schools for the Future Programme.
- Youth diversionary provision delivered from local community venues.

Weaknesses

- Fear of crime, particularly at night, due to visible groups of young people, which has contributed to concerns of older residents and perceptions of the area's safety at night.
- Some longer standing residents feel threatened by undesirables and the transient population living in mainly privately rented properties.
- Drug dealing is prevalent in some areas, with concerns around drug litter.

- There is a perception that crime is under-reported and fear of recrimination with some residents having bad experiences when they have challenged anti-social behaviour or reported frauds or thefts.
- The perception that most problems in any given community can be blamed on children and young people.
- No visible Police presence during the night and early morning (when the Neighbourhood Policing Team is not on duty).
- Some young people are exposed to underage drinking, due in part to shop keepers selling alcohol to those who are underage.
- Gangs of young people hanging around on the streets, including alleyways.
- Racial harassment towards shop keepers.
- Communication by the national and local media in relation to crime and safety.

Priority Areas for Action

- **Drugs and Alcohol:** Continue to tackle the issue of drug dealing and underage drinking and encourage residents to report incidents.
- **Young People:** Increase provision of activities and training opportunities for young people locally.
- **Open Spaces:** Continue improvements at North Cemetery.
- **Road Safety:** Improve road safety across the area.
- **Partnership Working:** Police and Hartlepool Borough Council to engage with the community and work together on key issues to convey key messages.
- **Communication:** Promote good news stories in the area.

Working together the aim is to ensure that within Dyke House, Stranton and Grange ...

- Continued efforts are made to provide a safe and clean environment where people want to live.
- Drug dealing and use is dealt with effectively.
- Underage drinking and the illegal sale of alcohol is tackled.
- There is a wide variety of activities on offer locally to young people.
- Good news stories are promoted to counteract negative media communication.

Tackling the areas of action in the Community Safety theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI 16 (serious acquisitive crime); NI 20 (assault with injury crime); NI 38 (drugs related (class A) offending rate) and NI 17 (perceptions of anti-social behaviour).

Environment

Neighbourhood Data

RESIDENT SATISFACTION

- 69% of residents in the area are very/fairly satisfied with the area as a place to live, compared to 86% borough wide and 85% nationally.
- 78% of residents in the area in the area feel that their quality of life is fairly or very good, compared to 89% borough wide and 88% nationally.
- 18% of residents in the area feel that the quality/lack of parks/open spaces are serious problems, compared to 12% borough wide.

CLEANLINESS

- 24% of residents in the area feel that litter and rubbish are a serious problem, compared to 20% borough wide and 13% nationally
- 24% of residents in the area feel that dogs causing a mess or nuisance are a serious problem, compared to 13% borough wide and 7% nationally.
- 18% of residents in the area feel that run down or boarded up properties are a serious problem, compared to 6% borough wide.
- 5% of residents in the area feel that abandoned/burned out cars are a serious problem, compared to 1% borough wide.

TRANSPORT

- 11% of residents in the area feel that poor public transport is a serious problem, compared to 6% borough wide.

Data Sources: All of the above statistics taken from the Ipsos MORI Household Survey (2008) and the Ipsos MORI Household Survey 2004-2008.

Neighbourhood Context

Strengths

- Street scene improvements to Wharton Terrace/Mapleton Road, Parton Street and St Oswald's Street and public realm improvements to North Cemetery.
- The Headway (being developed by Taylor Wimpey), and associated landscaping improvements have improved the local environment.
- Easington Road improvements will continue to improve the local environment.
- Safe and accessible school grounds.
- Recent tree planting to many streets in the area.



Weaknesses

- Litter including debris after recycling collections, dog fouling, graffiti and broken windows in the area.
- Run down and boarded up empty properties, particularly those over a long period of time.
- Poor street lighting in the area e.g. The Copse and Chester Road.
- Waste land and some gardens are in a poor state and are unkept and untidy.
- Parking, speeding traffic and poor roads throughout the area.
- Grass cuttings are not collected.
- Trees require pruning in the area.
- Shrubberies collecting rubbish - often in small pockets of land where ownership is vague.
- Lack of green spaces / park / play areas.
- Poor drains in the Wharton Terrace area.



Priority Areas for Action

- **Appearance:** Improve the general appearance and cleanliness of the Dyke House, Stranton and Grange area. The main issues that concern residents are: litter, dog fouling, vandalism plus derelict land and buildings.
- **Traffic:** Improve road safety issues including parking, speeding traffic and quality of roads in the area.
- **Street Lighting:** Improvements to street lighting are required in the area.
- **Open Green Spaces:** Protect and enhance green spaces, identifying ownership of these areas where necessary.
- **Young People:** Improve young people's awareness and respect for their local environment.

Working together the aim is to ensure that within Dyke House, Stranton and Grange ...

- A cleaner, greener environment for people to live and work in.
- Increased resident satisfaction in the area.
- Continued to support improvements in North Cemetery.

Tackling the areas of action in the environment theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI 5 (overall / general satisfaction with the local area); NI 195 (improved street and environmental cleanliness); NI 175 (access to services and facilities by public transport, walking and cycling); NI 192 (percentage of household waste recycled and composted); NI 186 (per capita reduction CO2 emissions in the LA area) and NI 188 (adapting to climate change).

Housing

Neighbourhood Data

HOUSING PROFILE

- 48% of tenure is owner occupied compared to 51% in the borough and 69% nationally.
- 37% of tenure is social sector rented, which is similar to the borough average (36%), but high compared to 19% nationally.
- 15% of tenure is private sector rented compared to 12% in the borough and 12% nationally.

POPULATION

- 17% of households have lived at their address for less than a year compared to 9% in the borough and 11% nationally.
- 14% of households have lived in the area for less than a year compared to 6% in the borough.

SATISFACTION

- 56% of households are 'very' satisfied with their accommodation, which is low compared to 67% in the borough and 62% nationally.
- 18% of residents believe that run down and boarded up properties are a serious problem in their area, in comparison to 6% in the borough.

Data Sources: All of the above statistics taken from the Ipsos MORI Household Survey (2008) and the Ipsos MORI Household Survey 2004-2008.

