

# PLEASE NOTE VENUE

## CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM AGENDA



Thursday, 30<sup>th</sup> November, 2006

at 10.00 a.m .

in the Conference Suite at Belle Vue Community,  
Sports and Youth Centre, Kendal Road

MEMBERS: CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM:

Councillors Akers-Belcher, Brash, Coward, Cranney, Hall, Hargreaves, Henery, Isley, Kaiser, Laffey, Lauderdale, London, Morris, Payne, Richardson, Sutherland, Tumilty, R Waller and Worthy

Resident Representatives:

James Atkinson, Ian Campbell, Bob Farrow, Patrick Finnan, Alan Greenwell, Ted Jackson, Jean Kennedy, Evelyn Leck, Alan Lloyd and Brian McBean

1. **WELCOME AND INTRODUCTIONS**
2. **APOLOGIES FOR ABSENCE**
3. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
4. **MINUTES**
  - 4.1 To confirm the minutes of the meeting held on 12<sup>th</sup> October, 2006 (attached)
  - 4.2 Matters arising
5. **PUBLIC QUESTION TIME**

# PLEASE NOTE VENUE

## 6. ITEMS FOR CONSULTATION

- 6.1 Presentation - Fair Access to Care – Alan Dobby, Assistant Director (Support Services) (Adult and Community Services Department)
- 6.2 Building Schools for the Future (BSF) Update – Paul Briggs  
(Nominations by Members for Member representative on the BSF Stakeholder Board)

## 7. ITEMS FOR DISCUSSION and/or INFORMATION

- 7.1 Presentation - 2007/08 Initial Budget and Council Tax Proposals – Mike Ward, Chief Financial Officer
- 7.2 Presentation - Hartlepool Connect – Changes to Civic Centre, Christine Armstrong, Central Services Manager and Dale Owens, Contact Centre Manager
- 7.3 Burbank Neighbourhood Action Plan (NAP) Update – Gemma Clough, Principal Regeneration Officer

## 8. ITEMS FOR DECISION

- 8.1 Minor Works Budget Proposals – Denise Ogden, Acting Head of Neighbourhood Management

## 9. WARD ISSUES

- Burn Valley
- Elwick
- Foggy Furze
- Grange
- Park
- Rift House
- Stranton

## 10. DATES, TIMES AND VENUES OF FORTHCOMING MEETINGS

- (a) Thursday 11<sup>th</sup> January 2007 – Central Police and Community Safety Consultative Forum at 10am – venue to be notified.
- (b) Thursday 1<sup>st</sup> February 2007 – Central Neighbourhood Consultative Forum at 10am – venue to be notified.

**WARDS**

Elwick  
Foggy Furze  
Grange  
Park  
Rift House  
Stranton

***CENTRAL NEIGHBOURHOOD******CONSULTATIVE FORUM***

**12<sup>th</sup> October, 2006**

***MINUTES OF THE MEETING*****PRESENT:**

Chair: Mr James Atkinson Vice-Chair – Resident Representative

Councillor Jonathan Brash	- Burn Valley Ward
Councillor Gerald Hall	- Burn Valley Ward
Councillor Gordon Henery	- Foggy Furze Ward
Councillor Ray Waller	- Stranton Ward

Resident Representatives: Ian Campbell, Bob Farrow, Patrick Finnan, Alan Greenwell, Ted Jackson, Jean Kennedy, Evelyn Leck, Alan Lloyd and Brian McBean

Public: Mrs M Atkinson, Mrs Roni Farrow, Mr & Mrs Kirkwood, Mr Forbes, Mrs M Alan, Mr & Mrs Johnson, Mrs B Loynes, G Harrison, R McAndrew, Mr Sant, Mrs Unwin, Mr & Mrs Jenkins, Mrs Holtom, Mr McKimmon

HBC Officers: Dave Stubbs, Paul Briggs, Denise Ogden, Jon Wright, John Potts, Mark Pickering and Pat Watson

Community Support Officer (HVDA): Lesley Hall

Housing Hartlepool Representative: Michelle Summersgill

**26. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Akers-Belcher, Cranney, Hargreaves, Iseley, Kaiser, Laffey, London, Dr Morris, Richardson, Sutherland and Tumilty. The Chairman advised he had received apologies from a number of elected members due to the Planning Committee meeting over-running on the issue of the Ships application.

**27. ELECTED RESIDENT REPRESENTATIVES**

The newly elected Resident Representatives were introduced to the Forum:- Alan Greenwell, Ted Jackson, Jean Kennedy and Brian McBean. The remaining Res Reps had been re-appointed. Lesley Hall the Community Support Worker was also introduced.

## 28. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

None

## 29. MINUTES

- (a) The minutes of the meeting held on 10<sup>th</sup> August 2006 were confirmed.
- (b) The minutes of the Police and Community Safety Consultative Forum held on 7<sup>th</sup> September 2006 were received.

Matters arising:

New burn Bridge Car Park – Mr McAndrew said the minute indicated that the bin was burnt out regularly – it should read, “the bin had been burnt and also rubbish gathers there on a regular basis”.

Page 6 of minutes – Tom Sant was concerned about the lack of advice available on Council Tax issues etc when the Housing Office closes down. It would be difficult to get to the Civic Centre. Denise advised that home assistance was available if necessary and she would speak to Revenues and Benefits and Housing Hartlepool to see what measures were in place now that Housing Hartlepool were closed.

Re Police and Community safety minutes – Ian Campbell, Res Rep, said names had been missed out in some places which was not as had been previously agreed. This was noted for future minutes.

Patrick Finnan, Res Rep. raised an issue on page 2 – Neighbourhood Policing – anti-social behaviour at Hart Lane, Richardson Street, Collingwood Road. He said residents wished to know if there had been any action. Denise agreed to

speak to the Police as there was not an Officer present.

On Page 5 – Brenda Loynes said a record of numbers of reports of anti-social behaviour and criminal behaviour had been promised. She also asked if there had been progress on the alleygates issue. Denise advised that she would be in a better position to report at the next local meeting which would shortly be arranged. On the alleygates issue – Denise advised that, as a result of the issues learnt, a new Thoroughfare Policy was being investigated. The process regarding closure would be renewed.

## 30. PRESENTATION – BUILDING SCHOOLS FOR THE FUTURE

The Children's Services Interim Assistant Director, Paul Briggs, gave a short version of his presentation on Building Schools for the Future. A copy of the Stage One Consultation Document was also made available for those present. Paul advised that the aim of the consultation was to share information with as wide an audience as possible and collect their views on possible ways forward.

In an overview, Paul explained that funding was being made available for the following:

- Primary Capital Programme (for Primary Schools)
- Building Schools for the Future (for Secondary Schools)
- College Development

Possibly with as much as £150m to be spent on Hartlepool's schools and colleges.

This first stage of consultation would run from the end of September to 3<sup>rd</sup> November. In addition to the Stage One

Consultation Document, information could be viewed on the website [bsf@hartlepool.gov.uk](mailto:bsf@hartlepool.gov.uk), nine public meetings would be held in addition to three Neighbourhood Forums and meetings with key partners. Paul said there were some hard decisions to be made but this was a fantastic chance to help the Council shape the future of secondary education in Hartlepool for generations to come. As Paul's presentation at this meeting was quite short he encouraged people to come to one of the other consultation events in the area.

Included in the presentation were slides relating to the following, and Paul expanded on each of these:

- What are we consulting about?
- BSF – The Main Facts
- Key Facts about Hartlepool Schools
- BSF – Some Key Issues

Paul indicated that no decisions had yet been made. Further consultation would be undertaken, depending on the outcome of the first round.

Following the presentation the following questions/issues arose:

Mrs Jenkins asked, "How can a Government that only has 18 months to run offer £150m to invest in schools over x amount of years". Paul advised that of the anticipated £150m approximately £80m to £90m was earmarked for Building Schools for the Future and provided the Council meets the Government conditions then "Capital Funding" is guaranteed.

Mr Sant commented that most schools nowadays are hedging towards producing academics and there should be more apprenticeships. Paul advised that this was the sort of issue that should be

included in the consultation reply document.

Res Rep Alan Lloyd mentioned plans for Jesmond Road school that had been promised for some time. Paul advised that a Capital Programme Bid had been made in respect of Jesmond Road and this had been turned down. Consultation was being undertaken now with regard to secondary schools only. A similar process for Primary Schools should be started in the near future. There would then be another opportunity to consider the issues around Jesmond Road school then.

The Chairman, Mr Atkinson, commented on the traditional type buildings, their importance and the need for good quality buildings. He hoped that the same investment would go into teachers. Paul said it was a little unfortunate that the scheme was entitled Building Schools for the Future because the consultation was about lots of issues not just the actual bricks and mortar.

Mr Jenkins mentioned the need to draw out each child's potential and hoped that planning would include this issue. Paul referred to Personalised Learning, more detail of which was included in the consultation document.

The Chairman thanked Paul for his presentation and reiterated the importance of the public getting involved in the consultation process.

### 31. PUBLIC QUESTION TIME

Litter bins on Dunston Road – Mr Forbes said these were being knocked over on Friday and Saturday evenings. Denise indicated that she would take this matter up.

Mr J Harrison expressed concern at Members' comments in relation to alleyways. He felt the democratic process was not being followed. Councillor Waller advised that Cabinet had recently considered a Thoroughfare Policy and he felt this was the proper way forward as it included the need for consultation with the public in the area(s) concerned.

Res Rep, Alan Greenwell, asked for a copy of the Thoroughfare Policy to be sent to all Res Reps. Denise advised that she would arrange a meeting regarding this issue.

Res Rep Evelyn Leck reported that the situation in the Burn Valley area regarding traffic, including Cornwall Street was getting worse. She also asked for consideration of residents only parking at Marske Street etc. Denise noted these issues.

Hart Lane/Dunston Road Island – Mr Harrison asked if the job was finished yet as drivers have to swing round to turn the corner. Jon Wright said the scheme was not yet finished.

Mr McArdrew raised a problem in relation to York Road/Elwick Road junction and Jon Wright agreed to check this out.

Mr Sant reported that a light was out near 107 Catcote Road. Denise said this would be reported.

### **32. COMMUNITY STRATEGY REVIEW 2006**

John Potts, Principal Policy Officer from the Hartlepool Partnership referred to the report, the plan and the Hartlepool Ambition Consultation 1<sup>st</sup> Draft that had been circulated to those present. John reminded the Forum of his presentation in June when the Community Strategy

Review had been launched. Consultation over the summer had looked at the original strategy that had been produced back in 2002. There had been over 1100 responses to the questionnaire and those, as well as findings from a series of theme partnership workshops, had been taken into account in the 1<sup>st</sup> draft of the revised Community Strategy. This document was now out for consultation until Friday 17<sup>th</sup> November.

John advised that copies were also available from the website [www.hartlepoolpartnership.co.uk](http://www.hartlepoolpartnership.co.uk) or by contacting the team on 284147. John asked people to consider the questions set out in paragraph 7.3 of the report. He advised that people can send their comments directly to the team or complete the online questionnaire. Alternatively, if residents would like to talk to the team then there would be a number of drop-in sessions across the town. In the Central area these would be at:

- Stranton Centre, Stockton Road on Wed 18<sup>th</sup> Oct – 4.30pm – 6.30pm
- Grange Road Methodist Church on Thurs 19<sup>th</sup> Oct – 5pm-7pm
- Belle Vue Community Centre, Kendal Road on Mon 23<sup>rd</sup> Oct – 2pm-3pm
- Central Library, York Road on Thurs 26<sup>th</sup> Oct – 6pm-7pm

John said the team looked forward to receiving comments.

Res Rep Evelyn Leck asked if the Health factor had been taken into account. John indicated it had, there is a specific section on Health and Care and key partners have been identified.

### **33. PRESENTATION – ALTERNATIVE WEEKLY COLLECTIONS**

The Director of Neighbourhood Services, Dave Stubbs, gave a presentation on the Increased Recycling Service.

The current service was outlined as follows:

- Weekly Refuse Collection;
- Fortnightly Recycling collection for paper, cans, glass and textiles;
- Bring Centres for above materials and plastics;
- Free Bulky Waste Collection Service;
- Household Waste Recycling Centre;
- Energy from Waste Incineration;
- Landfill.

During the presentation Dave outlined why it was necessary to change the current system and outlined the increased recycling as follows:

- Provide residents with a brown 240 ltr wheeled bin for green waste composting;
- Provide residents with a poly bag for plastic bottles and cardboard recycling;
- Blue box and bag for cans, glass and paper;
- Residual waste will be collected in current green wheeled bin;
- Alternate collections.

Kerbside Collections to be made as follows:

Week one – Green Waste – Brown Bin  
Plastic & Cardboard – White poly bag

Week two – Residual Waste – green bin  
Cans, glass and paper – blue box/bag

Dave outlined the findings of the Phase 1 Pilot scheme that had been running in the South area of town. Recycling rates of

40% were being achieved from both rounds in the South every week

Phase 2 would run as follows:

- Two Refuse Rounds, Central and North Forum areas;
- First leaflet to residents sent out w/c 11.09.06;
- 'What and How' leaflet sent out to residents w/c 25.10.06;
- Question & Answer sessions: Round two w/c 2.10.06 and round six w/c 9.10.06;
- Containers and calendar to residents.
- Door Steppers 1-1 consultation working from 3pm to 7pm weekdays and weekends;
- First collection of recyclables 16<sup>th</sup> October or 23<sup>rd</sup> October, depending upon round.

Res Rep Brian McBean asked if those with only small gardens or palisade were being taken into account, possibly not needing brown bins. Dave said that if brown bins were not needed then they would be collected within a few weeks of delivery.

Res Rep Evelyn Leck asked for all bins, boxes, bags to be collected from the same place (not bin at back, box at front etc). Dave said the aim was eventually to have all rear collection and this would be included in future contract documentation. The contract would be tendered in the Spring.

Res Rep Ian Campbell asked for reassurance that the bins would not be chipped by HBC. Dave said they would not.

A resident asked if it was occasionally OK to leave bins on show. Dave said this was acceptable in some areas.

Tom Sant said the blue bags were useless as they were too small. Dave said this would be looked at as part of the tendering process.

Mr McAndrew asked if people could get smaller bins. Dave said yes – ring the number indicated on the leaflet and exchange would be arranged.

Res Rep Alan Greenwell asked if the street cleaning rounds would coordinate with collections. Dave said this was the objective but recognised in some streets it had proved difficult to co-ordinate and this would be reviewed.

A resident asked what happens to the green waste. Dave advised that it is composted at a local farm.

The Chairman asked if confidential waste could be shredded. Dave said resident representatives could drop their papers in at the Civic Centre as the Council collected shredded paper.

Dave advised that any residents with problems should ring the help number and an officer would visit.

The Chairman thanked Dave for his presentation and for answering questions.

### **34. MINOR WORKS PROPOSALS**

The Forum were asked to consider the schemes for potential funding from the Central Neighbourhood Consultative Forum Minor Works Budget.

The report described the schemes in detail. Listed below is a brief description and the amount requested:

- Stephen Street Alleygate Boards £400.
- Lansdowne Road Street Lighting £6,000.

- Waverley Terrace Allotments £5,000.
- Morton Street shrub bed £950.
- Brenda Road Roundabout £2,410.
- Bulb Planting Corner Hart Lane/Dunston Road £540

In relation to Waverley Terrace, Res Rep Alan Lloyd asked for more space to be made available for emergency vehicles to get along Waverley Terrace. Denise Ogden advised that the Fire Brigade had not raised this but she would take note.

### **Decision**

The Forum approved the expenditure as above subject to approval of the Portfolio Holder. The cost of the schemes proposed totalled £15,300.

The total cost of the schemes approved at previous Forums was reported to be £60,207 with remaining funding of £11,493. Residents and Members were reminded to contact the Neighbourhood Management Team if they wish to put forward any further schemes for consideration.

## **35. WARD ISSUES**

### **Burn Valley**

Cllr Hall raised ongoing traffic issues and asked for the viability of residents only parking in the Burn Valley Gardens area to be examined.

Cllr Brash referred to the Eamont Gdns etc speeding traffic. He said the results of the survey had not been encouraging but we would attend the Portfolio Holder meeting when the issue is considered.

### **Grange**



Res Rep Patrick Finnan reported that the anti-social behaviour around Collingwood Road area had got worse. Denise noted this and agreed to contact the neighbourhood policing team.

Res Rep Ian Campbell asked what the position was regarding the security contract for Ward Jackson Park. Denise advised this was out to tender and members agreed they would like a presentation at a future Forum meeting.

Res Rep Ian Campbell asked the position relating to the Serpentine Walk-way. Denise Ogden advised that the Thoroughfare Policy would go to scrutiny and then back to the Cabinet and Council. Councillor R Waller said he hoped that scrutiny would consider differing types of thoroughfare.

Mrs Jenkins commented that if residents want areas to be private then they should contribute towards the cost.

Res Rep Ted Jackson asked if there any been progress on the closure of the toilets in the park. Councillor Hall, the Scrutiny Forum Chairman advised that Cabinet were examining the proposals. Discussions are being held regarding the café toilets being made available.

Res Rep Ian Campbell asked the position with regard to the TPOs at Naisberry Park. Denise advised that a meeting with residents and Stuart Green (/Assistant Director (Planning and Economic Development)) would be held on 18<sup>th</sup> October.

### Rift House

Res Rep Alan Lloyd reported the following:

- Entrance to Lindisfarne Gr. Flags up;
- Tree opposite 31 Thackeray Road had been stripped;

- Residents were sick of trucks full of rubbish (old beds etc) in Thackeray Road

Jon/Denise agreed to investigate the issues.

### Stranton

Res Rep Jean Kennedy raised the issue that residents had brought to her – In the Waldon Street area brewery wagons were visiting the brewery from 1am and through the night and disturbing peoples sleep. Jon Wright noted this issue.

Addison Road area – the need for more street cleaning was reported due to rubbish caused when football matches are held. This was noted.

Greenwood Road – some sets missing reported. Denise advised that this could be looked at as a future Minor Works Scheme but would be repaired in the short term

Footpaths on South side of Victoria Road (St Joseph's Court) were reported to be the worst in town. Jon noted this issue.

A resident made a request for better street furniture – especially in Victoria Road. He felt the slender bollards looked like pipes. This was noted.

Res Rep Ian Campbell asked for confirmation that a Council Tax presentation be included in the Agenda for the next meeting. This was confirmed.

**Foggy Furze and Elwick** – no issues raised

### 36. DATE, TIME AND VENUE OF NEXT MEETING

Next meeting to be held on Thursday 30<sup>th</sup> November 2006 commencing at 10am at

Belle Vue Community, Sports and Youth  
Centre, Kendal Road.

JAMES ATKINSON

CHAIRMAN

**Report of:** Director of Adult and Community Services

**Subject:** FAIR ACCESS TO CARE CONSULTATION

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**1. PURPOSE OF REPORT**

1.1 We are asking a wide range of people and groups for their views on a possible change to social care services. This report is to introduce a presentation and discussion on this issue.

**2. BACKGROUND**

2.1 People needing help to stay at home are assessed, and either given access to statutory care services (home care, domiciliary care etc), or for those with lower levels of need given advice and information on services in the community (Drop In Centres, Luncheon Clubs etc).

2.2 The change the Cabinet would like to consider is raising the threshold, so that fewer people are eligible for statutory care, and more receive advice and information. Some of the savings would be used to support better preventative services in the community open to all. The remainder would help improve statutory services to those in most need.

2.3 Views are being collected for consideration by Cabinet in January 2007. A more detailed explanation will be provided at the Forum meeting.

**Report of:** Head of Regeneration

**Subject** DRAFT ONE: BURBANK NEIGHBOURHOOD  
ACTION PLAN (NAP) UPDATE

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**1. PURPOSE OF REPORT**

1.1 To seek comments on draft one of the Burbank Neighbourhood Action Plan (NAP) Update. A copy of the draft plan is attached.

**2. BACKGROUND**

2.1 Neighbourhood Action Plans (NAPs) are the local elements of the Hartlepool Neighbourhood Renewal Strategy. The Strategy forms part of the Community Strategy and the overall policy framework for the Borough, and sets out the long term vision for Hartlepool and the approach to the continuous improvement of services. NAPs have been developed in line with government policy for each of the Hartlepool wards which fall within the 10% most deprived wards nationally.

2.2 Neighbourhood Action Plans (NAPs) are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country and they should be influential in the future allocation of resources. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.