Neighbourhood Context

Strengths

- Renewal of the Housing Market is generally viewed as very important with older terraced housing demolished (or due to be) helping to address the spread of housing market failure.
- Progress made on the Housing Market Renewal agenda means that there will be a greater 'mix' of housing choices, including shared ownership opportunities.
- Management of empty properties in making them looked live in, as opposed to boarding them up.
- Environmental improvements in areas peripheral to Housing Market Renewal sites to assist in stabilising these areas.

Weaknesses

- Some local people are not as optimistic about the area as service providers in relation to housing regeneration.
- There is some perceived lack of communication in relation to housing regeneration activity including keeping people up to date on plans and proposals, such as where decisions involve retaining properties and keeping all residents on board with longer term housing plans.
- Some longer standing residents feel threatened by undesirables and the transient population living in privately rented properties.
- The range of housing types within the area does not meet the diverse needs of local residents, particularly in the social housing market.
- Some people feel that money has been wasted knocking down good quality housing replacing them with poorer quality replacements that no one can afford.
- Some people feel that knocking down the houses is splitting up the community. Some people who have lived there for a long time and don't want to move, coupled with the loss of good neighbours or new people moving into the street who don't seem to care about the area adds to this perception.
- A perception that private landlords are contributing towards the decline of the neighbourhood due to inadequate management of the private rented sector and not caring about the local community

- A large number of empty properties, particularly in the housing regeneration sites but also in adjacent areas.

Priority Areas for Action

- **General Appearance:** Visually improve the appearance of the area.
- **Housing Regeneration:** Ensure that the level of housing regeneration activity in the area does not detrimentally affect the community.
- **Resident Relocation:** Effectively manage the relocation of residents from housing regeneration sites.
- **Housing Choices:** Continue to improve the styles of housing and layout of estates.
- **Communication:** Improve communication in relation to housing regeneration activity.
- **Community Cohesion:** Encourage community cohesion, particularly between residents living on new housing developments and the established areas.
- **Private Rented Sector:** Address the need for better management of the private rented sector.

Working together the aim is to ensure that within Dyke House, Stranton and Grange ...

- The right balance of housing regeneration is delivered across the area.
- Housing regeneration is effectively managed and communication is improved.
- That integration exists between residents living on new housing developments and other areas.
- There is a better managed private rented sector.
- There is a less transient population.

Tackling the areas of action in the Housing theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI 155 (number of affordable homes delivered - gross); NI 141 (number of vulnerable people achieving independent living) and NI 142 (number of vulnerable people who are supported to maintain independent living).

Culture and Leisure

Neighbourhood Data

LOCAL SERVICES

- 61% of people are satisfied with museums and art galleries, in comparison to 70% in similar neighbourhoods in Hartlepool and 76% borough wide.
- Residents have the second lowest level of satisfaction rates for library services among Neighbourhood Renewal areas. Residents have by far the highest dissatisfaction rating for libraries of all Neighbourhood Renewal areas (18%).
- Only 38% of residents have visited their local library in the last 12 months. This is low in comparison to similar neighbourhoods in Hartlepool (44%) and borough wide (46%).
- Only 2% of residents are 'very satisfied' with sports clubs / facilities in their area, in comparison to 24% in similar neighbourhoods in Hartlepool and 26% borough wide, whilst 29% of residents have used the sports clubs / facilities in their area in the last 12 months, which is higher than in similar areas (25%) as well as the Borough wide average (26%).

PARKS AND OPEN SPACES

- 33% of residents are 'dissatisfied' with the quality of parks / open spaces in their area, in comparison to 26% in similar neighbourhoods in Hartlepool and 18% borough wide.
- 18% of residents believe that poor quality or lack of parks and open spaces is a serious problem in their area, in comparison to 19% in similar neighbourhoods in Hartlepool and 12% borough wide.

CHILDREN'S PLAY AREAS

- 59% of residents are 'dissatisfied' with the children's play areas in the area, in comparison to 44% in similar neighbourhoods in Hartlepool and 36% borough wide.

Data Source: All of the above statistics taken from the Ipsos MORI Household Survey 2004-2008.

Neighbourhood Context

Strengths

- Grayfields Recreational Ground adjacent to the neighbourhood.
- North Cemetery, the major public space serving the locality, has been significantly improved recently.
- Close proximity to leisure services, including Mill House Leisure Centre.
- Community venues including Brougham Annexe, Brougham Centre, Avondale Centre and Chatham House.
- Brougham Annexe, which provides a voluntary library service and youth activities has recently been extended and refurbished.
- Variety of facilities available to people to access in the area.
- Independent shops throughout the area.
- Opportunities for enhanced culture and leisure activities through the redevelopment of Dyke House School through the Building Schools for the Future Programme.
- Improvements to St Oswald's Church Hall to provide a further community venue.

Weaknesses

- Access to play areas and green space in parts of the area.
- Lack of suitable venues for residents to access.
- Lack of awareness of activities / initiatives operating in the area.
- Access to library provision area.
- Perceived lack of youth provision.

Priority Areas for Action

- **Library Services:** Review the current library service delivered in the area and work with Brougham Annex to look at ways of enhancing the service to improve access and to better meet the needs of the community.
- **Play Areas and Green Spaces:** Continue to improve existing facilities and explore funding opportunities to provide new play areas.
- **Activities:** Ensure that existing activities and leisure services are publicised, to increase awareness of provision available and increase usage.
- **Accessibility to Activities:** Improve access for all to sports, plus culture and leisure activities in the area e.g. vary times to suit different work commitments.
- **Community Venues:** Promote venues to increase usage and awareness of the community facilities available as a resource in the area.
- **Youth Provision:** Raise awareness of the activities that are available for children and young people in the area. Look to enhance these to encourage usage.

Working together the aim is to ensure that within Dyke House, Stranton and Grange ...

- Sports, leisure and culture activities are available for all residents to access.
- Play areas and green spaces are safe and clean and accessible to all.
- All local people are aware of the services that are available.
- Community facilities are utilised by the local community.
- Residents are satisfied with the library service.

Tackling the areas of action in the Culture and Leisure theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI 8 (adult participation in sport); NI 9 (use of public libraries); NI 10 (visits to museums or galleries) and NI 11 (engagement in the arts).