2.3 The Burbank Neighbourhood Action Plan (NAP) was the second NAP to be successfully prepared for the town in 2004. The plan has been used as a base by the Burbank Forum (established as a result of the NAP) to identify how the Residents Priorities Budget (allocated by the Hartlepool Partnership, under Neighbourhood Renewal Funding) would be spent. The Burbank Forum comprises residents (including representatives from the local Residents Association), community/voluntary groups, the Borough Council and other key organisations such as Housing Hartlepool and Cleveland Police. Schemes which have been supported by the Burbank Forum are wide ranging and include the creation of a Community Garden, the development of a Multi Use Games Area (MUGA) next to Bridge Youth Centre, the closure of alleyways across the estate, the establishment of the food co-op in Burbank Community House and support for the local Resident Association, Burbank Uniting Residents Together (BURT).

2.4 The Burbank Neighbourhood Action Plan (NAP) is the second NAP to be updated since the completion of six NAPs across the town; Dyke House/Stranton/Grange; Rift House/Burn Valley; Owton; Rossmere and North Hartlepool. In addition to this, it should be noted that the New Deal for

Communities (NDC) area is currently developing their NAP, making seven in total across the town.

- 2.5 Hartlepool Partnership has agreed to allocate £40,000 for the Residents Priority Budget over the next two financial years (2006-08) plus £80,000 of Neighbourhood Element Funding over the next four years (2006-10) specifically for the Burbank Neighbourhood Action Plan (NAP) area. Both pots of funding will be used to continue to address some of the residents' priorities.
- 2.6 The Neighbourhood Element Funding of the Safer and Stronger Communities Fund (SSCF) is awarded to the areas within the 3% most deprived wards nationally. One of the requirements of the Neighbourhood Element Funding is that it is focussed on one particular theme for which the Burbank Forum chose the Health and Care theme.

### **3. CONSULTATION AND CURRENT POSITION**

- 3.1 The boundary for the updated Burbank Neighbourhood Action Plan (NAP) runs between Burbank Street and Hucklehoven Way and Mainsforth Terrace and Clark Street. It also encompasses an area of residential homes on the Marina and Church Street (the area is shown on the map, page 1). It is located to the South East of Hartlepool Town Centre, in the Stranton Ward.
- 3.2 The draft Neighbourhood Action Plan (NAP) Update has been developed through a range of consultation sessions with residents, children and young people, the elderly, community / voluntary groups, Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers, Housing Hartlepool). An initial community consultation event was held in October 2006 which was crucial in identifying the community's priorities and the actions required. Household survey data (MORI 2004) and other baseline data and statistics have also provided an understanding of the conditions in the Burbank area.
- 3.3 Both Hartlepool Community Network (HCN) and Housing Hartlepool have assisted in involving residents and community/voluntary groups in the consultation process.

### **4. RESIDENTS' KEY CONCERNS**

- 4.1 All those involved at the Community Conference looked at seven key themes, as set out in the Community Strategy, for improvement within the Burbank area. The information below illustrates some of the key issues which people feel need to be addressed in order to improve the Burbank area:
- 4.2 Jobs and Economy
- Increase local employment opportunities for Burbank residents.
  - Improve and increase access to employment related services and address poor transport links

4.3 Lifelong Learning and Skills

- Look at the possibility of improving access to library services, particularly outside of school hours.
- Tackle barriers to education and training.

4.4 Health and Care

- Improve access to health care provision and education in the Burbank area e.g. to GP, dentist, alternative therapies.
- Ensure the implementation of the Community Nurse is effective.

4.5 Community Safety

- Reduce levels of anti-social behaviour to improve confidence of local residents walking through the Burbank estate after dark.
- Reduce drug related problems throughout the Burbank estate.

4.6 Environment and Housing

- Continue to improve the properties and the layout of the Burbank estate as well as continuing to work towards designing out crime.
- Tackle road safety issues and improve access to, from and within the Burbank estate.

4.7 Culture and Leisure

- Identify and address the barriers which local residents face in utilising local community facilities.
- Lack of facilities and services for young children.

4.8 Strengthening Communities

- Increase intergenerational activities in the Burbank area.
- Encourage more residents to be proactive in the community.

**5. THE CONTENTS OF THE PLAN**

5.1 The draft Burbank Neighbourhood Action Plan (NAP) Update is attached, which includes a map of the area (page 1).

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

5.3 The format of the document differs slightly from that of the original Burbank Neighbourhood Action Plan (NAP) taking on board the findings of the NAP Review recently undertaken.

5.4 The introductory section covers the background to Neighbourhood Action Plans (NAPs), a brief description of the Burbank neighbourhood, how the Burbank NAP Update has been developed, and a summary of the community's main concerns.

- 5.5 The following section then comprises the seven theme areas:- Jobs and Economy; Lifelong Learning and Skills; Health and Care; Community Safety; Environment and Housing; Culture and Leisure and Strengthening Communities. Each theme identifies key statistics, strengths and weaknesses, key resources and programmes delivered in the area / accessible to residents of the Burbank area and the gaps in service delivery which need to be addressed.
- 5.6 Alongside this, is a table which identifies the community's priority concerns some of which are highlighted above, the actions that are required to address these concerns, the organisations who need to be involved in delivering the actions, possible funding and resources, how success will be measured and how the actions will contribute to addressing strategic targets (such as the Local Area Agreement Indicators). The last section of the plan is a Jargon Buster and a Summary Document.
- 5.7 Once the document is finalised and endorsed, a residents summary pamphlet will be produced to outline the key elements of the Burbank Neighbourhood Action Plan (NAP) Update in response to the findings of the NAP Review .
- 5.8 Final endorsement will be requested at the Regeneration, Liveability and Housing Portfolio Holder meeting on the morning of the 19 January 2007, the Hartlepool Partnership on the afternoon of the 19 January 2007 and the Central Neighbourhood Consultative Forum on the 01 February 2007.

## 6. FEEDBACK ON THE DRAFT

- 6.1 Comments on the draft Burbank Neighbourhood Action Plan (NAP) Update will be requested at the Central Neighbourhood Consultative Forum Meeting.
- 6.2 Alternatively, if you wish to make comments before the meeting you may do so in the following ways:
- Telephoning Gemma Clough, Principal Regeneration Officer at Hartlepool Borough Council on Tel: 01429 523598.
  - Submitting comments in writing to Gemma Clough, Principal Regeneration Officer, Hartlepool Borough Council, Bryan Hanson House, Hanson Square, Hartlepool, TS24 7BT or to [gemma.clough@hartlepool.gov.uk](mailto:gemma.clough@hartlepool.gov.uk).
  - Contacting Gemma Clough, Principal Regeneration Officer to arrange to meet with you individually or as a group for an informal chat.
  - Copies of draft one of the Burbank NAP Update are also available, with a comments book, at Burbank Court, the Bridge Youth Centre and Burbank Community House on Burbank Street plus the Burbank Food Co-op, Burbank Community House (open every Wednesday between 10.30am and 12noon).
  - Through the informal Community Drop-in Sessions on:

- Monday 20<sup>th</sup> November 2006 (call in between 10.00am – 12.00noon):  
Burbank Court, Burbank Street;

- Wednesday 22<sup>nd</sup> November 2006 (call in between 6.00pm – 7.30pm):  
Burbank Community House, Burbank Street.

6.3 In addition to this, all key service providers have been sent a copy of the draft, and a new sletter has been sent to every household within the area to inform residents of the draft Burbank Neighbourhood Action Plan Update. The Regeneration Team will also be consulting further with local community/voluntary groups as well as local schools and youth groups. Theme meetings have also been held with service providers to discuss how the priority concerns of the area can be addressed and taken forward by organisations using their available resources. These meetings also included local Ward Councillors. The draft Burbank NAP Update will also be taken to the Regeneration, Liveability and Housing Portfolio Holder on 15 December 2006 and the Hartlepool Partnership on 08 December 2006, for comment.

6.4 To meet the key dates (outlined in paragraph 5.8), comments need to be submitted by **Friday 01 December 2006** for inclusion in draft two of the Burbank Neighbourhood Action Plan (NAP) Update.

## 7. RECOMMENDATIONS

7.1 To receive comments on the draft Burbank Neighbourhood Action Plan (NAP) Update at the Central Neighbourhood Consultative Meeting.

## 8. REASONS FOR RECOMMENDATIONS

8.1 It is essential that the draft Burbank Neighbourhood Action Plan (NAP) Update is widely consulted upon, to ensure that the views of the local community are reflected within the plan. This is vital as the Burbank Neighbourhood Action Plan (NAP) Update will enable local people and organisations to continue to work together to successfully integrate policies at a local level, improving the ways that services are provided, to achieve goals of lower unemployment and crime, better health, skills, housing and physical environment, and a stronger community with improved culture and leisure opportunities.

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

## 9. BACKGROUND PAPERS

9.1 The original Burbank Neighbourhood Action Plan (NAP) was endorsed by what used to be the Regeneration and Economy Portfolio Holder on 07 June 2004, the Hartlepool Partnership on 11 June 2004 and also approved by the



Central Neighbourhood Consultative Forum. As stated in paragraph 5.2, the NAP document relates back to the sister documents of the Community Strategy and the Neighbourhood Renewal Strategy.

**10. CONTACT OFFICER**

- 10.1 Gemma Clough, Principal Regeneration Officer, Regeneration and Planning Services, Bryan Hanson House, Hanson Square, Hartlepool, TS24 7BT. Tel: 01429 523598. E-mail: [gemma.clough@hartlepool.gov.uk](mailto:gemma.clough@hartlepool.gov.uk)

**Report of:** Acting Head of Neighbourhood Management

**Subject** MINOR WORKS PROPOSALS

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**1. PURPOSE OF REPORT**

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

**2. BACKGROUND**

2.1 The Minor Works Budget remaining for this financial year to 31<sup>st</sup> March 2007 amounts to £11,493

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

(i) ParkWard Fencing Works to Play Area within Ward Jackson Park

The following request is from the friends of Ward Jackson Park they are seeking the amount stated below to provide hoop top fencing to match existing fencing this would provide a secure junior play area free from dog fouling.

**Total Cost £6000.00**

(ii) Pinero Grove Tarmacing of the Grassed Verge

The following request has been received from a number of residents in Pinero Grove to provide more off road parking to accommodate access by emergency service if required.

**Total Cost £3250.00**

**3.0 RECOMMENDATION**

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

3.2 The cost of schemes proposed is **£9250.00**

3.3 The total cost of the schemes approved at previous Forums is **£75507.00**

3.4 Minor works funding remaining is **£2243.00** - residents and members are reminded to contact members of the Neighbourhood Management Team if there are any schemes you would like the Forum to consider.



## BURBANK NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE



**NOVEMBER 2006: DRAFT ONE**

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

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

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

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

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

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

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

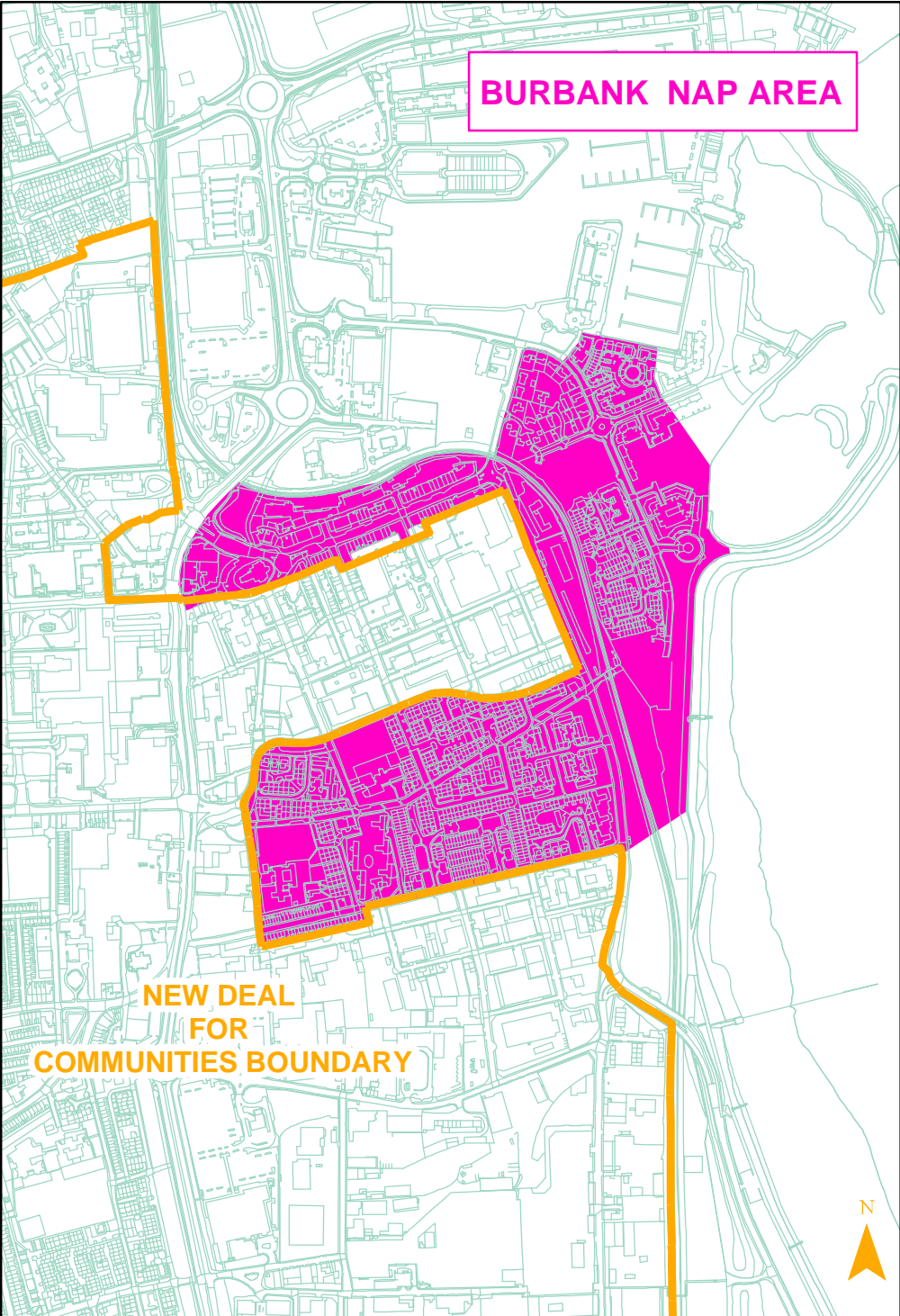
如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。  
(Cantonese) ☎ (01429) 523598.

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# BURBANK NAP AREA



**NEW DEAL  
FOR  
COMMUNITIES BOUNDARY**



# INTRODUCTION

## What is the Burbank NAP Update?

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

The Forum comprising residents, (including representatives from the local Residents Association established in the area), community groups, the Borough Council and other key organisations such as Housing Hartlepool and the Police, has successfully spent over £77,271 of funding for the neighbourhood over 2004-2006.

Schemes supported are wide ranging and include the creation of a Community Garden, the development of a Multi Use Games Area (MUGA) next to the Bridge Youth Centre, the closure of alleyways across the estate, the establishment of the food co-op in Burbank Community House and support for the local Resident Association (BURT).

Each of the Neighbourhood Action Plans (NAPs) across the town (Dyke House/Stranton/Grange, Burbank, Rift House/Burn Valley, Owton, Rossmere and North Hartlepool) are being updated, in the order in which they were developed. The Burbank NAP is the second NAP to be updated following the recent completion of the Dyke House/Stranton/Grange NAP Update.

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

There is no substantial new funding available specifically for the NAP, however Neighbourhood Renewal Funding (NRF) (Residents Priority Budget and Neighbourhood Element Funding) are available in the Burbank area to begin to address the priority concerns identified in the NAP.

As the Burbank NAP is action led with realistic targets to encourage the collaboration of service providers to reach common aims, it is anticipated that the NAP will be influential in the future allocation of resources, such as further Neighbourhood Renewal Funding (NRF) (Residents Priority Budget and Neighbourhood Element Funding), Housing Hartlepool's resources and the delivery of the Council's Neighbourhood Management Team's services. It identifies the strengths and weaknesses of the area, and provides a framework for opportunities if further funding / resources become available.

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



Success will depend upon the effectiveness of joint working with the community and between service providers. Community involvement has already positively encouraged the development of the NAP and a broad range of organisations and groups have been involved in this NAP. Many service providers, residents, school children, community / voluntary groups and Councillors have put a lot of time into developing this plan. This has included a Community Conference, held in association with the Community Network and Housing Hartlepool to obtain the community's views on their neighbourhood, plus individual meetings with service providers, BURT and community / voluntary groups.



The Community Conference was held in October 2006 to obtain the community's views.

## **About the Burbank Neighbourhood**

The Burbank neighbourhood is situated to the south east of Hartlepool Town Centre, in the Stranton Ward. It is a small community, which is surrounded by industrial and commercial areas. The boundary runs between Burbank Street and Hucklehoven Way and Mainsforth Terrace and Clark Street. It also encompasses an area of residential homes on the Marina (the area is shown on the map, page 1), and Church Street.

There is a resident population of approximately 1500 people living in 715 households. The housing stock is made up of 19% owner occupied, 38% owned by Housing Hartlepool, 20% owned by a housing association and 19% privately rented. 21.8% of the population is ages 0-15 years, 60% of the population is of a working age and 18% are of retirement age.

## **Our Concerns:**

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

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

### **Jobs and Economy:**

- The Burbank area needs to identify barriers to learning and employment opportunities and seek to address these barriers.
- The Burbank area needs to increase resident's chances of entering employment and returning to work.
- The Burbank area needs to continue to foster closer links with local business and encourage them to employ local people.
- The Burbank area needs to encourage business start-ups and facilitate routes into self employment.
- The Burbank area needs to continue to tackle the challenging behaviour of some individuals through creating links with youths.
- The Burbank area is lacking good transport links.

### **Lifelong Learning and Skills:**

- The Burbank area needs to increase participation in Adult Education courses.
- The Burbank area is lacking a school bus and / or public bus services to transport pupils to secondary schools across the town.
- The Burbank area needs to improve the aspirations that young people have about their future.
- The Burbank area needs more vocational learning opportunities, particularly for the young.
- The Burbank area needs to continue to improve the educational attainment of Primary and Secondary school children.

### **Health and Care:**

- The Burbank area is lacking access to health services in the area.
- The Burbank area needs to continue to improve the health and fitness programmes available within the area, especially for the young and elderly.
- The Burbank area needs to continue to improve awareness for health education for all age groups.
- The Burbank area needs to improve the length of waiting times when making doctors / dentist appointments.

### **Community Safety:**

- The Burbank area needs to improve street lighting in vulnerable areas.
- The Burbank area is lacking Police presence.
- The Burbank area needs to continue to improve the estate layout and design out crime.
- The Burbank area needs to remove shrubs to address anti-social behaviour and the fear of crime on an evening.

### **Environment and Housing:**

- The Burbank area needs to reduce the amount of vacant properties within the area.
- The Burbank area needs to continue to improve the estate layout and design out crime.
- The Burbank area needs to improve the general appearance.
- The Burbank area needs to improve all facilities on the estate.
- The Burbank area needs to tackle road safety issues and improve access to, from and within the estate.

### **Culture and Leisure:**

- The Burbank area is lacking activities and organised trips for the local community, particularly for young children.
- The Burbank area needs to promote the existing activities that are available for residents in the Burbank area.
- The Burbank area need to identify what children and young people would like with regards to activities.
- The Burbank area lacks convenient play areas (play ground area or local playing field) for children and young people, and existing open spaces are underused mainly due to unsuitability.
- The Burbank area needs to identify and address the barriers which local residents face in utilising local community facilities.
- The Burbank area needs to tackle the issue around the existing Multi Use Games Area (MUGA) (sports facility; Hartlepool Safe Sports Play Area) being underused.
- The Burbank area needs the closure of the Bridge Youth Centre to have minimum impact on the local community.
- The Burbank area faces a lack of local retail units, particularly for healthy food (opening hours of Burbank and Stranton Food Co-op limited).

### **Strengthening Communities:**

- The Burbank area needs to look at the sustainability and mainstreaming of local venues / facilities and activities in the area.
- The Burbank area should continue to encourage the multi agency working between residents and service providers, and increase communication between residents and organisations delivering services in the area.
- The Burbank area needs to encourage more residents to be proactive in the community.
- The Burbank area has a lack of intergenerational activities.
- The Burbank area lacks a multi purpose community centre within the area which is open regularly and would be a focal point for the local community, in addition to the Burbank Community Garden.
- The Burbank area has faced numerous bad press reports which needs to be addressed.