Strengthening Communities

Neighbourhood Data

SATISFACTION

- 69% of residents in the area are very / fairly satisfied with the area as a place to live, compared to 86% borough wide and 85% nationally
- 78% of residents in the area feel that their quality of life is fairly or very good, compared to 89% borough wide and 88% nationally.
- 38% of residents have lived in the area for 20 years or more, which is lower than the borough average of 47%.
- 29% of people have moved into the area within the last five years, which is slightly higher than the Borough average.
- 30% of residents say there is a lot of community spirit in the area, compared to 44% borough wide.
- 7% of residents feel that problems with neighbours is a serious problem in the area, compared to 4% borough wide and 4% nationally.

COMMUNITY INVOLVEMENT AND INFLUENCE

- 47% of residents feel part of their community, compared to 52% borough wide and 59% nationally.
- 22% of residents feel that they can influence decisions that affect the area, which is similar to the borough wide average (23%), but lower than 31% nationally.
- 35% of residents feel that the area is a place where people from different backgrounds get on well together, compared to 55% borough wide and 81% nationally.
- 7% of residents in the area have been involved in volunteering in the last 3 years, compared to 10% borough wide and 22% nationally.

DEMOGRAPHICS

- 98% of the neighbourhood population are white, which is consistent with the borough as a whole which is 99% white.

Data Sources: All of the above statistics taken from the Ipsos MORI Household Survey (2008) and the Ipsos MORI Household Survey 2004-2008.

Neighbourhood Context

Strengths

- The majority of local people are friendly, nice people who look out for each other.
- Good community facilities at Brougham Annexe and the Brougham Centre.
- Good schools in the area.
- SureStart Children's Centres and Extended Services provision in the area.
- Active Residents' Associations in the area.
- The impressive St Oswald's Church and the Nasir Mosque in the area.



Weaknesses

- The longstanding community feels that people no longer have a sense of pride in the area and there is no recognisable community.
- Problems with anti-social behaviour especially drugs and empty properties have a negative impact on community cohesion.
- The area has a poor / bad reputation, with pockets perceived as 'rough areas'.

- Decline in the number of Residents' Associations and resident representation on the Hartlepool Partnership.
- Certain areas and sections of the community are difficult to engage with.
- Coverage of community venues is limited, particularly on the Raby Estate.

Priority Areas for Action

- **Neighbourliness:** Develop initiatives which are aimed at improving neighbourliness between all sections of the community.
- **Publicity / Information:** Ensure residents are informed of what is going on and what is available in the area.
- **Facilities:** Continue to improve community facilities e.g. St Oswald's Church Hall.
- **Young People:** Develop and establish new ways to engage with young people e.g. providing innovative positive activities for young people to participate in.
- **Volunteering:** Develop support for volunteering in the community and develop training opportunities for volunteers.
- **Participation:** Encourage new people moving into the area to take a more active role in the community. Support people who want to be involved in local groups, set up local Residents' Associations etc.

Working together the aim is to ensure that within Dyke House, Stranton and Grange ...

- Support is provided to all diverse sections of the community.
- Residents are involved in all activities relating to the improvement of their neighbourhood.
- All residents live in an area where neighbours know, get on with and respect each other.
- Try to ensure that young people's views are listened to in decisions regarding the area that they live in.

Tackling the areas of action in the Strengthening Communities theme will contribute directly towards the Hartlepool Sustainable Communities Strategy, the Neighbourhood Renewal Strategy and to the following LAA targets: NI 1 (% of people who believe people from different backgrounds get on well together in their local area); NI 2 (% of people who feel that they belong to their neighbourhood); NI 3 (civic participation in the local area); NI 4 (% of people who feel they can influence decisions in their locality); NI 5 (overall / general satisfaction with the local area); NI 6 (participation in regular volunteering); NI 7 (environment for a thriving third sector) and NI 110 (young people's participation in positive activities).

Glossary of Terms

BME Community: black, minority and ethnic community.

Children's Centres: service hubs where children under five years old and their families can receive seamless integrated services and information. Services available might include early education and childcare, support for parents, child and family health services and activities to help parents into work.

Community Cohesion: initiatives aimed at bringing together communities.

Community Engagement: the process of working collaboratively with and through groups of people affiliated by geographic proximity, special interest, or similar situations to address issues affecting the well being of those people.

Community Strategy: a strategy that sets out the overall strategic direction and long term vision for the economic, social and environmental wellbeing of an area. Hartlepool's Community Strategy is called Hartlepool's Ambition.

Dyke House Quality of Life Survey (2008): a report collated following survey work undertaken in the following streets: Brougham Terrace, Turnbull Street, Grainger Street, Raby Road, Gray Street, Perth Street, Hurworth Street. The survey was conducted by the Safer Hartlepool Partnership and related to safety, crime, neighbourhood issues, improvements in the area, quality of life and reporting.

Extended Schools: schools that offer access to a range of services for children, young people, their families and communities often beyond the school day. Extended services include childcare provided on the school site, activities such as homework clubs and study support, sport, music tuition, special interest clubs and volunteering, parenting and family support and providing wider community access to ICT, sports and arts facilities, including adult learning.

Hartlepool Partnership: the Local Strategic Partnership for Hartlepool, the partnership responsible for implementing the Community Strategy.

Hartlepool Working Solutions: helps Hartlepool people and businesses to maximise employment and self-employment opportunities through innovative training and recruitment solutions.

Housing Market Renewal: a programme to renew the housing market in those parts of the North and Midlands where demand for housing is relatively weak and which have seen significant decline in population, dereliction, poor services and poor social conditions as a result. Its objective is to renew failing or weak housing markets and reconnect them to regional markets.

Intermediate Labour Market (ILM): a scheme that enables people facing barriers to getting into work, to be paid for their work whilst they train.

Local Strategic Partnership: a collection of organisations and representatives coming together voluntarily to work in partnership. The Local Strategic Partnership for Hartlepool is the Hartlepool Partnership.

Multi-agency working: different agencies and services working together.

Neighbourhood Policing: teams that work with local people and partners to deliver solutions to issues which people say make them feel unsafe in their neighbourhood. These can include

crime, anti-social behaviour, disorder, speeding and environmental issues such as street lighting.

Neighbourhood Renewal: activity to reduce inequalities in the most disadvantaged communities and to tackle social and economic exclusion by lowering worklessness and crime and improving health, skills, housing and the physical environment.

Neighbourhood Renewal Strategy: the part of the Community Strategy that sets out how Neighbourhood Renewal will be delivered in Hartlepool.

NEET - Not in Education Employment or Training: this refers to those people (aged 16-18) who are not currently engaged in "Employment, Education or Training".