## **Cross Cutting Themes:**

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

## **Equal Opportunities:**

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

## **Access Issues:**

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

## **JOBS AND ECONOMY**

### **WHAT IS THERE TO KNOW ABOUT THE AREA?**

<p><b>Statistics</b></p> <ul style="list-style-type: none"> <li>▪ 58.3% of households are classed as low income households in comparison to 51.1% NRF Area, 40.5% Borough wide and 24.3% Nationally (ONS 2001).</li> <li>▪ In the area the joblessness rate is relatively high: 54.3% in comparison to 41.7% NRF Area, 34.1% Borough wide and 26.3% Nationally (ONS 2001).</li> <li>▪ There is a high level of residents who are of working age and are unable to work: 22.8% in comparison to 18.8% NRF Area, 13.2% Borough wide and 13.3% Nationally (ONS 2001).</li> </ul>	
<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>▪ Local businesses.</li> <li>▪ Longhill / Sandgate Industrial Estate.</li> <li>▪ Proximity to the town centre, Tesco and local industrial estates which enhances employment opportunities for the Burbank area.</li> <li>▪ Longhill and Sandgate Industrial Estate representatives working with the Burbank Forum to improve relations and impacts caused by commercial activities.</li> <li>▪ HBC Neighbourhood Services working with Intermediate Labour Market administrator exploring employment links.</li> <li>▪ Development of Burbank Learning Partnership and a Single Programme project enabling businesses to sponsor students and work placements.</li> <li>▪ Progression 2 Work pilot supporting residents with disabilities back to work.</li> <li>▪ Local Public Service Agreement (LPSA) II bid includes work to support carers that will improve support for people with caring responsibilities.</li> <li>▪ The Families Accessing Support Team (FAST) Football Project has linked one young person into employment and training opportunities through the FAST Employment Worker (OFCA) and can do this for other young people who are in need of such support.</li> </ul>	<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>▪ High levels of worklessness.</li> <li>▪ Barriers to education and training discourage residents from taking up learning and employment opportunities.</li> <li>▪ Poor local transport links.</li> <li>▪ Level of links between local businesses, including those on the neighbouring Longhill and Sandgate Industrial Estates and the nearby Newburn Bridge Industrial Estate, and residents, although it is recognised that the Business Liaison Manager for the Longhill and Sandgate Industrial Estate is helping to improve links.</li> <li>▪ Low level of self-employment and new business start-ups.</li> </ul>

### **KEY RESOURCES AND PROGRAMMES**

#### **Investment by mainstream agencies:**

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Brierton Community School (A Specialist Sports College).	The School believes that inclusion and enterprise are key steps towards preparing children to become full and contributing members of the community. They pride themselves on giving young people the opportunity to be involved in community initiatives, enterprise events

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>and introducing students to the world of work. Examples of projects that have taken place include the 'Goalz project' that is designed to prepare young people for the world of work; a week's work experience for Year 10 students; a visit to an elderly residential home in Burbank involving 8 Year 11 girls who worked on arts and crafts with the residents and helped to change the elderly's attitude of the young people of the town and the young people's attitudes of the elderly – this resulted in some girls giving up part of their summer holidays to work with the elderly residents; 'Learn to Earn' event aimed at Year 10 students that focused on making a living after school and; 'Business Dynamics' event also aimed at Year 10 that focused on the world of work and business. Currently the School has 26 Key Stage 4 students involved in alternative education projects at various providers in the town including Woodcraft Services, NACRO, Hart Education, Owton Fens Community Association (OFCA) and B76. These partners offer excellent training for the world of work for students who find the traditional mainstream curriculum difficult for whatever reason. This work across the town is having a big impact on reducing the number of students who become NEET (Not in Education or Training) at 16 years of age. For more information Tel. 01429 265711.</p>
Brougham Annexe.	<p>Although this facility is not in the Burbank area, its services are available to Burbank residents. Worklink at the Annexe Community Centre is situated in Wharton Terrace and was set up to provide support for employed and unemployed people of all ages across the town. Staff can help with:</p> <ul style="list-style-type: none"> <li>▪ application forms;</li> <li>▪ CV compilation;</li> <li>▪ letters of application;</li> <li>▪ signposting of services provided by Jobcentre Plus;</li> <li>▪ Internet and phone access to job vacancy lists;</li> <li>▪ daily job vacancies and job searches;</li> <li>▪ use of facilities such as photo-copier, fax, telephone, internet;</li> <li>▪ interview preparation;</li> <li>▪ providing free stamps, envelopes, paper etc;</li> <li>▪ advice and help onto different training paths;</li> <li>▪ career advice;</li> <li>▪ health &amp; safety courses;</li> <li>▪ job-based initiatives;</li> </ul>

Examples of key current programmes / projects	Description
Continued ...	<ul style="list-style-type: none"> <li>▪ promotion of healthy living and;</li> <li>▪ first-aid.</li> </ul> <p>Access to a Benefits Advice Worker is also provided three mornings per week. The Dyke House Project (Youth Club) provides a base for developmental and recreational opportunities for young people aged between 11 and 19. The project is a partnership between Brougham Annexe and Headland Future, and drop-in sessions are held in Brougham Annexe every Thursday evening, between 7.00pm and 9.00pm.</p> <p>Owton Fens Community Association (OFCA) also provide services to residents of the area from Brougham Annexe. The centre is open Monday to Thursday 9.00am until 5.00pm and 9.00am until 1.00pm on Fridays (closed weekends). For more information Tel. 01429 268319.</p>
Brougham Enterprise Centre.	<p>Although this facility is not in the Burbank area, its services are available to Burbank residents. Formerly a Victorian School, Brougham Enterprise Centre has been providing subsidised start-up workspace, business advice and tailored support services since 1992. In recent years, the demand for accommodation has increased as well as the usage of the Centre. The Brougham Enterprise Centre, managed by Hartlepool Borough Council has recently undergone a £1.3million refurbishment, which has given the Centre a much needed facelift. It has increased car parking, created more units and offices for new start businesses and extra facilities for tenants. Rental costs are competitive and include rates and some utilities. Furthermore, on-site business and technical advice, guidance and signposting are available from the Centre staff who work closely with local business start-up agencies, including Business Link. Many businesses have been helped by the Centre and many have moved on to their own premises or to move-on space, and are enjoying success that could not have been achieved without the supporting framework the Centre provides. Owton Fens Community Association (OFCA) also provide services to residents of the area from the Centre. For more information Tel. 01429 867677. The Centre staff also assist businesses based at the Hartlepool Borough Council managed Newburn Bridge Industrial Estate, which is located on the outskirts of Burbank.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Business Link.	<p>Business Link works with individuals and businesses, at all levels of experience and knowledge, providing easy access to impartial information on all aspects of business including employing people, finance, IT and e-commerce and marketing.</p> <p>Business Link offices across the Tees Valley, Tel. 0845 600 9 006 for more information or e-mail Business Link at <a href="mailto:info@tees.businesslink.co.uk">info@tees.businesslink.co.uk</a> for an informal chat or to arrange an appointment at Brougham Enterprise Centre.</p>
Children's Centres (Stranton and Ward Jackson).	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community. Centres serving the Burbank area are based at Stranton Primary School &amp; Community Learning Centre (CLC) and Ward Jackson Primary School. Children's Centres provide integrated childcare, an early years teacher, family support such as adult education and parenting support, a base for childminders and access to Jobcentre Plus for advice on employment related issues as well as benefits advice. This integrated approach will provide holistic support for children's development, support to families with young children and will facilitate the return to work of those parents who are currently unemployed. The Community Support and Training Officer will continue to work with providers / residents to facilitate training opportunities and raise awareness of key agencies / services available to increase levels of employment in the locality. For more information Tel. 01429 231329.</p>
Community / Voluntary Groups.	<p>A number of community / voluntary groups can assist in preparing for and finding suitable employment. The voluntary sector provides volunteer opportunities that can lead to employment through the Hartlepool Voluntary Development Association (HVDA) and the Volunteering Into Employment NRF funded project. For more information Tel. 01429 262641.</p>
Connexions.	<p>From the 1st April 2007, Connexions Tees Valley will become the responsibility of Hartlepool Borough Council. It will continue to provide impartial and accessible information, advice and guidance for young people aged between 13 and 19 years of age. This is in addition to a</p>



<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>wide range of other services. Services can be accessed in:</p> <ul style="list-style-type: none"> <li>▪ schools and colleges;</li> <li>▪ work-based learning providers;</li> <li>▪ community locations;</li> <li>▪ youth facilities and;</li> <li>▪ One-stop shops in high street locations.</li> </ul> <p>Connexions support learning, remove barriers to progression, raise aspirations and create opportunities to enter education, employment or training. Personal Adviser's (PA's) are based in all schools, colleges and work-based learning providers and offer a range of support to young people. The majority of this support is based around careers guidance and supporting the young person's preparation for the world of work.</p> <p>Connexions has a one-stop shop based on Tower Street where young people can drop-in without an appointment between 10.00am and 5.00pm to receive advice and guidance on subjects including housing and benefit information, careers advice and referral to training providers. For more information Tel. 01429 275501.</p>
Dyke House Comprehensive School (Full Service Extended School).	<p>Dyke House Comprehensive School serves the local community, including Burbank residents, by providing facilities for its pupils and the rest of the community both during, and outside of school hours. The Avondale Centre and the City Learning Centre (CLC) are open all year round, except between Christmas and New Year holidays. The whole site is available to the community after school hours and on weekends. The school also organises classes for adults in technology and other subjects, when there is the demand. The school, Avondale Centre and City Learning Centre (CLC) are there to serve the community. For more information Tel. 01429 266377.</p>
Enterprising Hartlepool.	<p>This is a group of new entrepreneurs assisted by Hartlepool Borough Council and Business Link that encourage inter-trade amongst members, thus offering mutual support and improving communication between small businesses in the town. The group is made up of new-start businesses, people with new business ideas and established young businesses. For more information Tel. 01429 867677.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
FAST Project.	<p>Funded through NRF, this project takes a multi agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour.</p> <p>Within Burbank FAST has worked with Burbank Uniting Residents Together (BURT), the local Neighbourhood Police, Football Development and Hartlepool United 'Football in the Community' to set up a community football project with young people aged 14 to 18 years of age. Training is provided one evening per week and the team was recently involved in the Hartlepool Youth under 18's pilot League which they finished in fourth place.</p> <p>Other work has involved individual work with some football members around training / employment and linking youth into developmental opportunities / qualifications i.e. FA Level One Coaching Awards, Junior Sports Leaders Awards and training in Children's Mentoring. For more information Tel. 01429 271571.</p>
Hartlepool Borough Council Adult and Community Services: Adult Education.	<p>Provides community based learning. Within Burbank courses in ICT / literacy and languages, skills for life, skills for work, family learning are offered as well as information, advice and general guidance. Courses in other subjects are provided outside of the Burbank area. Adult Education Development Workers will try and engage with priority groups e.g. people with mental health difficulties. Courses are held in Burbank Community House and Stranton Learning Centre. For more information Tel. 01429 868616.</p>
Hartlepool Borough Council: Economic Development.	<p>The Economic Development Team offer a range of different services designed to meet the needs of businesses. The team provides help with starting and growing a business successfully, by offering access to a partnership comprising a number of local, regional and national business support organisations, combined with financially supported professional business advice. This network can support businesses in tackling issues such as marketing, planning, legal matters, health &amp; safety, recruitment, premises and financial matters at whatever size and stage a business is at. The team also supports businesses based on the Longhill and Sandgate Industrial Estates, which are in close proximity to Burbank. A Business Liaison Manager is assigned to the estates and has responsibility for assisting the businesses to create new employment opportunities, particularly for people from the local</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>residential areas including Burbank. The scheme also provides grants to improve the security of buildings and to improve the work environment for personnel. The aims of the scheme are to help businesses to sustain employment and the local economy, provide local people with enhanced training opportunities, provide higher standards of living, create and sustain a better working environment for the workforce.</p> <p>The team also provides a variety of support to businesses looking to relocate to Hartlepool, in providing the right business environment for their enterprise development activities. Hartlepool Working Solutions is part of the Economic Development Team and provides dedicated recruitment and training services to local businesses and residents. The team provides a range of services that are designed to meet the needs of local employers and also provide opportunities for local unemployed residents. This includes a free recruitment service for employers and residents, tailored training courses, as well as financial assistance and specialised HR advice and guidance. For more information Tel. 01429 523511.</p>
Hartlepool Borough Council Adult and Community Services: Sport & Recreation.	Provides opportunities to undertake instructor / coaching qualifications in a variety of activities e.g. football, life-guarding, cricket etc. Many of those associated with the programmes have gone on to successfully gain employment with the department. For more information Tel. 01429 284050.
Hartlepool Business Development Centre.	Hartlepool College of Further Education's Business Development Centre provides businesses with training and services utilising the latest technological developments in professional and modern surroundings. The Centre is fully equipped with three conference suites offering the latest in conference equipment. Training is offered in a range of key areas including business improvement techniques, management, occupational health and construction, as well as bespoke business services. For more information Tel. 01429 292888.
Hartlepool Business Forum.	Offers free information to businesses in the form of seminars based on a wide range of business subjects aimed at addressing key issues faced by the business community. The events programme is run annually with a series of events taking place from September of one

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	year to May of the next. All events provide valuable information and networking opportunities for both start-up and established businesses. For more information Tel. 01429 867677.
Hartlepool College of Further Education (HCFE).	HCFE specialises in full and part time education for people aged 14 years and over. Level 2 Entitlement: training is provided in conjunction with the Learning and Skills Council Tees Valley for people aged 19 years and over. 'Access IT': outreach IT training is provided in Hanson Square, Lynn Street in conjunction with Learn Direct. The college also engages with the 14 to 16 age group. They offer a wide range of vocational subjects to complement academic studies or as an alternative. For more information Tel. 01429 295000.
Hartlepool Innovation Centre.	Hartlepool Innovation Centre, managed by UK Steel Enterprise is based on Queens Meadow Business Park and offers high quality modern, state-of-the-art office and workshop accommodation for new and growing businesses. This purpose built facility is suitable for a wide range of business activities. Businesses with an emphasis on technology will find the Innovation Centre an ideal base, as it is equipped with the essential tools of today's communications. UK Steel Enterprise has many years of experience in supporting new and expanding businesses with tailored finance as well as flexible quality accommodation that a growing business needs. For more information, Tel. 01429 239500.
Hartlepool Voluntary Development Agency (HVDA).	HVDA offers a programme of free tailored Qualification Support and Career Coaching to local residents including residents from the Burbank area. If you are thinking about changing career or returning to work, the programme can help you to find direction, build confidence and self-esteem and improve application writing and interviewing skills. Sessions are tailored to individuals own needs and people interested can access up to 10 hours of free personal coaching. For more information Tel. 01429 262641.
Hartlepool Working Solutions: Enhancing Employability.	Hartlepool Working Solutions: Enhancing Employability works with schools and local employers to raise aspirations of pupils and to identify possible career options and educational routes.

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Working Solutions: Jobs Build (NRF).	Provides financial assistance to local residents so that they can be secure and remain in paid employment. Offers bursaries and job subsidies to employers who employ local residents and provides them with associated training. For more information Tel. 01429 284087.
Hartlepool Working Solutions: Opportunities for Women (NRF).	Training is on offer, free of charge, to those women who are unemployed, lone parents or returners to work, of working age living in a Neighbourhood Renewal Fund (NRF) area (including the Burbank area) and in receipt of benefit. For most courses, a free crèche is provided. In some situations, women who work only a few hours a week can be considered for free training if it is needed for a career change. The Women's Development Fund (WDF) is directed towards women who are setting up their own business or starting a new form of self-employment and these women can apply for a grant of up to £500 for advertising and publicity to launch their new business. The WDF Panel makes decisions on individual applications. Opportunities for Women is part of the Hartlepool Working Solutions team and has close links in the community with Sure Start, and other community and voluntary organisations. The project is also linked strongly with the Children's Information Service and the Lone Parent Advisors at Jobcentre Plus. For more information Tel. 01429 523513.
Hartlepool Working Solutions: Work Route (NRF) / Progression to Work.	Offers paid temporary employment and associated training in a variety of skill areas in a supported environment. The project has a constant flow of people from local residential areas including Burbank that get the opportunity to improve their working knowledge and skills and in many cases are given placements with businesses based on the neighbouring Longhill and Sandgate Industrial Estates, with the possibility of gaining permanent employment from this. For more information Tel. 01429 284583.
Hartlepool Working Solutions: Work Smart (NRF).	Business support service, which offers a range of services to businesses, in providing advice, information and guidance in subjects including contracts of employment, employment legislation and current human resources issues. The aim of this is improving employment practices that, in turn improves the employment offer to local residents. For more information Tel. 01429 284305.

Examples of key current programmes / projects	Description
Jobcentre Plus: Pathways to Work.	<p>Jobcentre Plus offers the Pathways to Work initiative which can help people with health problems to enter / re-enter employment. Anyone making a new claim or a repeat claim for Incapacity Benefit should speak to an adviser in your local Jobcentre Plus office. For more information Tel. 0845 600 2808.</p>
Learning & Skills Council (LSC) Tees Valley.	<p>The Learning and Skills Council (LSC) Tees Valley aims to:</p> <ul style="list-style-type: none"> <li>▪ Ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities,</li> <li>▪ Make learning truly demand-led so that it better meets the needs of employers, young people and adults,</li> <li>▪ Transform the learning and skills sector through <i>Agenda for Change</i>,</li> <li>▪ Strengthen its role in economic development to provide the skills needed to help all individuals into jobs,</li> <li>▪ Improve the skills of the workers who are delivering public services,</li> <li>▪ Strengthen the capacity of the LSC to lead change nationally, regionally and locally.</li> </ul> <p>Specific priorities are to:</p> <ul style="list-style-type: none"> <li>▪ Increase the proportion of young people achieving a Level 2 qualification,</li> <li>▪ Reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification,</li> <li>▪ Improve the basic skills of adults, including increasing the number of Skills for Life qualifications, which count towards the national Skills for Life target,</li> <li>▪ Increase the number of Apprenticeship completions.</li> </ul> <p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> <li>▪ Increase the proportion of young people and adults achieving a Level 3 qualification,</li> </ul>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<ul style="list-style-type: none"> <li>▪ Reduce the proportion of young people not in education, employment or training,</li> <li>▪ Increase participation in higher education towards 50 per cent of those aged 18 to 30.</li> </ul>
Parent and Toddler Care in Hartlepool (PATCH).	<p>Childcare is often a barrier to people entering / re-entering employment or employment related training. PATCH seeks to address this by running support group sessions at flexible times. They also offer outreach home support to individual families, parents and carers for as long as it is required, deliver accredited voluntary training courses to volunteers and sign post families to services as appropriate. Hartlepool PATCH holds a parent and toddler support group at the Stranton Learning Centre every Friday afternoon between 1.15pm-2.45pm. The group is open to all adults / carers who have children under the age of 5 years. For more information Tel. 01429 862727.</p>
Stranton Learning Centre.	<p>The Stranton Centre is located next to Stranton Primary School which is in close proximity to the Burbank area. The spacious centre caters for all ages as there are a diverse range of Adult Education courses, activities and clubs on offer, which are based around computing, sports, arts and crafts and performing arts. The Centre is open 6 days a week between 9.00am and 9.00pm, Saturday times vary. There are many different facilities at the Centre, which include a computer suite, meeting room, performing arts room, sports hall with indoor facilities and sports facilities. For more information Tel. 01429 231329.</p>
Sure Start.	<p>The overall aim of Sure Start in Hartlepool is to provide a co-ordinated, community driven programme of services for young children aged under 4 and their families. Sure Start has a Community Support Officer who can provide support, advice and guidance to residents of the community on many different aspects of childcare which can prevent parents from entering / re-entering employment or employment-related training. Burbank residents can access Sure Start services from Ward Jackson Primary School as part of the Children's Centre. For more information Tel. 07790 779082.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
The English Martyrs RC School and Sixth Form College.	The English Martyrs RC School & Sixth Form College actively encourages students from all year groups to take part in enterprise activities that take place throughout each academic year. Activities include an Industry Day, Trading Game, Project Business programme (a practical introduction to business life), a Mini-Enterprise Project (teams designing, manufacturing and selling products, with any profit made donated to a local charity), Team Building for Prefects, a one-day Entrepreneurial Masterclass, a Money Management session and a Young Enterprise Company programme for sixth formers. In addition to the above, activities planned for the 2006 / 2007 academic year include, a Boro Business Brains Day (a team-building, problem-solving, thinking skills day delivered by Middlesbrough Football Club Enterprise Academy) and one-to-one mock interviews with Business Ambassadors / Volunteers. For more information Tel. 01429 273790.

#### GAPS – WHAT NEEDS TO BE DONE

<b>Service delivery issues needing attention</b>	
1.	Identify barriers to learning and employment opportunities and seek to address these barriers.
2.	Increase local residents' chances of entering employment and returning to work by developing initiatives to support and encourage local residents to take up employment or training opportunities.
3.	Continue to foster closer links with local businesses and encourage them to employ people from the local area.
4.	Encourage business start-ups and facilitate routes into self-employment in order to increase the range of employment opportunities available to local people, and to stimulate the local economy.
5.	Continue to tackle the challenging behaviour of some individuals through creating better links with local youths and businesses.
6.	Address poor transport links.



Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<b>JOBS AND ECONOMY</b>						
<p>Identify barriers to learning and employment opportunities and seek to address these barriers.</p>	<ul style="list-style-type: none"> <li>▪ Commission a survey in order to ascertain the barriers preventing local people from accessing employment and lifelong learning opportunities and consult with local businesses to identify their employment related needs.</li> <li>▪ Identify which barriers need to be tackled most urgently, by carrying out a prioritisation exercise.</li> <li>▪ Tackle each barrier, according to order of priority, for example, carry out a skills audit and seek ways of improving the basic and key skills of local people by encouraging increased take-up of community-based adult education courses and involvement in community activities. Another example, should poor health be a priority barrier to</li> </ul>	<p>Short Term.</p> <p>Short Term.</p> <p>Medium Term.</p>	<p>Brougham Annexe. Burbank Forum. BURT. Children's Centres. Community/ Voluntary Groups. Connexions. HBC Economic Development. HBC Adult and Community Services. HCFE. HVDA. Hartlepool Working Solutions. Jobcentre Plus. LSC Tees Valley. Local schools. Local colleges and training providers.</p>	<p>Increased take-up of employment and learning opportunities offered locally or town-wide.</p> <p>Reduction in the actual and perceived barriers to learning and employment experienced by local residents.</p>	<ul style="list-style-type: none"> <li>▪ Learning &amp; Skills Council (LSC) Tees Valley and Hartlepool Borough Council: Adult &amp; Community Services in partnership with other service providers that may already hold relevant information in this area such as local educational establishments and training providers, Hartlepool College of Further Education (HCFE), Brougham Annexe, Connexions, Hartlepool Voluntary Development Agency (HVDA), Hartlepool Working Solutions and Jobcentre Plus.</li> <li>▪ Hartlepool Borough Council Adult &amp; Community Services in partnership with other service providers as mentioned above and in association with Burbank Uniting Residents Together (BURT) and the Burbank Forum.</li> <li>▪ Service providers to individually / collectively seek ways of tackling the most significant barriers to employment and learning, in association with local businesses, subject to the availability of funding and resources.</li> </ul>	<p>Increased employment rate and decreased unemployment rate.</p> <p>Decreased youth unemployment rate.</p> <p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</p> <p>Reduce the number of young people classified as Not in Education Employment or Training (NEET).</p> <p>Increase in the number of new Skills for Life qualifications.</p> <p>Increased number of learners participating in Adult Education programmes.</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	employment then health care, facilities and amenities should be improved and increased.	See previous page.	See previous page.	See previous page.	See previous page.	See previous page.
Increase local residents' chances of entering employment and returning to work by developing initiatives to support and encourage local residents to take up employment or training opportunities.	<ul style="list-style-type: none"> <li>▪ Promote current community-based initiatives available to Burbank residents that provide support and encouragement to those accessing or wishing to access employment or training opportunities.</li> <li>▪ Work towards improving the employability of local residents by co-ordinating, increasing and tailoring training, advice, support and guidance provision i.e. look into the possibility of employing a community-based person to co-ordinate activities and provide support to Burbank residents.</li> <li>▪ Increase the importance of general skills needed for the workplace, for example, punctuality and team work.</li> </ul>	<p>Short Term.</p> <p>Short &amp; Medium Term.</p> <p>Short Term.</p>	<p>Brougham Annexe. Burbank Forum. BURT. Children's Centres. Community/Voluntary Groups. Connexions. DfES. HBC Adult and Community Services. HBC Economic Development. HVDA. Hartlepool Working Solutions. Jobcentre Plus. LSC Tees Valley. Local schools. Local colleges and training providers.</p>	<p>Enhanced employability of local residents and improved / increased access to opportunities.</p>	<ul style="list-style-type: none"> <li>▪ Burbank Forum and Burbank Uniting Residents Together (BURT) in association with the appropriate service providers.</li> <li>▪ LSC Tees Valley, Connexions, Brougham Annexe, Hartlepool Borough Council Economic Development, Hartlepool Working Solutions and other relevant service providers to devise and offer local residents a co-ordinated package of support and training to improve their employability, subject to the availability of funding and resources.</li> <li>▪ Learning &amp; Skills Council Tees Valley in association with local educational and training establishments as well as service providers providing support and encouragement to local residents to address this issue.</li> </ul>	<p>Increased number of adults who are supported in achieving at least a full first level 2 qualification or equivalent.</p> <p>Increased employment rate and decreased unemployment rate.</p> <p>Decreased youth unemployment rate.</p> <p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</p> <p>Ensure Hartlepool enterprise activities are available to all Key Stage 4 pupils in Hartlepool secondary schools.</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	<ul style="list-style-type: none"> <li>▪ Increase the level of career guidance in schools and further and higher educational establishments and look at providing it from an earlier age within schools.</li>   <li>▪ Increase vocational training opportunities in schools such as woodwork and other trade related practical activities.</li> </ul>	<p>Medium Term.</p> <p>Medium Term.</p>	<p>Brougham Annexe. Burbank Forum. BURT. Children's Centres. Community/ Voluntary Groups. Connexions. DfES. HBC Adult and Community Services. HBC Economic Development. HVDA. Hartlepool Working Solutions. Jobcentre Plus. LSC Tees Valley. Local schools. Local colleges and training providers.</p>	<p>Enhanced employability of local residents and improved / increased access to opportunities.</p>	<ul style="list-style-type: none"> <li>▪ Department for Education &amp; Skills (DfES), Hartlepool Borough Council Children's Services and Connexions in partnership with local primary schools to look into the possibility of introducing career guidance. Secondary schools to look into the possibility of providing career guidance to young people in all year groups and to improve provision generally.</li>   <li>▪ Hartlepool Borough Council Children's Services and all local schools to look into the possibility of providing an increased range of trade related vocational subjects / activities for young people.</li> </ul>	<p>Ensure all Key Stage 4 pupils undertake work-related learning and useful work experience.</p> <p>Increased careers education and guidance provision to all young people aged 13 – 19 years.</p> <p>Reduced number of young people classified as Not in Education Employment or Training (NEET).</p> <p>Improvement of childrens' communication, social and emotional development.</p> <p>Increased number of new Skills for Life qualifications.</p> <p>Increased number of learners participating in Adult Education programmes.</p>
Continue to foster closer links with local businesses and	<ul style="list-style-type: none"> <li>▪ Increase the number of local employment opportunities within and on the outskirts of Burbank by</li> </ul>	Short, Medium & Long Term	BURT. Burbank Forum.	Increased and improved relations	<ul style="list-style-type: none"> <li>▪ Hartlepool Borough Council Economic Development (Longhill &amp; Sandgate Business</li> </ul>	Increased employment rate and decreased

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
encourage them to employ people from the local area.	<p>continuing to support those businesses in the neighbouring Longhill &amp; Sandgate Industrial Estates and the nearby Newburn Bridge Industrial Estate to grow and boost relationships between businesses, schools, Hartlepool College of Further Education (HCFE) and training providers / schemes and Burbank residents via the Business Liaison Manager.</p> <ul style="list-style-type: none"> <li>▪ Create a focus group to bring local residents and businesses together.</li> </ul>	<p>Short, Medium &amp; Long Term.</p> <p>Short Term.</p>	<p>Local businesses. Local schools. Local further education and training providers. Children's Centres. HCFE. HBC Economic Development. Hartlepool Working Solutions.</p>	<p>between businesses, schools and residents and increased employment / training opportunities for local residents.</p>	<p>Liaison Manager), lifelong learning educational and training establishments, Hartlepool Working Solutions, local businesses and local residents to look at developing projects geared towards increasing employment and training opportunities within Burbank.</p> <ul style="list-style-type: none"> <li>▪ Burbank Uniting Residents Together (BURT) and Hartlepool Borough Council Economic Development to discuss.</li> </ul>	<p>unemployment rate.</p> <p>Decreased youth unemployment rate.</p> <p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</p> <p>Ensure Hartlepool enterprise activities are available to all Key Stage 4 pupils in Hartlepool secondary schools.</p> <p>Ensure all Key Stage 4 pupils undertake work-related learning and useful work experience.</p>
Encourage business start-ups and facilitate routes into self-employment in order to increase the range of employment opportunities available to local people, and to stimulate the local economy.	<ul style="list-style-type: none"> <li>▪ Increase the range of employment opportunities in and surrounding the local area by encouraging new business start-ups or in attracting established businesses to the area, particularly in the neighbouring Longhill &amp; Sandgate Industrial Estates and nearby Newburn Bridge Industrial Estate.</li> </ul>	<p>Short, Medium &amp; Long Term.</p>	<p>Brougham Enterprise Centre. Business Link. Enterprising Hartlepool. HBC Economic Development. Hartlepool Business</p>	<p>Increase the number of new business start-ups and self-employment opportunities locally and increased support services available to new / young</p>	<ul style="list-style-type: none"> <li>▪ Brougham Enterprise Centre, Hartlepool Borough Council Economic Development, Business Link, Hartlepool Business Forum, Hartlepool Working Solutions to ensure that adequate support and financial assistance is available to people starting their own business and to continue to apply a co-</li> </ul>	<p>Increased employment rate and decreased unemployment rate.</p> <p>Decreased youth unemployment rate.</p> <p>Increased number of new businesses created.</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	<p>See previous page.</p> <ul style="list-style-type: none"> <li>▪ Continue to raise awareness of the business support, advice, guidance and financial assistance available in and surrounding the local area.</li> <li>▪ Assist community-based indigenous businesses to become more sustainable by continuing to provide business support and information.</li> </ul>	<p>See previous page.</p> <p>Short, Medium &amp; Long Term.</p> <p>Short, Medium &amp; Long Term.</p>	<p>Development Centre. Hartlepool Business Forum. Hartlepool Working Solutions. Jobcentre Plus. Local schools and colleges. Longhill Business Association (LBA). New Deal for Communities (NDC).</p>	<p>businesses.</p> <p>An increased community awareness of the business support services available to them.</p>	<p>ordinated approach to promoting self-employment opportunities.</p> <ul style="list-style-type: none"> <li>▪ Business support providers to continue to promote their services either collectively or individually and encourage local people to consider self-employment as an option.</li> <li>▪ Hartlepool Borough Council Economic Development, Hartlepool Working Solutions and other relevant service providers to raise awareness of the business support available and promote their services.</li> </ul>	<p>Increased number of VAT registrations.</p> <p>Reduced number of de-registrations.</p> <p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</p>
Continue to tackle the challenging behaviour of some individuals through creating better links with local youths and businesses.	<ul style="list-style-type: none"> <li>▪ Create diversionary activities for young people by encouraging businesses to offer work experience / training opportunities to those displaying challenging behaviour by way of enrichment and by encouraging businesses to become more involved in the community.</li> </ul>	Short & Medium Term.	<p>BURT. Local businesses. Local schools. Local colleges and training providers. Youth / Community Groups.</p>	<p>Reduce the number of young people displaying challenging behaviour and increase in the number of businesses offering training / experience / activities to young people.</p>	<ul style="list-style-type: none"> <li>▪ Hartlepool Borough Council Economic Development, Hartlepool Working Solutions, local schools and other relevant service providers to liaise with local businesses and devise diversionary activities, subject to the availability of funding and resources.</li> </ul>	<p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</p> <p>Ensure Hartlepool enterprise activities are available to all Key Stage 4 pupils in Hartlepool secondary schools.</p> <p>Ensure all Key Stage 4 pupils undertake work-</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	See previous page.	See previous page.	See previous page.	See previous page.	See previous page.	related learning and useful work experience.
Address poor transport links.	<ul style="list-style-type: none"> <li>▪ Avoid the need for residents to walk to the town centre for bus services in order to get to places of employment by seeking to improve local transport services.</li> </ul>	Short & Medium Term.	Public Transport Operators. Hartlepool Borough Council Transport Services.	Improved local transport links and services.	<ul style="list-style-type: none"> <li>▪ To be considered, subject to the availability of funding and resources.</li> </ul>	Increased employment rate and decreased unemployment rate.

## **LIFELONG LEARNING AND SKILLS**

### **WHAT IS THERE TO KNOW ABOUT THE AREA?**

#### **Statistics**

- The overall English KS2 Level (4+) is below the Borough, NRF Area and National average; 50% as opposed to 72% NRF Area, 79% Borough wide and 72% Nationally (2005 results, JSU 2006).
- The overall Mathematics KS2 Level (4+) is below the Borough, NRF Area and National average; 50% as opposed to 72% Borough wide, 77% NRF Area and 75% Nationally (2005 results, JSU 2006).
- 40% of students leaving school have 5+ GCSE A\* - C passes in comparison to 41% in NRF Area, 51% Borough wide and 56% Nationally (2005 results, JSU 2006).
- 27% of students leaving school have no GCSE passes in comparison to 9% in NRF Area, 6% Borough wide and 3% Nationally (JSU 2006).
- 18% of residents feel that they need to improve their maths skills, in comparison to 15% Borough wide (MORI 2004).
- 28% of residents feel that they are very satisfied with local primary schools in the area, in comparison to 35% Borough wide (MORI 2004).
- 24% of residents feel that they are very satisfied with local secondary schools in the area, in comparison to 28% Borough wide (MORI 2004).

#### **Strengths**

- Good relationship with the schools in the area (Ward Jackson Primary School and St Josephs R C Primary School).
- Involvement of Sure Start in the Burbank area and their links to the Burbank Forum.
- Development of Burbank Learning Partnership and a Single Programme project enabling businesses to sponsor students and work placements.
- Hartlepool College of Further Education (HCFE) and Cleveland College of Art and Design (CCAD) in close proximity, providing education opportunities for post 16 years of age.
- Good relationship between Youth Workers and youth club members.
- School Attendance Officer is working closely with school based Social Inclusion Assistant to promote positive attitudes to school attendance with students and parents.
- Truancy patrols take place each Term and the School Attendance Team work closely with the Neighbourhood Policing Team to promote school attendance.
- The Families Accessing Support Team (FAST) Football Project (in partnership with Burbank Uniting Residents Together (BURT), Football Development and the Burbank NAP) called 'Flambrough F.C under 18's' has linked local youth and an adult resident into junior sports leaders awards, a mentoring training programme (to become a mentor with young people) and FA Level One football coaching awards.

#### **Weaknesses**

- Residents require training to undertake educational and leisure activities with fellow residents and young people in the area.
- Ward Jackson Primary School has the highest mobile pupil rate in Hartlepool, which can be disruptive to the performance agenda.
- Lack of informal education activities within the Burbank area.
- Young people have low aspirations.

## KEY RESOURCES AND PROGRAMMES

### Investment by mainstream agencies:

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Avondale Centre at Dyke House Comprehensive School.	The Avondale Centre is a learning centre open to the public. They run many courses from the centre in conjunction with HBC Adult Education. There are a wide variety of rooms available for hire. These include conference rooms, meeting rooms, a crèche, recording studio, dance studio, video editing suite, sports hall, all weather pitch etc. The City Learning Centre is open until 9.00pm each night where the public can use the computers. For more information Tel. 01429 866968.
Brierton Community School (A Specialist Sports College).	The School believes that inclusion is a key step towards preparing children to become full and contributing members of the community. Examples of enrichment projects that have taken place during the 2005/2006 academic year include the LEAP programme for all Key Stage 3 students every Tuesday after school which provides activities for students to enrich their education including sport, jewellery making, gardening, cooking, reading for pleasure and board games; a health awareness day organised by Year 9 girls; as part of the 'Aim Higher' programme, 24 students attended a weekend residential at the University of Teesside; a weeks residential to ensure post-16 direction; the XL Asdan course where Year 10 students had the opportunity to work in an environment with young people less fortunate than themselves; a visit to an elderly residential home in Burbank involving 8 Year 11 girls who worked on arts and crafts with the residents and helped to change the elderlys' attitude of the young people of the town and the young people's attitudes of the elderly – this resulted in some girls giving up part of their summer holidays to work with the elderly residents; the Barwood Study Skills Booster event; Road Traffic Roadshow (an event held at the Riverside Stadium highlighting the dangers of unsafe driving practices); the 'Aim Higher' Roadshow and Junk Food Roadshow. For more information please Tel. 01429 265711.
Brougham Annexe, Wharton Terrace.	Although this facility is not in the Burbank area, its services are available to Burbank residents. The Annexe aims to provide an unstructured facility in which those who have disengaged from the school environment can learn, in order to try and encourage them to take up further education opportunities.



Examples of key current programmes / projects	Description
Continued ...	<p>Approximately 40 courses a week are running from the Brougham Annexe in Partnership with Hartlepool Borough Council's Adult and Community Services (Adult Education) in various areas such as literacy, numeracy, arts and crafts.</p> <p>Worklink at the Annexe Community Centre (situated in Wharton Terrace) was set up to provide support for employed and unemployed people of all ages within the town. Staff can help with:</p> <ul style="list-style-type: none"> <li>▪ application forms;</li> <li>▪ CV compilation;</li> <li>▪ letters of application;</li> <li>▪ signposting of services provided by Jobcentre Plus;</li> <li>▪ Internet and phone access to job vacancy lists;</li> <li>▪ daily job vacancies and job searches;</li> <li>▪ use of facilities such as photo-copier, fax, telephone, internet;</li> <li>▪ interview preparation;</li> <li>▪ providing free stamps, envelopes, paper etc;</li> <li>▪ advice and help onto different training paths;</li> <li>▪ career advice;</li> <li>▪ health &amp; safety courses;</li> <li>▪ job-based initiatives;</li> <li>▪ promotion of healthy living and;</li> <li>▪ first-aid.</li> </ul> <p>Access to a Benefits Advice Worker is also provided three mornings per week. The Dyke House Project (Youth Club) provides a base for developmental and recreational opportunities for young people aged between 11 and 19. The project is a partnership between Brougham Annexe and Headland Future, and drop-in sessions are held in Brougham Annexe every Thursday evening, between 7.00pm and 9.00pm.</p> <p>Owton Fens Community Association (OFCA) is also based in the Annexe and provides services to residents of the area. The centre is open Monday to Thursday 9.00am until 5.00pm and 9.00am until 1.00pm on Fridays (closed weekends). For more information Tel. 01429 268319.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Children's Centres (Stranton and Ward Jackson).	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community. Centres serving the Burbank area are based at Stranton Primary School &amp; Community Learning Centre (CLC) and Ward Jackson Primary School.</p> <p>Children's Centres provide integrated childcare, an early years teacher, family support such as adult education and parenting support, a base for childminders and access to Jobcentre Plus for advice on issues relating to employment as well as benefits advice. The Community Support and Training Officer will continue to work with providers / residents to facilitate training opportunities and raise awareness of key agencies / services available to increase levels of learning in the locality. For more information Tel. 01429 231329.</p>
Cleveland College of Art and Design (CCAD).	Provide specialist further and higher education programmes in art and design and related areas. For more information Tel. 01429 422000.
Connexions.	<p>From the 1st April 2007 Connexions Tees Valley will become the responsibility of Hartlepool Borough Council. It will continue to provide impartial and accessible information, advice and guidance for young people aged between 13 and 19 years of age. This is in addition to a wide range of other services. Services can be accessed in:</p> <ul style="list-style-type: none"> <li>▪ Schools and colleges,</li> <li>▪ Work-based learning providers,</li> <li>▪ Community locations,</li> <li>▪ Youth facilities,</li> <li>▪ One-stop shops in high street locations.</li> </ul> <p>Connexions support learning, remove barriers to progression, raise aspirations and create opportunities to enter education, employment or training. Personal Adviser's (PA's) are based in all schools, colleges and work-based learning providers and offer a range of support to young people. The majority of this support is based around careers guidance and supporting the young person's preparation for the world of work. Connexions has a one-stop shop based on Tower Street where young people can drop-in without an appointment</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	between 10.00am and 5.00pm to receive advice and guidance on subjects including housing and benefit information, careers advice and referral to training providers. For more information Tel. 01429 275501.
Dyke House Comprehensive School (Full Service Extended School).	Dyke House Comprehensive School serves the local community, including Burbank residents, by providing facilities for its pupils and the rest of the community both during and outside of school hours. The Avondale Centre and the City Learning Centre (CLC) are open all the year round, except between Christmas and New Year. The whole site is available to the community after school hours and on weekends. The school also organises classes for adults in technology and other subjects, when there is the demand. The school, Avondale Centre and CLC are there to serve the community. All are welcome and the school are keen to support organised community groups with start up costs to enable them to become self sufficient. For more information Tel. 01429 266377.
FAST Project.	Funded through NRF, this project takes a multi agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour. Within Burbank FAST has worked with Burbank Uniting Residents Together (BURT), the local Neighbourhood Police, Football Development and Hartlepool United 'Football in the Community' to set up a community football project with young people aged 14 to 18 years of age. Training is provided one evening per week and the team was recently involved in the Hartlepool Youth under 18's pilot League which they finished in fourth place. Other work has involved individual work with some football members around training / employment and linking youth into developmental opportunities / qualifications i.e. FA Level One Coaching Awards, Junior Sports Leaders Awards and training in Children's Mentoring. For more information Tel. 01429 271571.
Hartlepool Borough Council: Adult and Community Services: Adult Education.	Provides community based learning. Within Burbank courses in ICT / literacy and languages, skills for life, skills for work, family learning are offered as well as information, advice and general guidance. Courses in other subjects are provided outside of the Burbank area. Adult Education Development Workers will try and engage with priority groups e.g. people with mental health difficulties. Courses are held in

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	Burbank Community House and Stranton Learning Centre. For more information Tel. 01429 868616.
Hartlepool Borough Council Adult and Community Services: Sport & Recreation.	Sports and Recreation provide opportunities to undertake instructor and coaching qualifications for a variety of activities including football, lifeguarding and cricket amongst others. For more information Tel. 01429 284050.
Hartlepool Borough Council: Children's Services.	From August 2005, Hartlepool Borough Council became a Children's Services Authority. This means that alongside providing a strong and effective education service, it now also provides services across Burbank relating to children and young people.
Hartlepool Borough Council's Children's Services (Youth Services).	Hartlepool Borough Council's Children's Services (Youth Services) work with the young people of Burbank aged between 13 and 19 on a Monday and Wednesday evening, from 7.00pm until 9.00pm each week in the Bridge Youth Centre. For more information, Tel. 01429 523762.
Hartlepool Business Development Centre.	Hartlepool College of Further Education's Business Development Centre provides businesses with training and services utilising the latest technological developments in professional and modern surroundings. The Centre is fully equipped with three conference suites offering the latest in conference equipment. Training is offered in a range of key areas including business improvement techniques, management, occupational health and construction, as well as bespoke business services. For more information Tel. 01429 292888.
Hartlepool College of Further Education (HCFE).	HCFE specialises in full and part time education for people 14+ years of age. Level 2 Entitlement: training provided in conjunction with Learning and Skills Council Tees Valley for people aged 19 years and over. 'Access IT': outreach IT training is provided in Hanson Square, Lynn Street in conjunction with Learn Direct. The college also engages with the 14 to 16 age group. They offer a wide range of vocational subjects to complement academic studies or as an alternative. Also offer University of Teesside courses. For more information Tel. 01429 295000.