Social Enterprise: a service or business that is owned and managed by the community they serve and that operates primarily for the benefit of the wider community, re-investing any benefits that have been achieved.

Sustainability: a characteristic of a process or state that can be maintained at a certain level indefinitely.

Sustainable Development: development which meets the needs of the present without compromising the ability of future generations to meet their own needs.

Theme Partnership: the Theme Partnerships bring together key service providers under the Local Strategic Partnership to manage performance in their respective theme areas. The Theme Partnerships are: The Economic Forum (Jobs and the Economy), Skills Partnership (Lifelong Learning and Skills), Health and Wellbeing Partnership (Health and Wellbeing), Safer Hartlepool Partnership (Community Safety), Environment Partnership (Environment), Housing Partnership (Housing), Culture, Leisure and Community Learning Partnership (Culture and Leisure), Hartlepool Community Network (Strengthening Communities) and the Children's Trust.

Vision: aim, ambition or objective. In relation to the Neighbourhood Action Plan (NAP) it is what we would like to see the neighbourhood look like in the future.

Voluntary/Community Sector: includes voluntary and community organisations, social enterprises, charities, cooperatives and mutuals.

Worklessness: defined by the Department of Work and Pensions as "people of working age who are not in formal employment, but who are looking for a job (the unemployed), together with people of working age who are neither formally employed nor looking for formal employment (the economically inactive)".

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TRANSPORT & NEIGHBOURHOODS

Report to Portfolio Holder

14 September 2010



Report of: Assistant Director (Transportation and Engineering)

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2009/10 – YEAR END
INDICATOR PERFORMANCE

SUMMARY

1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against Performance Indicators identified in the Neighbourhood Services Departmental Plan 2009/10 for the year to the end of March 2010.

2. SUMMARY OF CONTENTS

The progress against key performance indicators contained in the Neighbourhood Services Departmental Plan 2009/10.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for Transport and Neighbourhood issues

4. TYPE OF DECISION

Non-key.

5. DECISION MAKING ROUTE

Portfolio Holder meeting 14th September 2010.

6. DECISION REQUIRED

The Portfolio Holder is requested to:

- a. Note the progress of key Performance Indicators

Report of: Assistant Director (Transportation and Engineering)

Subject: NEIGHBOURHOOD SERVICES
DEPARTMENTAL PLAN 2009/10 – YEAR END
INDICATOR PERFORMANCE

1. PURPOSE OF REPORT

- 1.1 To inform the Portfolio Holder of the progress made against Performance Indicators identified in the Neighbourhood Services Departmental Plan 2009/10 for the year to the end of March 2010.

2. BACKGROUND

- 2.1 The Transport & Neighbourhoods Portfolio Holder agreed the Neighbourhood Services Departmental Plan in July 2009.
- 2.2 The Portfolio Holder for Transport & Neighbourhoods has responsibility for the Neighbourhood Services Departmental Plan.
- 2.3 The Neighbourhood Services Departmental Plan 2009/10 sets out the Department's priorities along with an action plan to show how the Department will achieve these over the coming year. It provides a framework for managing the competing priorities, communicating the purpose and challenges facing the department and monitoring progress against overall Council aims.
- 2.4 A number of performance indicators are also included within this plan showing how the Department is performing in relation to both national and local performance indicators.

3. END OF YEAR PERFORMANCE

- 3.1 A report was provided to the Portfolio on the 17th May 2010, detailing the position in relation to the Actions and Risks identified in the Neighbourhood Services Departmental Plan 2009-10, with an update to be provided at a later date on Performance Indicators.
- 3.2 This section looks in detail at how the Department has performed in relation to the key Performance Indicators that were included in the Neighbourhood Services Departmental Plan 2009/10.

- 3.3 On a quarterly basis officers from across the department are requested, to provide an update on progress against every performance indicator contained in the performance plans.
- 3.4 Officers are asked to provide a short commentary explaining progress made to date, and asked to traffic light each performance indicator based on whether or not the indicator has met the target set. The traffic light system is: -



Target achieved



Progress acceptable






Target not achieved

- 3.5 Within the Neighbourhood Services Departmental Plan there are a total of 44 Performance Indicators for which the Transportation & Neighbourhoods Portfolio Holder has responsibility. Table 1, below, summarises the performance achieved at year end against the targets.

4. OVERVIEW OF PERFORMANCE

Table1 – Neighbourhood Services Departmental Plan progress summary

Departmental Plan	
	PIs
	23
	7
	11
Not reported	3
Total	44

- 4.1 It can be seen that 23 of the Performance Indicators have been highlighted as being having achieved target with a further 7 reported as being within acceptable limits.
- 4.2 One of the indicators, measuring congestions can not be reported at this time due to it being measured over an academic year, with a further two being unable to be reported due to further clarification to be provided by the Department of Energy and Climate Change (DECC).
- 4.3 The remaining 11 indicators have been identified as 'Target not achieved'. Two of these relate to People / Children killed or seriously injured, which have been reported previously as not expected to achieve

target. The remaining indicators that have not met target are show in table 2 below.

Table2 – Neighbourhood Services Departmental Plan Indicators not achieving target

Indicator	Target	Outturn	Comments
The percentage of buildings which are used by the public in which all public areas are suitable for, and accessible to, disabled people	42%	38%	Further works are planned during 2010/11 to address shortcomings in buildings design to increase the pass rate to above the target for 10/11 of 46%.
Non-principal classified roads where maintenance should be considered	10%	11%	Target not achieved by 1% but no deterioration from previous years outturn.
Bus services running on time: Percentage of non-frequent services on time	87%	81%	Although target not achieved, the outturn does represent a slight improvement over the previous years performance.
Planning to Adapt to Climate Change	Level 2	Level 1	An evaluation of the authorities current position against a performance matrix has been undertaken that established the Council as being at level 1. Actions have been identified for inclusion in a Climate Change strategy which will enable progression against this indicator during 2010/11.
Percentage of municipal waste land filled	8%	12%	Persistent shutdowns of the Energy from Waste Plant has given rise to the large increase in the amount of waste needing to be landfilled. Discussions are currently being held to address these issues with the operator.
Children travelling to school – mode of transport usually used - 5-10 years – public transport	2.8%	2.1%	Although these indicators have missed the individual targets set, the overall aim of this indicator is to reduce the use of cars taking individuals to school. Overall this reduction has been achieved.
Children travelling to school – mode of transport usually used - 5-10 years - cycling	0.8%	0.4%	
Children travelling to school – mode of transport usually used - 5-10 years - other	0.2%	0.1%	
Total number of Abandoned Vehicles removed	150	130	Although statistically this PI has not achieved its full target, vehicle-related crime and vehicle arson figures are at an unprecedented low, which can be largely attributed to this initiative. The PI should therefore be considered 'target achieved'

4.4 Key areas of achievement made in regard to the Performance Indicators identified within the Neighbourhood Services Departmental Plan 2009/10, include:

- Uptake in school meals in both Primary and secondary continues to be above target.
- The Latest figures for reduction CO2 reduction in the LA area show that Hartlepool has seen the largest reduction in carbon emissions in the Northeast of England.
- The amount of residual waste collected from households across the town has exceed target and shows a significant reduction from the previous year
- Work on tackling fly tipping across the town continues to have positive results with the authority being rated as 'Very Effective' by the Department for Environment, Food and Rural Affairs (DEFRA)

5. RECOMMENDATIONS

- 5.1 It is recommended that progress on key Performance Indicators is noted.

6. CONTACT OFFICER

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TRANSPORT AND NEIGHBOURHOODS PORTFOLIO

Report to Portfolio Holder

14 September 2010



Report of: Assistant Director (Neighbourhood Services)

Subject: JUVENILE LITTER AWARENESS AND
ENFORCEMENT PROGRAMME

SUMMARY

1. PURPOSE OF REPORT

To outline the issues with regards to littering by juveniles and in particular the impact this has on areas around schools and along school routes.

To introduce the Waste and Environmental Services innovative response to this issue via a comprehensive litter education and enforcement programme.

2. SUMMARY OF CONTENTS

The report highlights the problems caused by juveniles who commit littering offences and the difficulties associated with apprehending these offenders. The report also details the Waste & Environmental Services innovative approach to this town-wide nuisance.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder has responsibility for environmental issues.

4. TYPE OF DECISION

Non Key

5. DECISION MAKING ROUTE

Transport and Neighbourhoods Portfolio 14th September 2010.

6. DECISION(S) REQUIRED

For information only

Report of: Assistant Director (Neighbourhood Services)

Subject: JUVENILE LITTER AWARENESS AND
ENFORCEMENT PROGRAMME

1. PURPOSE OF REPORT

- 1.1 To outline the issues with regards to littering by juveniles and in particular the impact this has on areas around schools and along school routes.
- 1.2 To introduce the Waste & Environmental Services innovative response to this issue via a comprehensive litter education and enforcement programme.

2. BACKGROUND

- 2.1 Under the Clean Neighbourhood and Environment Act 2005, and section 88 of the Environmental Protection Act 1990, relevant authorities were given powers to issue fixed penalty notices (F.P.N's) for litter offences.
- 2.2 The current age of criminal responsibility is 10 years and accordingly a local authority is able to serve fixed penalty notices to juveniles caught littering. Failure to pay the fixed penalty notice within 14 days could also result in a court summons and a summary conviction of up to £2,500.
- 2.3 Hartlepool Borough Council has set the amount of a fixed penalty for littering at £75.
- 2.4 In 2009/10, 727 fixed penalty notices were issued for litter offences in Hartlepool. Along with improved street cleansing regimes, the issuing of fixed penalty notices has resulted in cleaner streets throughout the Borough; this improvement in street cleanliness is reflected in the NI195 results of the past three years.
- 2.5 Whilst legislation allows Fixed Penalty Notices to be issued to those over 10 years of age, juvenile courts and the law require local authorities to provide an element of education and awareness to run in parallel with enforcement.

Taking action on Environmental crime

- 2.6 The role of tackling environmental crime such as littering should not be under-played, as there is evidence that tolerance of this seemingly trivial offence may lead to greater problems.
- 2.7 The 1982 'Broken Windows theory' by social scientists J. Q. Wilson and G.L. Kelling, fosters the belief that the maintenance of urban environments in a well-ordered condition may prevent vandalism, as well as an escalation into more serious crime. Failure to address relatively minor issues such as littering and graffiti may have a further negative impact on the local amenity, leading to social decline and an environment conducive to crime and anti-social behaviour.

Evidence for increased littering around schools and along school routes

- 2.8 Litter surveys/inspections, and a high number of complaints about litter from the residents and Council members, has given a clear indication of the problems around schools and on school routes.
- 2.9 The Council has responded to this by increasing the frequency of street cleansing resources in these areas to maintain high standards of cleanliness.

Litter Education Programmes and Awareness Raising in Hartlepool

- 2.10 The Pride in Hartlepool Campaign has been delivering educational sessions and litter awareness campaigns since 2000.
- 2.11 'Clean Streets' Assemblies have been delivered to 12 primary schools over the past 2 years to raise awareness of the issues of litter.
- 2.12 The 'Environment Roundabout' event has been running for the past 11 years and every school in the borough has attended at least twice over this period. This interactive event covers a range of global and local environmental topics and includes a litter scenario.
- 2.13 Specific Campaigns have been delivered around various types of litter, including cigarette litter, through the annual 'Spring Clean Hartlepool' campaign. This campaign also encourages and supports the community by getting involved in tidying their areas and undertaking litter picks.
- 2.14 In 2009 Hartlepool was one of only eleven local authorities in the country chosen by the Tidy Britain Group for its 'Big Tidy Campaign'. This support was based on the previous success of the Pride In Hartlepool Campaign in tackling the litter issue, and included

promotional advertising on phone boxes and billboards and by an ‘ad van’ travelling throughout the town.

3. PROPOSALS

- 3.1 For legislation and enforcement to be fully effective, compliance is a key factor. The success of awareness campaigns such as those for ‘dog fouling’ suggests that through education and by making these practices socially unacceptable, then behavioural changes can successfully be brought about.
- 3.2 The Waste and Environmental Services section proposes to build on the work that has already been delivered to tackle the long term problem of littering in the borough and in particular the problems caused by juveniles.
- 3.3 This will be achieved using a ‘two-pronged’ approach of education and enforcement. By bringing together these two elements in a planned and targeted manner, it is anticipated that improved results can be achieved with regards to tackling the problem of littering.

Introduction of a ‘Clean Streets Detectives’ education programme for primary schools.