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Sixth Form College.	Hartlepool Sixth Form College is a specialist Sixth Form College and is the largest provider of A Level courses in Hartlepool offering a wide range of subject options. It also offers students the opportunity to re-sit GCSE courses. The College runs vocational courses in Child Care and Child Minding. Advice and guidance for potential students and parents is always available. For more information Tel. 01429 294444.
Hartlepool Voluntary Development Agency (HVDA).	HVDA offers a programme of free tailored Qualification Support and Career Coaching to local residents including residents from the Burbank area. If you are currently studying or thinking about entering education this programme provides one-to-one support to help you overcome any barriers to learning by building confidence and self-esteem and helping you to manage your time effectively. Sessions are tailored to individuals own needs and people interested can access up to 10 hours of free personal coaching. For more information Tel. 01429 262641.
Hartlepool Working Solutions: Enhancing Employability.	Hartlepool Working Solutions: Enhancing Employability works with schools and local employers to raise aspirations of pupils and to identify possible career options and educational routes.
Hartlepool Working Solutions: Jobs Build (NRF).	Provides financial assistance to local residents so that they can be secure and remain in paid employment. Offers bursaries and job subsidies to employers who employ local residents and provides them with associated training. For more information Tel. 01429 284087.
Hartlepool Working Solutions: Opportunities for Women (NRF).	Training is on offer, free of charge, to those women who are unemployed, lone parents or returners to work, of working age living in the NRF area (including Burbank) and in receipt of benefit. For most courses free crèche is provided. In some situations, women who work only a few hours a week can be considered for free training if it is needed for a career change. The Women's Development Fund (WDF) is directed towards women who are setting up their own business or new form of self-employment and they can apply for a grant of up to £500 for advertising and publicity to launch their new business. The WDF Panel makes decisions in individual applications. Opportunities for Women is part of the Hartlepool Working Solutions team and has close links in the community with Sure Start, and other community and voluntary organisations. The project is also linked

Examples of key current programmes / projects	Description
Continued ...	strongly with the Children's Information Service and the Lone Parent Advisors at Jobcentre Plus. For more information Tel. 01429 523513.
Hartlepool Working Solutions: Work Route (NRF).	Offers paid temporary employment and associated training in a variety of skill areas in a supported environment. The project has a constant flow of people from local residential areas including Burbank that get the opportunity to improve their working knowledge and skills and in many cases are given placements with businesses based on the neighbouring Longhill and Sandgate Industrial Estates, with the possibility of gaining permanent employment from this. For more information Tel. 01429 284583.
Hartlepool Working Solutions: Work Smart (NRF).	Business support service, which aims to offer better employment practices which will improve the employment offer to NRF residents. For more information Tel. 01429 284305.
Learning & Skills Council (LSC) Tees Valley.	<p>The Learning and Skills Council (LSC) Tees Valley aims to:</p> <ul style="list-style-type: none"> <li>▪ Ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities,</li> <li>▪ Make learning truly demand-led so that it better meets the needs of employers, young people and adults,</li> <li>▪ Transform the learning and skills sector through <i>Agenda for Change</i>,</li> <li>▪ Strengthen its role in economic development to provide the skills needed to help all individuals into jobs,</li> <li>▪ Improve the skills of the workers who are delivering public services,</li> <li>▪ Strengthen the capacity of the LSC to lead change nationally, regionally and locally.</li> </ul> <p>Specific priorities are to:</p> <ul style="list-style-type: none"> <li>▪ Increase the proportion of young people achieving a Level 2 qualification,</li> <li>▪ Reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification,</li> <li>▪ Improve the basic skills of adults, including increasing the number of Skills for Life qualifications, which count towards the national</li> </ul>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>Skills for Life target,</p> <ul style="list-style-type: none"> <li>▪ Increase the number of Apprenticeship completions.</li> </ul> <p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> <li>▪ Increase the proportion of young people and adults achieving a Level 3 qualification,</li> <li>▪ Reduce the proportion of young people not in education, employment or training,</li> <li>▪ Increase participation in higher education towards 50 per cent of those aged 18 to 30.</li> </ul>
Parent and Toddler Care in Hartlepool (PATCH).	<p>Childcare is often a barrier to people accessing educational courses. PATCH seeks to address this by running courses at flexible times. They also offer outreach home support to individual families, parents and carers for as long as it is required, deliver accredited voluntary training courses and sign post families to courses as appropriate. Hartlepool PATCH holds a parent and toddler support group at the Stranton Learning Centre every Friday afternoon between 1.15pm-2.45pm. The group is open to all adults / carers who have children under the age of 5 years. For more information Tel. 01429 862727.</p>
St Joseph's RC Primary School.	For more information Tel. 01429 272747.
Stranton Primary School.	<p>The School provide a breakfast club and afterschool club as well as a wide range of activities including gymnastics, trampoline, football, netball, a writing club, a recorder club, an active minds club, an emotional literacy group and a newspaper producing activity in association with the Evening Gazette. For more information please Tel. 01429 275595.</p>
Stranton Learning Centre.	<p>The Stranton Centre is located next to Stranton Primary School which is in close proximity to the Burbank area. The spacious centre caters for all ages as there are a diverse range of Adult Education courses, activities and clubs on offer, which are based around computing, sports, arts and crafts and performing arts. The Centre is open 6 days a week between 9.00am and 9.00pm, Saturday times vary. There are many different facilities at the Centre, which include a computer suite,</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	meeting room, performing arts room, sports hall with indoor facilities and sports facilities. For more information Tel. 01429 231329.
Sure Start.	The overall aim of Sure Start in Hartlepool is to provide a co-ordinated, community driven programme of services for young children aged under 4 and their families. Sure Start has a Community Support Officer who can provide support, advice and guidance to residents of the community on many different aspects of childcare which can prevent parents from accessing learning opportunities. Burbank residents can access Sure Start services from Ward Jackson Primary School as part of the Children's Centre. For more information Tel. 07790 779082.
The City Learning Centre (CLC) on the site of Dyke House Comprehensive School.	The City Learning Centre (CLC) is a government funded organisation supported by local secondary schools. The Centre provides high specification and technology-rich equipment to help all learners to achieve their full potential in their studies. They offer free usage of drop-in sessions for supported learning to everyone from primary schools, secondary schools and colleges. The CLC has a wide range of facilities including a digital music recording studio, dance studio, TV broadcasting, quality video editing, 120 computer workstations (with internet) and many more facilities. For more information Tel. 01429 266377.
The English Martyrs RC School & Sixth Form College.	As well as standard school facilities each year the School prepares a programme of Enterprise Activities for the pupils. These include mock interviews, future assessments and entrepreneurial masterclasses. For more information Tel. 01429 273790.
Ward Jackson Primary School.	The School offers a breakfast club and after school club from 3.15pm until 5.00pm, providing a range of activities including sport, computing, baking and an opportunity to do homework. Extra curricular activities include football, cricket, netball and choir. The School has good links with Hartlepool College of Further Education (HCFE). It also offers an enrichment programme and an enterprise project that involves the young people making and selling cakes including advertising their wares. A visit to a supermarket is also offered which provides the young people with an opportunity to see how it is ran. For more information please Tel. 01429 293777.



**GAPS – WHAT NEEDS TO BE DONE**

<b>Service delivery issues needing attention</b>	
1.	Increase participation in Adult Education courses in the area.
2.	Improve public transport links to secondary schools across the town.
3.	Develop the aspirations of young people.
4.	Develop more vocational learning opportunities, especially for young people.
5.	Continue to improve the educational attainment of all school children, at both primary and secondary level (particularly at Key Stage 2 and GCSE level).

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<b>LIFELONG LEARNING AND SKILLS</b>						
Lack of participation in Adult Education courses in the area.	<ul style="list-style-type: none"> <li>▪ Increase the take up of Adult Education courses.</li> <li>▪ Increase the variety of Adult Education courses provided by Hartlepool Borough Council's Adult Education in the area.</li> <li>▪ Improve adult literacy and numeracy.</li> <li>▪ Remove barriers to educational opportunities, for example improved transport.</li> </ul>	<p>Short Term.</p> <p>Medium Term.</p> <p>Long Term.</p> <p>Long Term.</p>	<p>Burbank Forum.</p> <p>Community / Voluntary Sector.</p> <p>HBC Adult Education.</p> <p>HCFE.</p> <p>LSC.</p> <p>St Joseph's RC Primary School.</p> <p>Children's Centre.</p> <p>Ward Jackson Primary School.</p> <p>HVDA.</p> <p>Sure Start.</p>	<p>Increase the number of residents taking up learning opportunities.</p> <p>Raise literacy and numeracy levels.</p> <p>Reduce the number of people feeling there are barriers to education.</p>	<ul style="list-style-type: none"> <li>▪ Children's Centre, Hartlepool Borough Council's Adult Education, Sure Start and Burbank Forum to discuss.</li> <li>▪ Hartlepool Borough Council's Adult Education has resources for the "Embedded Skills for Life" but need to engage with the community to encourage demand.</li> <li>▪ Children's Centre, Hartlepool Borough Council's Adult Education and Burbank Forum to discuss.</li> <li>▪ Hartlepool Borough Council's Adult Education and Burbank Forum to discuss.</li> </ul> <p>Hartlepool College of Further Education, which is in close proximity, offer a variety of courses. Tel: 01429 295000.</p> <p>Sure Start Community Support Officer is available to provide advice and guidance.</p>	<p>Increase the number of new Skills for Life qualifications.</p> <p>Increase number of residents gaining Level 1, 2 and 3 qualifications.</p> <p>Increased number of learners participating in Adult Education programmes.</p>
No school bus and / or public bus services available to transport pupils to secondary schools across the	<ul style="list-style-type: none"> <li>▪ School pupils to identify where and when buses are required. Liaise with appropriate secondary schools, Hartlepool Borough Council's Children's Services (Education),</li> </ul>	Medium Term.	Stagecoach / ARRIVA. HBC Local Transport Coordinator.	Greater accessibility for residents.	<ul style="list-style-type: none"> <li>▪ Local secondary schools and their pupils to discuss with ARRIVA / Stagecoach and Hartlepool Borough Council's Children's Services (Education)</li> </ul>	Increase bus passenger satisfaction.

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
town.	ARRIVA / Stagecoach and Hartlepool Borough Council's Local Transport Coordinator to discuss options.	See previous page.	HBC Children's Services. Local secondary schools.	See previous page.	and Hartlepool Borough Council's Local Transport Co-ordinator subject to resources.	See previous page.
Young people lack aspirations.	<ul style="list-style-type: none"> <li>▪ Increase the information and guidance given on further education, for example college and university.</li>   <li>▪ Expand work experience opportunities by establishing links between education establishments and businesses in the area.</li> </ul>	<p>Medium Term.</p> <p>Medium Term.</p>	<p>HCFE. Hartlepool VI Form College. English Martyrs RC School and VI Form College. CCAD. University of Teesside. HBC Children's Services. All local schools. Children's Centre. Young people and parents. Connexions. FAST Project.</p>	<p>Increase the involvement of young people in local learning activities.</p> <p>Improve the level of information given to young people regarding further education.</p>	<ul style="list-style-type: none"> <li>▪ All secondary schools, Hartlepool College of Further Education, Hartlepool VI Form College, English Martyrs RC School and VI Form College, Cleveland College of Art and Design and University of Teesside (Student Advocate Scheme) to discuss.</li>   <p>Hartlepool Working Solutions: Enhancing Employability.</p>   <p>Connexions offer a variety of services including careers advice and guidance for young people. Tel. 01429 275501.</p> <li>▪ All secondary schools, Hartlepool College of Further Education, Hartlepool VI Form College, English Martyrs RC School and VI Form College, Cleveland College of Art and Design and local businesses to discuss.</li>   <p>Hartlepool Working Solutions: Enhancing Employability and Work Route.</p> </ul>	<p>Improve children's communication, social and emotional development.</p> <p>Ensure young people are supported in developing self confidence, team working skills and enterprise.</p> <p>Increase careers education and guidance provision to all young people aged between 13 and 19 years.</p> <p>Ensure all Key Stage 4 pupils undertake work related learning and useful work experience.</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	<ul style="list-style-type: none"> <li>Provide more educational trips / activities for young people including informal educational activities.</li> </ul>	Medium Term.	See previous page.	See previous page.	<ul style="list-style-type: none"> <li>All local schools to discuss.</li> </ul> <p>The FAST Project offers developmental opportunities and qualifications. Tel. 01429 271571.</p>	See previous page.
More vocational learning opportunities required particularly for young people.	<ul style="list-style-type: none"> <li>Create more “hands on” learning opportunities in schools, for example woodwork.</li> <li>Promote and develop existing apprenticeship schemes.</li> </ul>	Medium Term.	All local schools. HBC Children's Services. HCFE. Young people and parents. LSC.	Increase the involvement of young people in vocational activities.	<ul style="list-style-type: none"> <li>All local secondary schools to investigate.</li> </ul> <p>For post 16 years of age, close by Hartlepool College of Further Education offer a variety of vocational courses. For further details, Tel: 01429 295000.</p> <ul style="list-style-type: none"> <li>Resources to be confirmed.</li> </ul>	<p>Increase number of Modern Apprenticeships Framework completions.</p> <p>Ensure all Key Stage 4 pupils undertake work related learning and useful work experience.</p>
Continue to improve the educational attainment of all school children, at both primary and secondary level (particularly at Key Stage 2 and GCSE level).	<ul style="list-style-type: none"> <li>Reduce truancy levels, monitor bullying issues and encourage young people to stay in school.</li> <li>Monitor the fluctuations in attainment that occur in local schools.</li> </ul>	<p>Medium Term.</p> <p>Long Term.</p>	All local schools. HBC Children's Services. Young people and parents.	<p>Improve grades in school.</p> <p>Evidence of inter-agency working.</p>	<ul style="list-style-type: none"> <li>All local schools and Hartlepool Borough Council's Children's Services (Performance and Achievement Division – links to Education Development Plan and Special Educational Needs Action Plan. Attendance Officers and Behaviour Improvement Programme is in place in some schools) to discuss.</li> <li>All local schools and Hartlepool Borough Council's Children's Services (Performance and Achievement Division – links to Education Development Plan</li> </ul>	Increase achievement at Key Stage 2, 3 and 4.

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	See previous page.	See previous page.	See previous page.	See previous page.	<p>and Special Educational Needs Action Plan) to discuss.</p> <p>Neighbourhood Renewal Funding is given directly to secondary schools serving NRF students in order to fund activities to help raise attainment.</p>	See previous page.

## HEALTH AND CARE

### WHAT IS THERE TO KNOW ABOUT THE AREA?

<p><b>Statistics</b></p> <ul style="list-style-type: none"> <li>▪ 7.6% of households are lone parents in comparison to 11.9% NRF Area, 8.7% Borough wide and 6.4% Nationally (ONS 2001).</li> <li>▪ 34.2% of residents have a limiting long-term illness in comparison to 24.2% NRF Area, 27.4% Borough wide and 17.9% Nationally (ONS 2001).</li> <li>▪ 29.7% of residents of a working age have a limiting long term illness in comparison to 24.9% NRF Area, 18.4% Borough wide and 19.1% Nationally (ONS 2001).</li> <li>▪ 38% of residents consider drug dealing and use to be a serious problem in the area in comparison to 21% Borough wide (MORI 2004).</li> <li>▪ 37% of residents smoke cigarettes in comparison to the Borough average of 34% (MORI 2004).</li> <li>▪ 30% of households suffer from anxiety / problems with nerves / depression / stress in comparison to 15% Borough wide (MORI 2004).</li> <li>▪ 30% of residents in the area feel that their health has been “not good”, in comparison to 19% Borough wide (MORI 2004).</li> <li>▪ 88% of residents feel that “illness, disability or infirmity limit their activities in any way”, in comparison to 81% Borough wide (MORI 2004).</li> <li>▪ 22% of residents eat five portions of fruit and vegetables a day, in comparison to 22% Borough wide (MORI 2004).</li> </ul>	
<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>▪ Burbank Food Co-op and Stranton Fruit and Vegetable Bag Scheme enables residents to pre-order fresh produce and acts as a meeting place within the community.</li> <li>▪ Men’s Health Club.</li> <li>▪ Walk to Health Club.</li> <li>▪ Sure Start, especially the Mother and Toddler Group at Stranton which is in close proximity to the Burbank Area.</li> <li>▪ Sure Start Community Support Officer providing courses on parenting skills and childcare development.</li> <li>▪ Directory of local health service providers.</li> <li>▪ HBC Health Development Worker and Healthy School’s Co-ordinator.</li> <li>▪ Burbank Community Nurse.</li> <li>▪ FAST Project.</li> <li>▪ Hartlepool Youth League.</li> <li>▪ Anchor Trust Community Development Team.</li> </ul>	<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>▪ No GP or health provision / facilities within the area.</li> <li>▪ Lack of awareness of the help, advice and support which is available regarding health issues e.g. Community Nurse.</li> <li>▪ Burbank Food Co-op has limited opening hours and residents want to access the services more regularly.</li> <li>▪ Lack of accessible and organised fitness classes / healthy eating clubs in the area for young people.</li> <li>▪ Stray animals on the streets.</li> <li>▪ No local learner swimming pool.</li> <li>▪ Older residents in the area need access to higher levels of care.</li> <li>▪ Dog Litter is a problem within the area, especially at St Josephs Nursery School.</li> <li>▪ Lack of regular bus services to and from the area, especially at night to local doctors surgeries and hospitals.</li> </ul>