- 3.4 The ‘Clean Streets Detectives’ programme is aimed at primary school children at or just below the age of criminal responsibility (i.e. 8-10 years old). **See Appendix A**
- 3.5 The programme aims to educate children about the issues of littering, the use of fixed penalty notices for environmental crimes, and to practically engage them in undertaking assessments into the environmental quality of the areas around their schools.
- 3.6 The programme will have clearly defined links to the National Curriculum, in particular key areas such as geography and science where pupils are taught to develop a knowledge and understanding of environmental change and sustainable development. This programme can help to fulfil the need for pupils to recognise how people can improve the environment or damage it, and learn how decisions about places and environments affect the future quality of people’s lives.
- 3.7 An element of the programme also seeks to engage with our younger citizens and to gain their opinions on how to tackle the problem of litter.
- 3.8 All schools taking part will be awarded a ‘certificate’ which can be used as evidence for their Eco Schools award and pupils will also receive a small reward.

- 3.9 Schools will be encouraged to undertake the programme on an annual basis with successive year groups. This will not only ensure that all children in the Borough receive 'litter education' as they pass through our schools, but will also enable pupils to use previous years data to record and report on changes in the quality of their local environment **(See Appendix B)**

Introduction of a targeted combined education and enforcement initiative for secondary schools and higher education colleges.

- 3.10 The areas around all secondary schools and higher education colleges will be targeted for litter enforcement action.
- 3.11 Details will be taken of all people who are seen committing a littering offence.
- 3.12 Letters will be sent to all offenders offering them the option to undertake a 'litter awareness course' or alternatively pay a fixed penalty of £75.
- 3.13 The litter awareness course is an innovative idea not previously used in this area of crime, and aims to educate young, first time, 'enviro-crime' offenders about the consequences of littering. It is hoped that by raising awareness, challenging the reasons behind littering and by seeing the consequences of this habit, littering will become unacceptable.
- 3.14 This method will also seek to 'nip in the bud' this relatively minor crime by showing it's links to more serious anti-social behaviour, raising awareness of the wider implications of this act and increasing the offenders sense of personal, social responsibility.
- 3.15 The courses will be held throughout the year, in secondary schools or higher educational establishments, so they are convenient to access and attendees do not feel unnecessarily intimidated by their surroundings (some offenders may be at the lower age limit of criminal responsibility).
- 3.16 The course has been designed to last 90 minutes, and to engage attendees through a series of short, interactive sessions in a variety of formats to promote learning and maximise engagement. It is intended the course will be interesting and provide attendees with information that will not only serve to change their own behaviour and attitude to littering, but also influence the actions of their peers and the acceptability of this practice. **(See Appendix C)**
- 3.17 The content has been carefully developed using research into 'youth littering habits' by The Tidy Britain Group and has been designed by a qualified secondary school teacher.

- 3.18 The option of attending a litter awareness course as an alternative to payment of a fixed penalty notice will be offered to offenders only once every 3 years. Those caught re-offending within this time period will be served with a fixed penalty notice. Failure to pay the Fixed Penalty Notice could result in court actions and a summary conviction of up to £2,500.
- 3.19 In line with legislative guidelines, the awareness course will provide clear evidence of the Council's efforts to 'educate' juveniles prior to embarking upon the more serious option of court proceedings. This is likely to gain favourable support amongst local magistrates and the juvenile courts.

Monitoring the success of the litter awareness programme

- 3.20 The following will assist in monitoring the effectiveness of the litter awareness programme:
- A database of offenders will enable the rate of reoffending to be determined.
 - The number of littering offences in each school 'zone' will be monitored to evaluate whether littering habits have changed.
 - A course questionnaire will be given to all attendees.
 - Environmental Quality indexes and street cleansing regimes around schools will be reviewed.

4. RISK IMPLICATIONS

- 4.1 Failure to engage the issue of 'juveniles littering' will have risk implications in respect of the following:
- Cost and ability of maintaining a high quality local environment.
 - Public perception of crime and the fear of crime.
 - Social standing of communities.
 - Ability to deliver our statutory duties under the Environmental Protection Act 1990 and street cleansing.
 - The number of juveniles committing littering offences.
 - Ability to maintain a high quality local environment.
 - Perception that littering is 'acceptable'.

5. FINANCIAL CONSIDERATIONS

- 5.1 The cost of maintaining an acceptable standard of cleanliness within the Borough of Hartlepool is significant and whilst this cannot be wholly attributable to juveniles littering on school routes etc, it has

nonetheless been necessary to increase resources in areas where this is a problem.

- 5.2 With increasing waste disposal and energy costs the overall cost of collecting and disposing of litter will increase.

6. LEGAL CONSIDERATIONS

- 6.1 Under the Environmental Protection Act (E.P.A) 1990 (Section 87) it is an offence to throw down, drop or otherwise deposit, and then leave litter. Local Authorities were given reinforced powers under the Clean Neighbourhood and Environment Act 2005 to exercise this legislation and are expected to use it.
- 6.2 Amendments to Section 88 of the E.P.A 1990, brought about through the Clean Neighbourhoods and Environment Act 2005, allows 'litter authorities' to issue Fixed Penalty Notices for littering offences.
- 6.3 Section 89 of the E.P.A 1990 imposes a duty on those bodies responsible for various descriptions of 'relevant land' and 'relevant highways' (defined in Section 86 of the E.P.A 1990) to 'ensure that these are, so far as is practicable, kept clear of litter and refuse, and in the case of highways, clean. These duties are outlined in the statutory Code of Practice on Litter and Refuse.
- 6.4 Under Section 17 of the Crime and Disorders Act 1998 - All local authorities have a duty to do all they can to reduce crime and disorder locally and improve people's quality of life as a result.

7. EQUALITY AND DIVERSITY CONSIDERATIONS

- 7.1 'Diversity Impact Assessments' and 'Impact Need Requirement Assessments' have already been undertaken for litter enforcement action and will also be completed with regards to the Litter Awareness Course to ensure that equality and diversity considerations have been fully identified and responded to.

8. SECTION 17 (Crime & Disorder Act 1998)

- 8.1 Under Section 17 of the Crime and Disorders Act 1998 - All local authorities have a duty to do all they can to reduce crime and disorder locally and improve people's quality of life.
- 8.2 Littering is not only a crime but as highlighted in this report, the act of littering often leads to more serious anti-social behaviour, the social decline of communities, and the degradation of the local environment.

These factors impact directly on the quality of life of people who live in affected areas.

9. RECOMMENDATION

- 9.1 That the portfolio holder notes the content of the report and provides support for this innovative approach to the issue of littering.

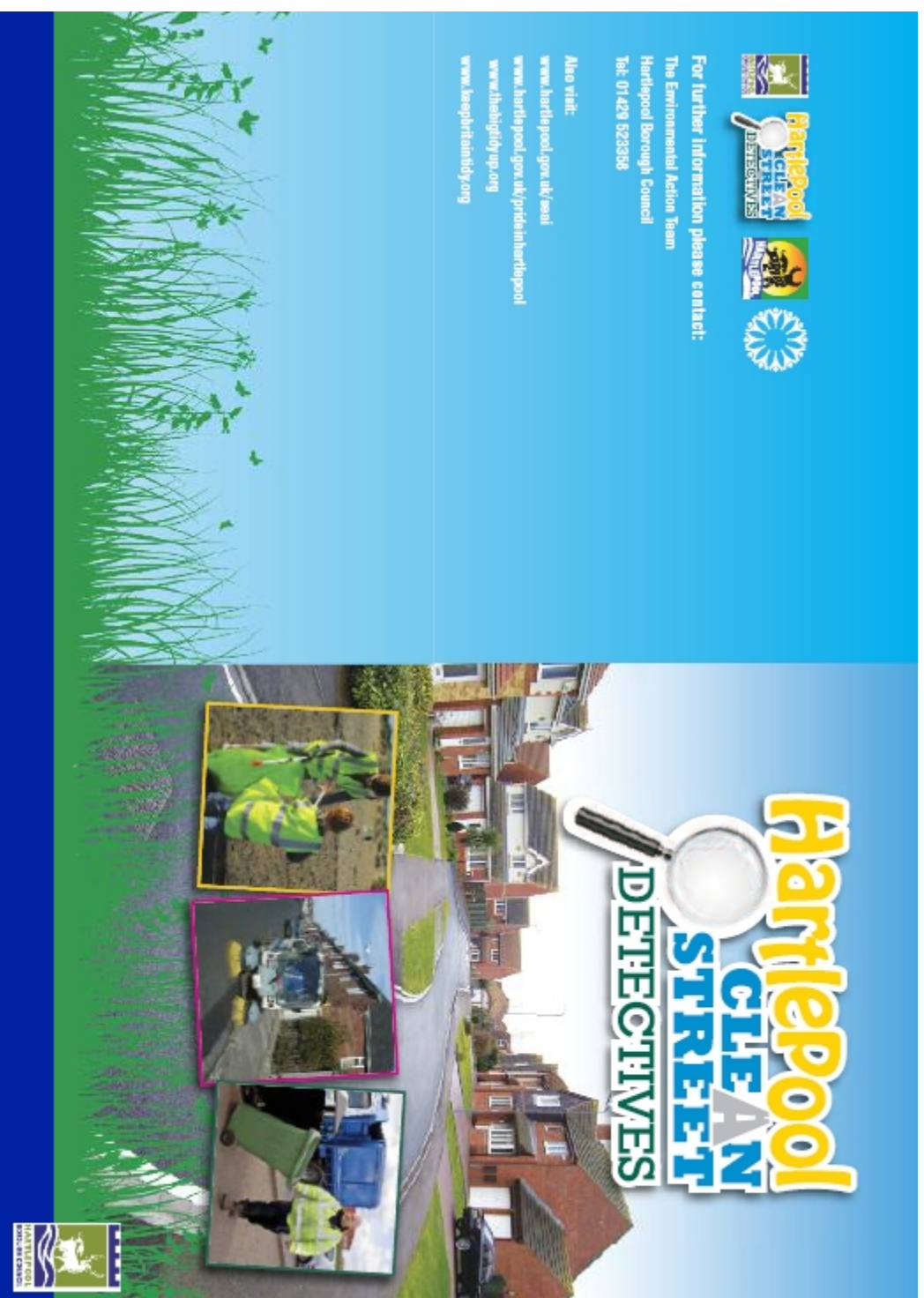
10. REASONS FOR RECOMMENDATION

- 10.1 The Waste and Environmental Services section is determined to tackle the issue of street litter and its wider implications. Amongst a number of established initiatives carried out by the Pride in Hartlepool and Environmental Enforcement teams, this programme will further bolster the efforts to improve the quality of the local environment.
- 10.2 By offering a two-pronged approach of 'targeted enforcement' and the juvenile 'Litter Awareness Course', the Waste and Environmental Services section aims to effectively reduce the amount of people committing litter offences and therefore reduce the amount of street litter.
- 10.3 Through the delivery of the 'Clean Street Detectives' education programme and the initiatives of 'Pride in Hartlepool' the aim is to maintain a high quality local environment.
- 10.4 It is envisaged an ongoing change will occur within our communities with regards to the perception of littering and its wider impact. By educating younger members of our community, this initiative will aim to reduce the social acceptability of this act and produce responsible future citizens.
- 10.5 Without intervention the issue of juveniles littering, particularly on school routes, is likely to continue at an unacceptably high level.

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Hartlepool is a great place to live, with many lovely parks, playgrounds and of course fantastic beaches to visit. To make sure that we can all enjoy these places it is important that we make sure that they remain clean and tidy.

We need your help and would like you to join us by becoming 'clean streets detectives' investigating the area around your school (respecting the routes which you use to travel to school) to see how clean or dirty it is. We then need you to report back to help us decide whether we need to clean these streets more, less or just the same. You may have other ideas of how we can keep our town great.

We want to make sure that you live in areas which are clean, safe and pleasant to be in and that you all can be proud of.





The Good Guys!!!!

The Council employs many people whose job it is to keep our streets clean and tidy.



Litter picking



Emptying bins



Street cleaning



Gravel lay down

The majority of people in the town also act responsibly and make sure that they don't behave in a way that spoils it for others.

The Bad Guys!!!!

There are still a few people who are spoiling our town by dropping litter, dumping waste, allowing their dogs to foul and not picking it up, putting graffiti on walls and benches and by sticking up posters.

Not only are these people spoiling Hartlepool and making all the hard work that our street cleaning team are doing, they are also breaking the law.

If caught doing these things anybody from the age of 10 can be given a fine, which is usually about £75. Think about what you could buy for that?