### KEY RESOURCES AND PROGRAMMES

#### Investment by mainstream agencies:

Examples of key current programmes / projects	Description
Anchor Trust Community Development Team.	The Community Development Team work with individuals and groups in the Burbank area who are, or cater for people 50+, to assess needs and requirements and to seek to address these where possible e.g. holding a “Falls Prevention Day” and having the opportunity to take

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	part in a series of seated exercise sessions. For more information Tel. 01429 224466 or email atcdteam@hotmail.com.
Bridge Youth Centre and Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA).	<p>The Bridge Youth Centre is located on Burbank Street and includes the new Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA)) on the corner of Lynn Street. The Bridge Youth Centre is however closing and services, in future, will be delivered from Burbank Community House. The MUGA will however remain.</p> <p>The Safe Sports Play Area was opened on 3<sup>rd</sup> September 2005 as part of the Burbank Summer fair. The facility is open to young people everyday between 9.00am and 10.00pm. The main games that are played are football and basketball but the facility also has the provision for cricket and other ball games. The Burbank pitch is the only Hartlepool Safe Sports Play Area to be managed by Residents, Service Providers and the Council in partnership.</p>
Burbank Food Co-op.	<p>The Burbank Food Co-op was initiated by a group of residents in the area and has proved to be very successful. The Co-op is held within Burbank Community House, Burbank Street every Wednesday between 10.30am and 12 noon.</p> <p>All residents of the area can join for free. The Co-op which is run and organised by volunteers, stocks a variety of healthy eating foods, tinned goods and dairy produce along with fresh fruit and vegetables. For more information or to volunteer Tel. 01429 869662.</p>
Children's Centres.	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community. In the Burbank area the Centres are based at Stranton Primary School and CLC and Ward Jackson Primary School.</p> <p>The above delivers services for parents-to-be, parents and children up to age 5. Services focussed on health include antenatal care health visiting, advice on weaning, nutrition, breast-feeding, safety, behaviour management, emotional well-being, gurgle and play sessions and choking baby and baby resuscitation visits.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	These Centres will also provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, family support such as adult education and parenting support, a base for childminders and access to Jobcentre Plus for advice on such issues as employment and benefits advice. This integrated approach will provide holistic support for children's development, support to families with young children and will facilitate the return to work of those parents who are currently unemployed. For more information Tel. 01429 231329.
Community Nurse.	The Burbank Forum have allocated monies from their 2006/07 Neighbourhood Element budget to fund a Community Nurse for the Burbank area. The clinics will run for two afternoons per week by a member of the Central Nursing Team.
FAST Project.	The FAST Project provides weekly sessions of football coaching as well as education / development opportunities for young people between the ages of 8 and 18 years of age for both males and females. Opportunities such as Sports Leaders Awards and Football Association Coaching badges are also available. For more information contact the Project Co-ordinator on Tel. 01429 271571.
Hartlepool Access Audit Group.	Hartlepool Access Audit Group (HAG) has an Access Audit Group that has experience of partnership working with Hartlepool Borough Council to identify and assist in prioritising work for paving, for example tactile markings, dropped kerbs and other areas of work around the built environment. The Access Audit Group has assisted many organised services and businesses to improve their premises. New services include Personal Emergency and Evacuation Plans and Access Statements. For more information Tel. 01429 861777 or 01429 891881.
Hartlepool and East Durham Alzheimer's Trust.	The principal objective of the Hartlepool Alzheimer's Trust is the promotion of the relief and treatment of those suffering from Alzheimer's disease and related disorders, and to provide support for such persons and their families. The Trust provides general care and counselling services and provides advocacy advice and information regarding Alzheimer's disease and related disorders. For more information Tel. 01429 868205.



<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Borough Council: Community Nutritionist.	For more information Tel. 077939580753.
Hartlepool Borough Council: Environmental Action Team.	Can use enforcement to tackle illegal parking issues, off road parking and dog fouling.
Hartlepool Borough Council: Healthy Schools Co-ordinator.	For more information Tel. 01429 284256.
Hartlepool Borough Council: Football Development Officer.	A new town-wide Football Development Officer is now working within the area to promote football and sports / health education. On a Wednesday evening, football is played at Dyke House Comprehensive School, and male and female players are welcome to take part. There are also funded Coaching opportunities available throughout the area. For more information Tel. 01429 284051.
Hartlepool Borough Council: Mill House Leisure Centre.	<p>Mill House Leisure Centre provides a wide range of sports facilities which are in close proximity to the Burbank area and include two swimming pools, one to competition standard with a 57 metre waterslide and 3-stage diving facilities as well as a teaching pool. A multi-purpose hall is available which is used for a wide range of sporting activities such as badminton, five-a-side football, basketball, netball and cricket nets as well as providing a venue for concerts, theatre productions, trade fairs and conventions.</p> <p>A fitness room is also available fully equipped with both single station resistance equipment and cardiovascular fitness machines. The centre also has squash courts, a health suite including sauna and steam room facilities, a floodlit outdoor area suitable for 5-a-side football, netball and basketball and we can also offer a vast range of courses and classes suitable for all ages and tastes. They include swimming lessons, football coaching, gymnastics, gymtot sessions, aqua aerobics classes, aerobic sessions, fitness courses, karate classes and adult only swim sessions.</p> <p>General opening times for swimming pools are as follows:  Mon, Wed and Fri: 10.00am – 9.00pm (General swimming). 9.00am – 10.00am and 9.00pm – 10.00pm (Adults only).</p> <p>Tues and Thurs: 10.00am – 5.00pm (General swimming). 9.00am – 10.00am and 8.45pm – 9.45pm (Adults only)</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>Dryside Facilities opening times are as follows:  Mon to Fri – 9.00am – 10.00pm.  Sat and Sun – 9.00am –5.00pm.</p> <p>Under future plans, should funding be available, it is proposed that Mill House Leisure Centre will be replaced. A feasibility study has concluded that the site for a new Centre should be located at Victoria Harbour as part of the overall redevelopment master plan. It is intended that the new H2O Centre will be iconic in nature and prove to be a regional attractor as well as providing a new community based facility.  For more information Tel. 01429 223791.</p>
Hartlepool Borough Council: Neighbourhood Enforcement Team (NET).	<p>The Neighbourhood Enforcement Team provides education, guidance and advice to members of the public and organisations on issues such as graffiti, fly tipping, abandoned vehicles and dog related matters. Sometimes the Neighbourhood Enforcement Team is able to use litigation in order to achieve its objectives.</p> <p>The Community Wardens are part of Neighbourhood Enforcement Team and assist with issues such as dog fouling, littering, abandoned and untaxed vehicles, graffiti and fly tipping. They have recently been given additional powers to issue Fixed Penalty Notices for offences such as littering and dog fouling. These new powers will enable the Wardens to take immediate action and / or pass information to the Neighbourhood Enforcement Team for further investigation.</p> <p>The Dog Warden Service tackles a number of related issues ranging from stray and dangerous dogs to dog fouling. Recent new initiatives have seen the introduction of “dog chipping” and “spaying and neutering” schemes designed at reducing the number of stray dogs in the town and enabling such dogs to be quickly reunited with their owners.</p> <p>The Neighbourhood Enforcement Team has achieved a number of successful prosecutions for fly tipping, involving both individuals and companies. It continues to be a very proactive approach in this field and believes the publicity achieved by court action is a means of deterring others with similar intentions. A proactive and spontaneous approach is applied in areas such as back / alley gated streets, highways and shopping precincts to ensure companies and individuals</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>comply with relevant legislation. This is achieved through education / guidance and where appropriate, the issuing of Fixed Penalty Notices and Court Action. The Neighbourhood Enforcement Team is also undertaking a campaign to prevent the build up of cigarette related litter in busy streets and shopping areas. Actions proposed include the siting of purpose built cigarette bins and Fixed Penalty Fines.</p> <p>The Neighbourhood Enforcement team have also formed a “Graffiti Squad” which encompasses issues such as fly posting and chewing gum removal.</p> <p>The Neighbourhood Enforcement Team now has a complex system of covert surveillance cameras to assist in its determination to clamp down on various aspects of anti-social behaviour, such as dog fouling, littering and flytipping.</p> <p>For more information Tel. 01429 523370.</p>
Hartlepool Borough Council: Neighbourhood Renewal Fund (NRF) dedicated floating Environmental Operative.	<p>Dedicated, floating Environmental Operative for the NAP areas of the Central and South Neighbourhoods. Covering the Burbank, NAP forum area for a minimum of 1 day per NAP area. The main duties to include:</p> <ul style="list-style-type: none"> <li>▪ Grounds maintenance,</li> <li>▪ Cleaning provision,</li> <li>▪ Gardening.</li> </ul> <p>In Burbank the floating Environmental Operative will respond to issues raised by the NAP Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>
Hartlepool Borough Council's Sports Development Team.	For more details Tel. 01429 284104
Hartlepool Carers.	Hartlepool Carers is a voluntary organisation, which supports unpaid carers in their caring role. Carers can support family or friends in need of care because of illness or disability. Hartlepool Carers also provides a voluntary service, which offers counselling, therapies, low level support, a sitting service and an advocacy service. For more

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	information Tel. 01429 283095.
Hartlepool 50 Plus.	50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of statutory and voluntary bodies in Hartlepool. The group meets on regular occasions and for further information contact the Anchor Trust Community Development Team on Tel. 01429 224466.
Hartlepool Mental Health Unit.	Hartlepool Mental Health Unit currently provides hospital based mental health services for the adults and older people of Hartlepool and South Easington in the mental health unit of the University Hospital of Hartlepool. In line with national guidelines, more people with mental health problems in Hartlepool are being treated and supported in their own homes by a growing range of community mental health teams. By the end of 2006 it is hoped that a single storey purpose built building on Lancaster Road will be opened. It will have 16 ensuite bedrooms for adults and 16 for older people, two courtyard gardens and a number of flexible indoor spaces that can be used for a wide range of treatment and therapies. The therapies available may include relaxation classes, art and music workshops, group and individual counselling sessions. The unit will have car parking spaces for staff and visitors and will be surrounded by fencing, trees and bushes.
Hartlepool MIND.	Hartlepool MIND offers support to anyone suffering from mental health problems and / or emotional distress. Hartlepool MIND can help with the following – self harm, unusual feelings and beliefs, hearing voices, mood disorders, Obsessive Compulsive Disorder (OCD), depression, anxiety, stress and any other mental health issues. For more information Tel. 01429 269303.
Hartlepool School Sport Co-ordinators Programme.	The School Sport Co-ordinators Programme has been running since 2000 and is a national initiative which aims to provide creative, sporting, physical and outdoor activities that have clearly defined learning objectives to promote pupils well being and contribute to their personal and social development. Hartlepool School Sport Co-ordinators Partnership involves all of the Schools in Hartlepool. Each Primary School donates £100 and each Secondary School £1,000

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	each year to the budget, to help towards the activity. The Hartlepool School Sport Co-ordinator Programme has been very successful in increasing pupil's access to high quality physical activity and sports activity, within and out of normal school hours. This in turn has improved levels of physical exercise amongst pupils, which has a positive effect on the health and well-being of those who participate. For more information Tel. 01429 287506.
Hartlepool Teenage Pregnancy Partnership.	The Hartlepool Teenage Pregnancy Partnership is responsible for the delivery and co-ordination of the 10 year Teenage Pregnancy Strategy and the annual action plans to half the under 18 conception rate by 2010. The Teenage Pregnancy Strategy includes the development of contraception and sexual health services for young people, the improvement of the delivery of sex and relationships education in school and non school settings and the delivery of a Teenage Pregnancy Support Service.
Lucinda and Godfrey Primary School Resource.	The Lucinda and Godfrey resource is a Sex and Relationship whole school scheme of work for Key Stage 1 and Key Stage2 pupils. It is based on two characters, Lucinda and Godfrey, who begin nursery school together. The scheme follows the characters through their primary school years growing, and changing with them.
Men's Health Club.	<p>The Burbank Men's Club was formed in June 2006, following on from the Men's Health Initiative taster sessions.</p> <p>The Burbank Men's Club have been helped to gain funding to allow them to take part in a series of 'taster sessions' across a number of sporting activities, e.g. Archery, Angling, Ten Pin Bowling, Carpet Bowls, Walking &amp; Rambling and many other outdoor activities. In May 2006 the club received a donation of £200 from Three Rivers Housing Association towards a 'strengthening communities' health initiative in the Summer, which was a great success. In September 2006 club members also went on a 'health and fitness' walk from Hawsker to Robin Hoods Bay.</p> <p>The club has its own independent Rules, Terms of Reference and Banking facilities. Guests are welcome at club events by invitation of a registered member, and are women included on some occasions.</p> <p>If you are 'male', over 16, and live in the Burbank area you can join the</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	club for free by contacting Tel. 01429 869662 and completing a registration form.
PATCH: Parent and Toddler Care in Hartlepool.	The PATCH project run parent support groups which provide a variety of play activities in safe and stimulating environments with a wide range of play equipment. PATCH also loan home safety equipment and equipment for teenage parents. For more information Tel. 01429 862727.
Patient and Public Involvement (PPI) Forum.	Patient and Public Involvement (PPI) Forums are made up of groups of volunteers from the local community who are enthusiastic about helping patients and members of the public influence the way that local healthcare is organised and delivered. Forum members come from different backgrounds and have a wide range of experience and skills. They are keen to work with all sectors of the community to find out what people think about health and healthcare in the local area – and take action wherever necessary. For more information Tel. 01429 287315.
Primary Care Trust (PCT).	<p>Hartlepool Primary Care Trust (PCT) is the organisation that provides and commissions Hartlepool's local primary and community health services. The PCT's main role is to improve health and make sure that when people are ill they have access to the best possible health care. The PCT provides a range of health services including district nursing, health visitors, school nursing service, rapid response care, sexual health and contraception services and a range of community clinics. Hartlepool PCT are developing Estate Strategies in order to look at the relocation of primary care services. In addition, the PCT has set up an integrated health and social care team.</p> <p>Hartlepool PCT works with the 16 GP practice's which serve the people of Hartlepool. The PCT are also responsible for ensuring access to 12 Dental practices, 17 community Pharmacies and 9 Optometrist practices, which serve the people of Hartlepool.</p> <p>The PCT also provides a range of health services which include the following:</p> <p><u>School Nursing Service</u> - The School Nursing Service is a universal</p>

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

Examples of key current programmes / projects	Description
Continued ...	<p data-bbox="1062 175 1921 358"><u>Speech and Language Therapy Service</u> – The Speech and Language Therapy Service provides a specialist service to adults and children who have speech, language or communication disorders. The Service also offer a specialist service to adults and children who have swallowing, eating and drinking disorders. For more information Tel. 01429 267901.</p> <p data-bbox="1062 396 1921 483"><u>Community Stroke Team</u> – The Community Stroke Team provide rehabilitation to people who have suffered form a stroke in the last six months. For more information Tel. 01429 285380.</p> <p data-bbox="1062 521 1921 673"><u>OPTIN (Older Person Team for Integrated Needs)</u> – The Older Person Team for Integrated Needs is a service specifically for older people, aged 65 years or over, residing in either Residential or Nursing homes. The service covers patients who have, or develop, non urgent chronic conditions. For more information Tel. 01429 285372.</p> <p data-bbox="1062 711 1921 992"><u>Smoking Cessation Service</u> – The Smoking Cessation Service is a Teesside service which works in partnership with other agencies in order to reduce smoking prevalence in Teesside. Within Hartlepool the Smoking Cessation Service works closely with Nurse Prescribers offering weekly drop-in clinics throughout the town to help those people who want to stop smoking. The three local drop in sessions include Hartlepool People Centre, St George's Church Hall on Park Road and Mill House Leisure Centre (in close proximity to the Burbank area). For more information Tel. 01642 223023.</p> <p data-bbox="1062 1029 1921 1273"><u>Coronary Heart Disease (CHD) Nursing Team</u> – The Coronary Heart Disease Nursing Team run Secondary Prevention Clinics within GP practices and offers a service to all patients with established coronary heart disease. The Service works as part of the Cardiac Rehabilitation Service which brings together health professionals from Hartlepool PCT, the University Hospital of Hartlepool, consultants, GP's, practice nurses, health visitors to improve the lives of patients. For more information Tel. 01429 285364.</p> <p data-bbox="1062 1310 1921 1425"><u>Macmillan Nursing Service</u> – Macmillan Nurses are qualified nurses that have specialist skills and knowledge in order to help patients manage any of the symptoms associated with their illness and also provide emotional and practical support for patients and their families.</p>



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

Examples of key current programmes / projects	Description
Continued ...	<p data-bbox="1060 175 1917 451"><u>Sight Loss Support Service</u> – The Sight Loss Support Service offers people with sight loss a professional assessment of their needs as well as support in managing everyday tasks such as daily living skills, mobility, benefit advice and communications. People will also have the opportunity to discuss any concerns regarding sight loss. You can make an appointment with the new Service by completing the tear-off section on the Low Vision leaflet which is available from your optician, GP or local library. Alternatively for more information Tel. 01429 285776.</p> <p data-bbox="1060 492 1917 768"><u>Low Vision</u> – From September 2006, four optician practices in Hartlepool will provide a community based low vision aid assessment service. This service is specific to patients who have been told that there is nothing or very little which can be done to improve their sight. The assessment will suggest aids, such as magnifiers which can help patients make the best use of the sight they have. Previously this service was only available within the Hospital. Referrals can be made via opticians, hospital clinicians and the Hartlepool Sight Loss Support Service. For more information Tel. 01429 285776.</p> <p data-bbox="1060 808 1917 922"><u>Interpreting Services</u> – Interpreting services are available free to patients visiting a GP, pharmacist, dentist, optician or using any other services provided by Hartlepool PCT. For more information telephone the Patient Advice and Liaison Service (PALS) on Tel. 01429 287144.</p> <p data-bbox="1060 963 1917 1206"><u>Health Text Message Service for Boys and Young Men</u> – The text message service provides information to boys and young men in Hartlepool. The service runs alongside existing services such as the sexual health drop-ins and the youth support bus and aims to reach those people who would prefer not to have face to face contact with a health professional. A team of PCT staff are on hand to answer any questions received. To access the service, young men should text: advice lads and their question to 60003.</p> <p data-bbox="1060 1247 1917 1425"><u>Wynyard Road Primary Care Centre</u> – The new £1.1 million Wynyard Road Primary Care Centre, next to the Owton Rossmere Resource Centre opened in August 2006. The Wynyard Road Primary Care Centre will deliver faster access to treatment and a better quality of care – ultimately reducing the need for patients to visit hospital. The Centre will help patients to manage long term conditions by providing</p>

Examples of key current programmes / projects	Description
Continued ...	<p>better support in the community.</p> <p>Health services offered at the new Centre will include:</p> <ul style="list-style-type: none"> <li>▪ A town wide 'urgent care' service provided by Emergency Care Practitioners (ECP'S) to deal with a range of health issues on a drop in basis as an alternative to Hospital Accident and Emergency based care. The service will be available Monday to Friday 9.00am to 6.00pm,</li> <li>▪ A minor surgery facility,</li> <li>▪ Clinics offering basic health information, minor ailment and minor injury care, extended nurse care, contraception and sexual health services.</li> </ul> <p>For more information Tel. 01429 223195.</p>
Stranton Centre.	<p>The Stranton Centre is located beside Stranton Primary School and is in close proximity to the Burbank area. The Stranton Centre is open 6 days a week at the following times:</p> <p>Monday and Tuesday: 9.00am-9.00pm  Wednesday: 9.00am-10.00pm  Thursday: 9.00am-9.00pm  Friday: 9:00am-8.00pm  Saturday: varies week to week depending on bookings.</p> <p>There are many different facilities at the Centre, which include a computer suite, meeting room, performing arts room, sports hall (for badminton e.t.c) with indoor facilities plus a sports field with outdoor changing facilities. For more information Tel. 01429 231329. The spacious centre caters for entire family as there are a diverse range of courses and services on offer, which included:</p> <p><u>Aikido</u>  Every Monday evening between 7.00pm –9.00pm a very different and effective Martial art, based on co-operation and not competition, to develop fitness is available at the Centre. This is suitable for all adults. For more information Tel. 01429 409278.</p> <p><u>Baby Clinic</u>  The nursery nurses and health visitors are within the Centre for advice</p>

Examples of key current programmes / projects	Description
Continued ...	<p>and support in an informal setting for parents to catch up with others, have your baby weighed and gentle massage. The Baby Clinic is held every Tuesday 1.30pm-3.00pm. For more information tel. 01429 287001.</p> <p><u>Baby Massage</u> The Baby Massage group meets every Wednesday between 1.30pm-3.00pm (Term time only). The aim of the group is for people to come along and meet other parents in a relaxed atmosphere and enjoy the benefit of baby massage. For more information please Tel. 01429 285136.</p> <p><u>Community Development Worker</u> The Community Development Worker based at the Centre aims to work with people to encourage use of the Centre to its full capacity. The Community Development Worker also holds a coffee morning every Friday from 10.00am-11.00am. For more information Tel. 01429 231329.</p> <p><u>Exercise for Health</u> The exercise for health session is held every Monday from 7.00pm-8.00pm for both male and females of all abilities. For further information Tel. 07796176735.</p> <p><u>Food Co-op</u> A fruit and vegetable scheme is held at the Centre every Tuesday between 2.30pm-5.00pm. Vegetable and fruit bags are available for £2.50. For more information Tel. 01429 231329.</p> <p><u>Massage Therapy</u> Treatments available from the Stranton Centre for muscular injuries, aches, pains or for general relaxation. For advice and treatment costs Tel. 07981318627 or 07940187805.</p> <p><u>PATCH</u> Hartlepool PATCH holds a parent and toddler support group at the Centre every Friday afternoon between 1.15pm-2.45pm (during term time only). The group is open to all adults / carers who have children under the age of five. Parents are required to stay during the session.</p>

Examples of key current programmes / projects	Description
Continued ...	<p><u>Stranton Football Club (Stranton F.C.)</u> The Stranton Football Club trains every Saturday from 10.00am-12noon at the Stranton Centre. The team is run by qualified F.A Coaches and is affiliated to the Durham Football Association. Matches are played on Sunday afternoons. Tel. 07808300983 for more information.</p> <p><u>Stranton Gymnastics Club</u> Classes run in eight week blocks with limited places. Participants must be aged 5+. Classes take place every Monday 5.30pm-7.00pm and Friday 5.00pm-7.30pm. Places must be booked. Tel. 01429 231329.</p> <p><u>Tai-Chi</u> Tai Chi helps to combat stress and strains caused by everyday life as well as improving balance and co-ordination. The class is suitable for all abilities, both male and females are welcome. The class takes place every Wednesday between 11.15am-12.15noon. For more information Tel. 01429 231329.</p> <p><u>Women's Health Group Netball</u> A netball session run by a qualified professional coach every Wednesday from 6.00pm-7.00pm for all ages groups and all abilities. Tel. 01429 231329.</p>
Sure Start.	<p>The overall aim of Sure Start in Hartlepool is to provide a co-ordinated, community driven programme of services for young children aged under 4 and their families. The services will be 'shaped' according to community choice and need, adhering to the overall objectives of Sure Start. It will be non-stigmatising, locally accessible service, designed to achieve maximum life chances for all, thus ensuring that children and their parents achieve their full potential within a learning community.</p> <p>Because of the geographical factors of the Sure Start area and the diversity of the communities within it, it is envisaged that there needs to be more than one centre from which services will be delivered. It is also envisaged there will be a Core Sure Start Team consisting of a variety of professionals. Other organisations will be contracted into</p>

Examples of key current programmes / projects	Description
Continued ...	<p>provide more specialist provision in respect of domestic violence, drug abuse and adult mental health issues.</p> <p>Sure Start runs a netball club in the Burbank Community Garden for residents to take part in and improve their fitness. For more information Tel. 07796176735.</p> <p>Sure Start also provides a Domestic Violence Outreach service which includes Telephone support, One-2-One support, Support Groups and Drop-ins for victims of Domestic Violence. For more information please Tel. 07790 779082.</p> <p>Sure Start has a Community Support Officer who can provide support, advice and guidance to residents of the community on many different aspects of childcare.</p> <p>For more information on the services Sure Start provides to the Burbank area Tel. 07790779082.</p>

#### GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Improve access to health service and knowledge on what services exist in throughout the area.
2.	Continue to improve health care for the elderly.
3.	Continue to improve the health and fitness programmes available within the area, especially for young people.
4.	Improve awareness of health education for all age groups.
5.	Improve length of waiting times when making appointments at doctors / dentists.

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<b>HEALTH AND CARE</b>						
<p>Improve access to health services in the area.</p>	<ul style="list-style-type: none"> <li>▪ Increase the opening hours / days of operation of the Burbank Food Co-op and the Fruit and Vegetable Bag Scheme at the Stranton Centre.</li> <li>▪ Health promotion needed throughout the area, especially the promotion of existing services e.g. Community Nurse.</li> <li>▪ Investigate the possibility of providing more health services such as community drop-in sessions and / or nurse led prescribers.</li> <li>▪ Improve signposting services.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p> <p>Short / Medium Term.</p> <p>Short Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. Local GP's. Local Dentists. Community First. Local Imp. Team for Mental Health. Local Imp. For Older People. Residents. Sure Start. Food Co-op. Local Forum. HBC N'hood Manager. Hartlepool Community Network. Community / Voluntary Sector. Hartlepool Families First.</p>	<p>Increase resident satisfaction regarding access to health facilities.</p> <p>Increase life expectancy in the area.</p> <p>Residents feel an improved quality of life.</p> <p>Increase resident satisfaction regarding access to health facilities.</p>	<ul style="list-style-type: none"> <li>▪ N'hood Manager, Local Forum and Burbank Food Co-op to investigate the possibility.</li> <li>▪ Hartlepool PCT and relevant partners to investigate.</li> <li>▪ Hartlepool PCT and relevant partners to discuss.</li> <li>▪ All agencies to discuss.</li> </ul>	<p>Increase life expectancy in males / females.</p> <p>Increase annual Leisure Centre attendances.</p> <p>Improve access to social care services.</p> <p>Increase the proportion of people satisfied with the local people as a place to live.</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Continue to improve the health and fitness programmes available within the area, especially for the young and elderly.</p>	<ul style="list-style-type: none"> <li>▪ Improve the promotion of concessionary rate schemes that are available in the area (e.g. Active Card scheme).</li> <li>▪ Seek to extend existing health and fitness services (e.g. FAST Project) through the provision of affordable facilities for residents of all ages.</li> </ul>	<p>Short Term</p> <p>Short / Medium Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. Local GP's. Local Dentists. Community First. Local Imp. Team for Mental Health. Local Imp. For Older People. Residents. Sure Start. Food Co-op. Local Forum. HBC N'hood Manager. Hartlepool Community Network. Community / Voluntary Sector. Hartlepool Families First. FAST Project.</p>	<p>Residents feel an improved quality of life.</p> <p>Increase resident satisfaction regarding access to health facilities.</p> <p>Increase life expectancy in the area.</p> <p>Increase the number of residents who rate their health as good.</p>	<ul style="list-style-type: none"> <li>▪ HBC Sports Development Team and Local Forum to liaise.</li> <li>▪ Local Forum, N'hood Manager, FAST Project and other agencies to liaise.</li> </ul>	<p>Increase life expectancy in males / females.</p> <p>Increase annual Leisure Centre attendances.</p> <p>Increase the proportion of people satisfied with the local people as a place to live.</p>
<p>Improve awareness of health education for all age groups.</p>	<ul style="list-style-type: none"> <li>▪ Educate the local community and raise awareness of services that are already in operation / planned for the area.</li> </ul>	<p>Short Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool</p>	<p>Increase resident satisfaction regarding access to health</p>	<ul style="list-style-type: none"> <li>▪ Hartlepool PCT and relevant partners to discuss.</li> </ul>	<p>Increase the number of School's achieving the new Healthy School's status.</p>



Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> <li>▪ Work with local Schools / Forum to raise the awareness and promote healthy eating.</li> </ul>	Short Term.	NHS Trust. Local GP's. Local Dentists. Community First. Local Imp. Team for Mental Health. Local Imp. For Older People. Residents. Sure Start. Food Co-op. Local Forum. Local Schools. HBC Healthy Food Coordinator. HBC Healthy School's Coordinator. HBC Children's Services. HBC Sports Development. HBC N'hood Manager. Hartlepool Community Network. Community / Voluntary Sector. FAST Project.	facilities. Residents feeling an improved quality of life.	<ul style="list-style-type: none"> <li>▪ HBC Children's Services, HBC Healthy Food Coordinator and Hartlepool PCT to investigate.</li> </ul>	Increase the number of School's achieving the new Healthy School's status.

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Improve length of waiting times when making doctors / dentist appointments.</p>	<ul style="list-style-type: none"> <li>▪ Explore the possibility of providing outreach services within the area (e.g. Health Bus).</li> <li>▪ Liaise with local surgeries to discuss and assess the difficulties residents face.</li> <li>▪ Educate the local community on how to access the most relevant medical treatment.</li> </ul>	<p>Short / Medium Term.</p> <p>Medium Term.</p> <p>Long Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. Local GP's. Local Dentists. Local Forum. Residents. Hartlepool Families First.</p>	<p>Increase resident satisfaction regarding access to health facilities.</p> <p>Residents feel an improved quality of life.</p> <p>Increase life expectancy of males / females.</p>	<ul style="list-style-type: none"> <li>▪ Hartlepool PCT, Families First, Local Forum and other agencies to discuss subject to funding.</li> <li>▪ Local Forum to discuss.</li> <li>▪ Hartlepool PCT to investigate.</li> </ul>	<p>Increase life expectancy in males / females.</p> <p>Reduce A+E waiting times.</p> <p>Reduce outpatient waiting times.</p> <p>Reduce inpatient and daycase waiting times.</p> <p>Improve the proportion of people satisfied with their local areas as a place to live.</p>

## **COMMUNITY SAFETY**

### **WHAT IS THERE TO KNOW ABOUT THE AREA?**

#### **Statistics**

- The total overall vehicle crime (per 1000 population) is 22.5 in comparison to the NRF Area average of 31.7 and Borough average of 25.5 (JSU 2005 / 2006).
- The total crime offences in the area (per 1000 population) are 340.7 in comparison to 182.5 NRF Area and 129.2 Borough wide (JSU 2005 / 2006) (please note that this includes incidences relating to the night time economy on Church Street).
- The total violent crime offences (per 1000 population) are 176.4 in comparison to 54.8 NRF Area and 7.3 Borough wide (JSU 2005 / 2006). (please note that this includes incidences relating to the night time economy on Church Street).
- The total burglary dwelling (per 1000 households) is higher than the Borough and NRF Area average; 28.9 in comparison to 21.5 NRF Area and 37 Borough wide (JSU 2005 / 2006).
- 27% of residents feel very safe when walking around the area after dark, in comparison to 28% Borough wide (MORI 2004).
- 11% of residents are very satisfied with the quality of service provided by the Police, in comparison to 12% Borough wide (MORI 2004).
- 20% of residents feel 'less safe' than three years ago, in comparison to 15% Borough wide (MORI 2004).

#### **Strengths**

- Neighbourhood Policing Scheme and Burbank's Neighbourhood Police Officer and PCSOs in particular.
- Residents have good relationships with the Police and service providers.
- Problem drug houses closed down.
- Crime and anti-social behaviour has reduced since Burbank Uniting Residents Together (BURT) was formed.
- Reduced fear of crime through improved security and addressing open areas (non threatening environment).
- Environmental improvements around car parking areas have improved safety to vehicles.
- Improved street lighting in hotspot areas around Newhaven Court and Spurn Walk. In Goodwin Walk and Burbank Street columns have been upgraded.
- A number of alleys have been blocked off with alley gates and this has helped to reduce crime.
- Reasonable CCTV provision in the area. In particular, the additional camera installed at Bridge Youth Centre which can be 'dialled up' by CCTV Monitoring Centre to view activity in the area.
- FAST project contributing towards tackling problems of anti-social behaviour.
- Installation of Youth Pod near the Bridge Youth Centre.
- A directory is available to enable residents to contact service providers more effectively.

#### **Weaknesses**

- Fear of crime.
- Criminal behaviour including burglary and anti-social behaviour.
- Poor layout of some areas of the estate.
- High arrest rates of youths (night time revellers).
- Anti-social behaviour: lots of youths hanging around the street in gangs causing a disturbance.
- Visible drug related activity and associated problems on the estate.
- Lots of noise around the area especially on a weekend from pubs and nightclubs.
- Children and young people feel that CCTV should be installed on streets to reduce the amount of crime and anti-social behaviour.
- Children and young people feel that ideally all houses should have intruder lights in their back yards and gardens and regular checks should be made on peoples smoke alarms and house alarms to ensure they are working correctly.
- Lots of traffic and parking on Clark Street. Speeding traffic in Victoria Terrace / Maritime Avenue, Clark Street and outside Ward Jackson School.

<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>▪ Victims of crime are supported by Hartlepool Victim Support and Witness Service within area.</li> <li>▪ New Deal for Communities (NDC) Business Security Grants are available to businesses on the Longhill and Sandgate Industrial Estate, and a CCTV system is proposed to monitor the estate which includes taking in some streets in the NAP area.</li> </ul>	<p><b>Weaknesses</b></p> <p>See previous page.</p>
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**KEY RESOURCES AND PROGRAMMES**

**Investment by mainstream agencies:**

<b>Examples of key current programmes / projects</b>	<b>Description</b>
<p>Anti-Social Behaviour Unit (ASB Unit).</p>	<p>The ASB Unit Team believes that the people of Hartlepool have the right to live their lives free from harassment, alarm or distress. It is their goal to work effectively with the public and partner agencies to deal with the factors that affect the quality of life of residents through prevention, diversion or enforcement.</p> <p>The ASB Unit deals with cases reported from all sources where an individual has been causing harassment, alarm or distress to one or more individuals who are not in the same household as themselves. To contact the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296582.</p>
<p>Cleveland Police: Hartlepool Neighbourhood Policing Scheme.</p>	<p>The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, Police will be visible and accessible to members of the public. Community involvement is key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>Each Council Ward has a named, dedicated Neighbourhood Officer and Neighbourhood Police Community Support Officer (PCSO). These officers work within each Council Ward and are not pulled away from their area to other parts of Hartlepool.</p> <p>The Neighbourhood Policing Team for the Burbank area is based at</p>

Examples of key current programmes / projects	Description
Continued ...	<p>the Community Safety Office, 8 to 9 Church Street. The teams are also accessible to the local community and respond to the priorities of local residents.</p> <p>Every month, officers conduct a visual audit with a community representative and officers from partner agencies (Hartlepool Borough Council Environmental Officers / Housing Providers etc.). This is a walk around their identified neighbourhood area in order to ascertain areas for action.</p> <p>A Single Point of Contact Number has been set up to link residents with their dedicated officers. Phone lines are open between the hours of 9.00am and 9.00pm when staff can put residents in touch with one of the officers assigned to the ward. The Single Point of Contact Number is Tel. 01429 235811.</p> <p>Drop in surgeries which are staffed on a regular basis are also held within the area at the Community Safety Office, 8 to 9 Church Street.</p>
Community Safety Capital Fund.	<p>Hartlepool Borough Council has approximately £135,000 to spend across the town on capital projects which will contribute to a reduction in crime and disorder.</p> <p>The criteria for capital projects is as follows:</p> <ul style="list-style-type: none"> <li>▪ Projects should be community safety focused and should contribute to the outcomes in the Safer Hartlepool Strategy;</li> <li>▪ Projects should contribute 20% to 50% match funding;</li> <li>▪ There should be a commitment to mainstreaming / maintenance of the project.</li> </ul> <p>The Section 17 Officer Group will recommend which projects are to be considered to Hartlepool Borough Councils Cabinet Grants Committee for approval.</p>
Drug Interventions Programme (DIP).	<p>DIP was introduced to Hartlepool in April 2004 and continues to be a major part of the Government's drug strategy to reduce drug-related crime. The initiative provides treatment and support structures that identify, engage with and track drug misusing offenders anywhere in the criminal justice system.</p>

Examples of key current programmes / projects	Description
Continued ...	<p>The two key elements of the programme that help this to take place are through care – assisting the individual from the point of arrest through to sentencing and beyond – and aftercare – which is help put in place to assist the offender after they have been released from prison or on completion of a community sentence.</p> <p>The DIP team provide a 24 / 7 Single Point of Contact Service which gives people in drug treatment a telephone contact for support and advice.</p> <p>Addaction are commissioned to provide the service due to their knowledge of treatment services and information on the criminal justice system process.</p> <p>In addition to the above, a specialised sport and physical activity programme is offered to DIP clients as part of their rehabilitation programme. Externally funded, this area of work contributes to the support structures necessary to prevent re-using and potentially re-offending. This element of support is in partnership with HBC's Drug Intervention Team.</p> <p>The 24 / 7 Single Point of Contact Service - Tel. 08081880247.</p>
FAST (Families Accessing Support Team) Project.	<p>Funded through NRF, this project takes a multi agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour. Workers plan with families how the project can support the child and family, and make sure they are aware of the consequences of involvement in anti-social behaviour.</p> <p>The FAST project can also provide a 'street outreach service / detached youth work service' which involves working with groups of young people who are involved in anti-social behaviour / causing a nuisance throughout areas. FAST attempts to engage with young people and their communities to try to develop working relations and to assess the difficulties and solutions to the anti-social behaviour.</p> <p>Within the Burbank area FAST has worked with Burbank Uniting Residents Together (BURT), the local Neighbourhood Police, Football Development and Hartlepool United 'Football in the Community' to set</p>

Examples of key current programmes / projects	Description
Continued ...	<p>up a community football project with young people aged 14 to 18 years of age. Training is provided one evening per week and the team was recently involved in the Hartlepool Youth under 18's pilot League which they finished in fourth place.</p> <p>FAST is involved in detached youth work in the area following complaints of anti-social behaviour during the summer as well as individual work with some football members around training / employment and linking youth into developmental opportunities and qualifications i.e. FA Level One Coaching Awards, Junior Sports Leaders Awards and training in Children's Mentoring.</p> <p>FAST has also been involved in the consultation regarding the Youth Shelter / Pod in Burbank and is at present developing a questionnaire and a consultation exercise with young people about the usefulness of this structure.</p>
Hartlepool Borough Council: Environmental Action Team.	Hartlepool Borough Council's Environmental Action Team can use enforcement to tackle illegal parking issues, off road parking etc.
Hartlepool Borough Council: Lighting Maintenance Plan.	The Council has a 3 to 4 year plan to implement more efficient lighting across the town.
Hartlepool Borough Council: Neighbourhood Renewal Fund (NRF) dedicated floating Environmental Operative.	<p>Dedicated, floating Environmental Operative for the NAP areas of the Central and South Neighbourhoods. Covering the Burbank, NAP forum area for a minimum of 1 day per NAP area. The main duties to include:</p> <ul style="list-style-type: none"> <li>▪ Grounds maintenance,</li> <li>▪ Cleaning provision,</li> <li>▪ Gardening</li> </ul> <p>In Burbank the floating Environmental Operative will respond to issues raised by the NAP Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>
Hartlepool Borough Council: Neighbourhood Renewal Lighting Budget.	In 2006 / 2007, there is £50,000 of NRF monies allocated for town wide street lighting improvements and this is likely to continue at a similar scale next year.