If you refuse to pay this fine, you may be taken to court and could end up with a criminal record.

Think about it... is dropping a sweet wrapper on the floor instead of putting it in a bin worth being called a criminal?



PAGE 2 Hartlepool Clean Street Detectives

PAGE 3 Hartlepool Clean Street Detectives

FACT FILE

Litter can cause problems and be extremely dangerous for wildlife. For example, hedgehogs have a particular problem - whilst they can quite easily climb into a tin can, their spines prevent them from reversing out again.

DID YOU KNOW?

Plastic bottles, glass jars and plastic trays never rot away and last forever, aluminium cans and nappies can take between 50 – 100 years to rot away, supermarket plastic bags can last up to 20 years (these break into really small pieces, but will never rot away completely), even fruit such as apple cores and banana skins can take up to two years to disappear.

Food litter attracts flies, rats and other vermin, which in the wild can spread diseases. There is now the same number of rats as people in the UK!

Also, fires can be caused by the careless discarding of disposable barbecues, or by the sun shining on or being magnified through glass.

**Hartlepool
CLEAN
STREET
DETECTIVES**



Hartley the Hedgehog

As a 'Clean Streets Detective' it is very important that you first know what kind of things you are looking for that may be making our streets look untidy and dirty.

**CLUE 1
LITTER**

Litter
(what are you looking for?)

Anything that has been dropped on the ground and left (where it shouldn't have been) such as, sweet wrappers, crisp packets, sandwich boxes, drinks cans, cigarette butts, apple cores, chewing gum and even balloons. Dog dirt is also classed as litter.

A No litter at all



B One or two pieces of litter



C A small amount of litter



D A lot of litter



PAGE 4 Hartlepool Clean Street Detectives

Hartlepool Clean Street Detectives PAGE 5

A
No debris at all



B
One or two pieces of debris



CLUE 2
DETRITUS

Debris (what on earth is that???)
Debris can be dust, mud, soil, grit, gravel, stones and rotting leaves (things that haven't been left by us)
Debris might be mud off the wheels of vehicles, sand blown off the beach or be the gungy stuff left behind by flooding. Although debris is not caused by people dropping things like litter, if we don't clean it up it makes the place look messy and can make the roads and pavements dangerous.

C
A small amount of debris



D
A lot of debris



A
No graffiti at all



B
One or two pieces of graffiti



CLUE 3
GRAFFITI

Grffiti
Grffiti is any drawings or paintings that have been made by a person in places where they shouldn't have, such as, on walls, fences and signs. It might be small amounts like one person writing their name on a bench or big paintings that cover a whole wall.

C
A small amount of graffiti



D
A lot of graffiti



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CLUE 4 FLY POSTING

Fly-Posting
Fly-Posting is things such as stickers and posters, usually advertising something, that are stuck on things such as lamp posts, walls and fences.

Litter, graffiti and fly posting can spread like germs! It only takes a little bit of litter or graffiti or a few posters put up in a street and people will add to it so the best thing is to keep it clean in the first place!

A No fly-posting at all

B One or two posters/stickers

C A small amount of fly-posting

D A lot of fly-posting

The Investigation

Now that you all know what it is you are looking for we can get started.

This investigation can be done in pairs, as a group or as a class (your teacher will be able to help you decide).

STEP ONE

Rules of the survey

Before undertaking the investigation you must make sure that you know the following rules:

- 1 Do not pick up any litter (it may be sharp or dirty and can harm you)
- 2 Remember the 'Green Cross Code' and always be aware of dangers such as passing cars
- 3 Always stay close to a teacher or adult helper

STEP TWO

Determine the crime scene

Firstly, decide what area you would like to look at. This may be in the school grounds, by the entrance or along one of the streets which lead to your school, around 50 metres in length (or 75 big steps) should be enough to get a good idea.

STEP THREE

Collecting the evidence

An important part of being a detective is collecting the evidence. Forensics teams do this with drawings, maps and photographs. Have a go and see what evidence you can record.

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Draw the area

STEP FOUR Please mark on the map: litter bins & dog lead bins

Draw the area here and highlight where you started your survey and where you finished (don't forget to include street names). 50 metres or 75 steps will be enough.

Make sure you fill in all the details, such as names of roads, etc.

Take some photographs

It is important to take some photographs so other people can see how clean or dirty the area is. It is also a great way to see how successful 'clean up' have been and helps you to see the difference that has been made.

Record what you have found here and grade how clean the area you are looking at is on this day

For help with deciding on what grade you would like to give to your street look at the information on the previous pages.

Evidence Sheet

Name: _____ Date: _____

Select: _____

Street / Road of Survey: _____

In the area (please tick):

A shopping parade	<input type="checkbox"/>	Residential	<input type="checkbox"/>
		Countryside	<input type="checkbox"/>
		A park	<input type="checkbox"/>
		A school	<input type="checkbox"/>

STEP FIVE Reporting

The final stage of your investigation is reporting back what you have found. Here are some ideas for how you can report your evidence.

- Send your completed surveys to Hertley who will send you a reward for your hard work.
- Use the photographs you have taken to make a display, include information on why it's important not to litter.
- Hold an assembly and inform the rest of the school what you have found and why it's important not to litter.
- Spread the message to all your friends and family on why you should not litter.

Deciding the grade

Litter	Debris
A – No litter at all B – One or two pieces of litter C – A small amount of litter D – A lot of litter	A – No debris at all B – One or two pieces of debris C – A small amount of debris D – A lot of debris
Graffiti	Fly-Posting
A – No graffiti at all B – One or two pieces of graffiti C – A small amount of graffiti D – A lot of graffiti	A – No fly-posting at all B – One or two pieces of fly-posting C – A small amount of fly-posting D – A lot of fly-posting

Please photocopy these two pages and send to:
 The Environmental Action Team, Hartlepool Borough Council,
 1 Church Street, TS24 7PS.

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3.2 APPENDIX B

Transport and Neighbourhoods Portfolio – 14 September 2010

Draft Litter Enforcement / Litter Education Course Programme

School	Enforcement	Education Course	No of Attendees
Dyke House School	September - October	November	
St Hild's Church of England VA Secondary School	November - December	January	
Manor College of Technology	January - February	March	
High Tunstall College of Science	March - April	May	
English Martyrs RC School & Sixth Form College	May - June	July	