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Borough Council: Neighbourhood Service's Minor Works Budget.	<p>The budget is for minor works such as drop crossings, lighting, security works, environmental improvements and maintenance. In the Burbank area, the budget is managed by the Neighbourhood Manager for the Central area and works are discussed and approved through the Central Neighbourhood Consultative Forum. In 2006 / 2007 £87,000 is available to the Central Neighbourhood Consultative Forum for improvements works.</p>
Hartlepool Borough Council: Neighbourhood Enforcement Team (NET).	<p>The Neighbourhood Enforcement Team provides education, guidance and advice to members of the public and organisations on issues such as graffiti, fly tipping, abandoned vehicles and dog related matters. Sometimes the Neighbourhood Enforcement Team is able to use litigation in order to achieve its objectives.</p> <p>The Community Wardens are part of Neighbourhood Enforcement Team and assist with issues such as dog fouling, littering, abandoned and untaxed vehicles, graffiti and fly tipping. They have recently been given additional powers to issue Fixed Penalty Notices for offences such as littering and dog fouling. These new powers will enable the Wardens to take immediate action and / or pass information to the Neighbourhood Enforcement Team for further investigation.</p> <p>The Dog Warden Service tackles a number of related issues ranging from stray and dangerous dogs to dog fouling. Recent new initiatives have seen the introduction of 'dog chipping' and 'spaying and neutering' schemes designed at reducing the number of stray dogs in the town and enabling such dogs to be quickly reunited with their owners.</p> <p>The Neighbourhood Enforcement Team has achieved a number of successful prosecutions for fly tipping, involving both individuals and companies. It continues to be a very proactive approach in this field and believes the publicity achieved by court action is a means of deterring others with similar intentions.</p> <p>A proactive and spontaneous approach is applied in areas such as back / alley gated streets, highways and shopping precincts to ensure companies and individuals comply with relevant legislation. This is achieved through education / guidance and where appropriate, the issuing of Fixed Penalty Notices and Court Action.</p>



Examples of key current programmes / projects	Description
Continued ...	<p>The Neighbourhood Enforcement Team is also undertaking a campaign to prevent the build up of cigarette related litter in busy streets and shopping areas. Actions proposed include the siting of purpose built cigarette bins and Fixed Penalty Fines.</p> <p>The Neighbourhood Enforcement team have also formed a 'Graffiti Squad' which encompasses issues such as fly posting and chewing gum removal.</p> <p>The Neighbourhood Enforcement Team now has a complex system of covert surveillance cameras to assist in its determination to clamp down on various aspects of anti-social behaviour, such as dog fouling, littering and flytipping.</p> <p>For more information Tel. 01429 523370.</p>
Hartlepool Borough Council: Safer Streets Booklet.	<p>Booklet advising on traffic calming schemes and reducing speeding. Residents can discuss with Traffic Team Leader appropriate schemes. £25,000 is available each year for the whole town. For more information Tel. 01429 523200.</p>
Hartlepool Victim Support and Witness Service.	<p>Victim Support is the independent charity which helps people cope with the effects of crime. Victim Support provides free and confidential support and information.</p> <p>Hartlepool Victim Support and Witness Service helps the residents of Hartlepool cope with the effects of crime. They do this by providing confidential support and information to victims of crime and to witnesses attending local courts.</p> <p>The Hartlepool Victim Support and Witness Service advice is free, independent of the Police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.</p> <p>Details of local offices and branches are available on the website. Victim Support can also be contacted via their e-mail address: <a href="mailto:supportline@victimsupport.org.uk">supportline@victimsupport.org.uk</a>.</p>

Examples of key current programmes / projects	Description
Continued ...	<p>Victim Support's national telephone Support line is: Tel. 0845 30 30 900. The Supportline hours are: 9.00am to 9.00pm (Mondays to Fridays), 9.00am to 7.00pm (weekends) and 9.00am to 5.00pm (bank holidays).</p> <p>If anyone is feeling desperate and needs to speak to someone outside of the Supportline hours it is possible to contact the Samaritans on Tel. 08457 90 90 90.</p>
Housing Hartlepool.	<p>Housing Hartlepool is the major Registered Social Landlord in the Burbank area, having 354 properties.</p> <p>Work to modernise Burbank Court, a sheltered unit comprising 45 properties, commenced in August 2006 and is due to be completed by December 2006. Improvement work on the remaining 309 properties is due to commence in October 2006. The work to be undertaken will cost approximately £3 million, which demonstrates Housing Hartlepool's commitment to the Burbank Estate.</p> <p>In the future, Housing Hartlepool intends to undertake environmental and boundary improvements at Burbank. Priorities will be identified in partnership with residents and other partners. Housing Hartlepool continues to work closely with residents to improve the Estate, with a dedicated Estates Officer allocated to the area. Housing Hartlepool's Neighbourhood team, which deals with all tenancy and estate management matters, can be contacted on 01429 525354.</p>
HYPED Young Persons' Drug Service.	<p>The HYPED Team offer young people a discrete outreach service. HYPED is a multi-agency team consisting of professionals from Health, HBC Children's Services and the voluntary sector. They can offer a comprehensive substance misuse service from basic advice and information through to specialist prescribing and access to residential activities. For more information Tel. 01429 860333.</p>
Multi-agency Problem Solving Group: Joint Action Group (JAG).	<p>The area has a Multi-agency Problem Solving Group Joint Action Group (JAG) which meets on a regular basis and pulls together representatives from Hartlepool Borough Council, Hartlepool Police and other relevant groups to tackle some of the ongoing problems within the NAP area.</p>

Examples of key current programmes / projects	Description
Neighbourhood Renewal Fund (NRF): Community Safety Grants.	A grant pool is provided to assist groups to deliver the activities which aim to engage local residents and community groups in small scale community safety initiatives in their area. Maximum grant per group has been set at £500, with higher allocation requiring approval of Cabinet Grants Committee. For more information Tel. 01429 405577.
Neighbourhood Watch.	Neighbourhood Watch helps build safer communities through encouraging people of all ages and backgrounds to prevent crime in their community. This is through sharing crime prevention advice, building a relationship with the police and keeping an eye on each other's property. For further information on the Neighbourhood Watch Scheme, contact the Neighbourhood Watch Scheme Co-ordinator on Tel. 01429 405585.
Safer Hartlepool Partnership's Adult Treatment Plan – 2006 / 2007 (Drugs Strategy).	<p>The Adult Treatment Plan is a town wide strategy. The Safer Hartlepool Partnership has the responsibility for the delivery / implementation of the Governments 10 year National Drugs Strategy 'Tackling Drugs Together'. The Strategy runs to March 2008 to tackle the concentration of substance misuse issues in the wards of disadvantage, particularly those with poor housing and private landlords, as the long term use of illicit drugs often leads to a degeneration of an individuals lifestyle and often effects housing status etc.</p> <p>The Strategy has four key strands: -</p> <ul style="list-style-type: none"> <li>▪ Reducing supply and availability of drugs.</li> <li>▪ Working with communities to limit the impact of drug misuse.</li> <li>▪ Education and work to prevent young people taking drugs.</li> <li>▪ Offering comprehensive treatment services to those who are taking drugs.</li> </ul> <p>Within the local Hartlepool Strategy and Partnership structures a variety of Task Groups meet to ensure the appropriate projects are operating, check progress and performance monitoring systems are in place. In 2006 there will be a continuation of analysis and mapping of numbers into treatment, offenders, drug litter etc. and key priority areas for target action will continue to be identified.</p> <p>During 2006 / 2007 there will be targeted leafleting, campaigns, some</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>outreach surgeries arranged for advice and information, presentations to residents groups if invited, and with the police some joint operations whereby police will conduct enforcement operations followed by treatment agencies trying to encourage drug users into treatment programmes throughout these key priority areas</p> <p>For more information on the Drugs Strategy and services on offer, contact the Planning and Commissioning Manager on Tel. 01429 284593.</p>
Services for drug treatment and associated support.	<p>Hartlepool Community Drug Centre, Whitby Street, Hartlepool provides the Substance Misuse Service (clinics and substitute prescribing). For more information Tel. 01429 285000.</p> <p>DISC (Developing Initiatives Supporting Communities) provides wraparound support e.g. benefits, housing, 1-2-1 motivational and relapse prevention, alternative therapies like acupuncture, electro stimuli and cognitive behaviour therapies, which assist management of symptoms. For more information Tel. 01429 285000.</p> <p>NACRO (National Association for Rehabilitation of Offenders) provides help with basic skills, education, training and employment opportunities. For more information Tel. 01429 285000.</p> <p>Albert Centre (part of the Hartlepool Community Drug Centre) provides Counseling and support. For more information Tel. 01429 285000.</p> <p>Advance is a user and ex-user group. For more information Tel. 01429 288113.</p> <p>Parent and Family (PINS) Support Group. For more information Tel. 01429 288302.</p> <p>HYPED is a team for young people. For more information Tel. 01429 860333.</p> <p>All of the above services apart from the Substance Misuse Service will make arrangements for home visits and / or meet in a community venue.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>To address the public health agenda around blood borne viruses (hepatitis / HIV etc.) there is a mobile needle exchange which visits up to 14 designated sites across the town to exchange needles and provide clean equipment. This service is available to residents of the Burbank area. The team is available to meet with people in safe, designated areas to exchange needles. For more information Tel. 07734 883730.</p>
Straight Line Project.	<p>The Straight Line Project offers support and guidance to young people who are found to be drinking or are believed to be regularly consuming alcohol.</p> <p>Once referred to the project, the benefits to the young people from attending the programme are that they have a better understanding of the law and underage drinking; a heightened awareness of what alcohol can do to their body, why they shouldn't drink to excess and what the safe limits are for adults. For more information Tel. 01429 239922.</p>
Substance Misuse Service (SMS).	<p>The Substance Misuse Service (SMS) is based within the Community Drug Centre, Whitby Street and is responsible for the prescribing and healthcare needs of drug users.</p> <p>Referrals can be made by GP's, agencies or the individual themselves and there is a joint assessment and referral system within the Community Drug Centre to ensure access to packages of care. An increase in nursing and support staff has enabled more prescribing clinics; joint work with partners such as Health Visitors and Obstetrics for the women / pregnancy clinics; improved key working and health checks.</p> <p>The main priority is to continue to improve the quality of the service, review and improve care planning and coordination and work with GP's and Pharmacists as well as service users, to ensure an effective holistic response.</p> <p>For more information on the Substance Misuse Service (SMS) Tel. 01429 285000.</p>

Examples of key current programmes / projects	Description
Sure Start / Children's Centres.	<p>Sure Start commissions a Home Loan Safety Equipment Scheme through PATCH, which includes working in partnership with Cleveland Fire Service to provide free smoke alarms and fire safety checks / advice to families with children under 5 years of age. For more information Tel. 01429 862727.</p> <p>Sure Start also provides a Domestic Violence Outreach service which includes Telephone support, One-2-One support, Support Groups and Drop-ins for victims of Domestic Violence. For more information please Tel. 07790 779082.</p>

**GAPS – WHAT NEEDS TO BE DONE**

Service delivery issues needing attention	
1.	Assess the need for further street lighting: identify and improve lighting in most vulnerable areas.
2.	Increase Police presence.
3.	Complete alleyway closures to reduce crime and anti-social behaviour.
4.	Remove of shrubs in vulnerable areas to address anti-social behaviour and the fear of crime, particularly on a night.

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<b>COMMUNITY SAFETY</b>						
Improve street lighting in vulnerable areas.	<ul style="list-style-type: none"> <li>Assess the need for further street lighting improvements and identify most vulnerable areas.</li> </ul>	Short Term.	HBC Street Lighting Manager. HBC N'hood Manager. Cleveland Police (Crime Prevention Officer). Burbank Forum. Burbank Uniting Residents Together.	<p>Improve Resident satisfaction.</p> <p>Less reported incidences of anti-social behaviour.</p>	<ul style="list-style-type: none"> <li>Review street lighting provision subject to further consultation on key areas of concern as well as funding and resources. Burbank Forum, residents and Hartlepool Borough Council Street Lighting Manager to identify any priority areas which are poorly lit.</li> </ul> <p>NRF, Hartlepool Borough Council's Street Lighting Maintenance Plan and Housing Hartlepool.</p>	<p>Reduce level of total crime.</p> <p>Increase the percentage of people who feel very or fairly safe out in their neighbourhood after dark.</p>
Increased Police presence in the area.	<ul style="list-style-type: none"> <li>Increase presence (high visibility patrol) of Police / Police Community Safety Officers (PCSOs) and also ensure officers establish good relationships with the local community.</li> </ul>	Short Term.	Cleveland Police. Residents. Burbank Forum. Burbank Uniting Residents Together.	<p>Improve Resident satisfaction.</p> <p>Continued attendance of Neighbourhood Police Officer at the Burbank Forum.</p> <p>Reduction in recorded crime.</p>	<ul style="list-style-type: none"> <li>The new Neighbourhood Policing Scheme to continue to address this issue. Single Point of Contact number Tel 01429 235811.</li> </ul> <p>Increased patrols in the area. Residents to contact named PC and PCSO through Neighbourhood Policing Single Point of Contact number above.</p>	<p>Reduce level of total crime.</p> <p>Increase the percentage of people satisfied with the quality of service provided by the police.</p>
Continue to improve the estate layout and design out crime.	<ul style="list-style-type: none"> <li>Complete the closing of alleyways and assess the need for further alleyway closures to reduce crime and anti-social behaviour.</li> </ul>	Short Term.	HBC Highways. Residents. Burbank Forum. Burbank Uniting	<p>Improve Resident satisfaction.</p> <p>Less reported incidences of anti-social</p>	<ul style="list-style-type: none"> <li>Funding already secured from NRF Residents' Priorities Budget – eight gates implemented and two to be completed by Housing Hartlepool. Burbank Forum and local residents to work with</li> </ul>	<p>Reduce level of total crime.</p> <p>Reduced personal, social and community disorder reported to the</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	See previous page.	See previous page.	Residents Together. HBC N' hood Services. HBC N'hood Manager. Cleveland Police (Crime Prevention Officer). Housing Hartlepool.	behaviour.	HBC Highways and Neighbourhood Manager to identify / any additional key locations of concern and also to discuss funding / resources.  See previous page.	police.
Removal of shrubs to address anti-social behaviour and the fear of crime particularly on a night.	<ul style="list-style-type: none"> <li>▪ Investigate and identify problem / vulnerable areas with local residents.</li> </ul>	Short Term.	HBC N'hood Manager. Cleveland Police (Crime Prevention Officer). HBC N'hood Manager. Burbank Uniting Residents Together. Burbank Forum. Residents.	Improve Resident satisfaction.  Less reported incidences of anti-social behaviour.	<ul style="list-style-type: none"> <li>▪ Hartlepool Borough Council's Neighbourhood Manager to review subject to further consultation with Burbank Forum and local residents to identify key locations of concern and also to discuss funding and resources.</li> </ul>	<p>Reduce level of total crime.</p> <p>Increase the percentage of people who feel very or fairly safe out in their neighbourhood after dark.</p> <p>Reduced personal, social and community disorder reported to the police.</p>



## **ENVIRONMENT AND HOUSING**

### **WHAT IS THERE TO KNOW ABOUT THE AREA?**

<p><b>Statistics</b></p> <ul style="list-style-type: none"> <li>▪ 18.6% of houses are owner occupied which is low in comparison to 45.5% NRF Area, 63% Borough wide and 68.7% Nationally. (Census - ONS- 2002)</li> <li>▪ 57.9% of households are rented from Housing Hartlepool or Housing Associations which is very high in comparison to 41.1% NRF Area, 7.4% Borough wide and 8.8% Nationally. (Census -ONS- 2002)</li> <li>▪ 7.6% of households are lone parent households, which is low in comparison to 11.9% NRF Area and 8.7% Borough wide. (Census- ONS - 2002).</li> <li>▪ 28% of residents consider litter and rubbish a serious problem in the area, in comparison to 19% Borough wide (MORI 2004).</li> <li>▪ 15% of residents feel that run down properties are a serious problem in the area, in comparison to 10% Borough wide (MORI 2004).</li> <li>▪ 17% of residents consider poor public transport issues to be a serious problem in the area, in comparison to 5% Borough wide (MORI 2004).</li> <li>▪ 62.3% of households are without a car compared to 54% in the NRF area, 39.3% Borough wide and 26.8% Nationally (Census - ONS - 2001).</li> </ul>	
<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>▪ Good Location, close to the town centre, the sea and the marina.</li> <li>▪ Major improvements on the estate including gating alleyways, improved landscaping, hanging baskets, bulb planting and a tidier physical environments.</li> <li>▪ Street lighting improvements in hot spot areas around Newhaven Court and Spurn Walk, with columns upgraded in Goodwin Walk and Burbank Street.</li> <li>▪ Decent housing quality, which is going to be improved through planned investment by Housing Hartlepool and Three Rivers.</li> <li>▪ Boarded up properties at Hucklehoven Court (Jomast) have improvements planned.</li> <li>▪ Weight restriction on road have helped reduce traffic.</li> <li>▪ Community Garden in Burbank Street.</li> </ul>	<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>▪ Despite good location, feel cut off and isolated due to surrounding major roads and proximity to industrial areas.</li> <li>▪ Despite improvements to street lighting, it is still perceived as a problem in some areas by residents and young people.</li> <li>▪ Public transport links, especially poor bus services .</li> <li>▪ Difficulty in crossing A689, Burn Road and Burbank Street (to Community Garden).</li> <li>▪ Speeding traffic in Victoria Terrace / Maritime Avenue, Clark Street and outside Ward Jackson School.</li> <li>▪ No telephone box or post box (although telephone box in Burbank Street was removed at request of residents and Clark Street is near to residential areas).</li> <li>▪ Litter, especially glass bottles in alleyways and dog litter at St. Josephs Nursery School.</li> <li>▪ Poor signage.</li> </ul>

### **KEY RESOURCES AND PROGRAMMES**

#### **Investment by mainstream agencies:**

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Access Group.	Hartlepool Access Group (HAG) has an Access Audit Group that has experience of partnership working with Hartlepool Borough Council to identify and assist in prioritising work for paving, for example tactile markings, dropped kerbs and other areas of work around the built

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	environment for more information Tel. 01429 891881.
Hartlepool Borough Council Environmental Action Team.	Can use enforcement to tackle illegal parking issues, off road parking and dog fouling.
Hartlepool Borough Council: Neighbourhood Enforcement Team (NET).	<p>The Neighbourhood Enforcement Team provides education, guidance and advice to members of the public and organisations on issues such as graffiti, fly tipping, abandoned vehicles and dog related matters. Sometimes the Neighbourhood Enforcement Team is able to use litigation in order to achieve its objectives.</p> <p>The Community Wardens are part of Neighbourhood Enforcement Team and assist with issues such as dog fouling, littering, abandoned and untaxed vehicles, graffiti and fly tipping. They have recently been given additional powers to issue Fixed Penalty Notices for offences such as littering and dog fouling. These new powers will enable the Wardens to take immediate action and/or pass information to the Neighbourhood Enforcement Team for further investigation.</p> <p>The Dog Warden Service tackles a number of related issues ranging from stray and dangerous dogs to dog fouling. Recent new initiatives have seen the introduction of “dog chipping” and “spaying and neutering” schemes designed at reducing the number of stray dogs in the town and enabling such dogs to be quickly reunited with their owners.</p> <p>The Neighbourhood Enforcement Team has achieved a number of successful prosecutions for fly tipping, involving both individuals and companies. It continues to be a very proactive approach in this field and believes the publicity achieved by court action is a means of deterring others with similar intentions.</p> <p>A proactive and spontaneous approach is applied in areas such as back / alley gated streets, highways and shopping precincts to ensure companies and individuals comply with relevant legislation. This is achieved through education / guidance and where appropriate, the issuing of Fixed Penalty Notices and Court Action. The Neighbourhood Enforcement Team is also undertaking a campaign to prevent the build up of cigarette related litter in busy streets and shopping areas. Actions proposed include the siting of purpose built</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>cigarette bins and Fixed Penalty Fines.</p> <p>The Neighbourhood Enforcement team have also formed a “Graffiti Squad” which encompasses issues such as fly posting and chewing gum removal.</p> <p>The Neighbourhood Enforcement Team now has a complex system of covert surveillance cameras to assist in its determination to clamp down on various aspects of anti-social behaviour, such as dog fouling, littering and flytipping.</p> <p>For more information Tel. 01429 523370.</p>
Hartlepool Borough Council: Neighbourhood Renewal Fund (NRF) dedicated floating Environmental Operative.	<p>Dedicated, floating Environmental Operative for the NAP areas of the Central and South Neighbourhoods. Covering the Burbank, NAP forum area for a minimum of 1 day per NAP area. The main duties to include:</p> <ul style="list-style-type: none"> <li>▪ Grounds maintenance,</li> <li>▪ Cleaning provision,</li> <li>▪ Gardening.</li> </ul> <p>In Burbank the floating Environmental Operative will respond to issues raised by the NAP Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>
Hartlepool Borough Council: Lighting Maintenance Plan.	<p>The Council has a 3 to 4 year plan to implement more efficient lighting across the town.</p>
Hartlepool Borough Council: Local Transport Plan.	<p>The Local Transport Plan (LTP) describes the long term strategy for the borough and sets out a programme of improvements to tackle transport problems identified through various forums. These improvements will contribute towards delivering the Governments shared priorities and achieving the vision for Hartlepool. Hartlepool's second LTP for the period 2006 to 2011 was submitted to the Government in March 2006. It sets out how the Council and its partners will improve access to services and facilities for those most in need, improve safety and security, manage forecast increases in traffic growth and congestion, and minimise the adverse impacts of</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>traffic on air quality and climate change. Capital funding totalling over £11 million has been allocated over the next five years for transport improvements. This includes £5.7 million for integrated transport and £4.7 million for structural maintenance of road and bridges. An integrated programme of transport improvements will deliver themed actions plans for accessibility, road safety, congestion and air quality.</p> <p>LTP totalling £100,000 has been identified over the next five years to support small scale highway engineering schemes targeted in deprived urban areas through the NAP process. Priority will be given to schemes identified as the most important by the local community.</p>
Hartlepool Borough Council: Neighbourhood Renewal Street Lighting Budget.	<p>In 2006 / 2007, there is £50,000 of NRF monies allocated for town wide street lighting improvements, and this is likely to continue at a similar scale next year.</p>
Hartlepool Borough Council: Neighbourhood Services Minor Works Budget.	<p>This budget is for minor works such as dropped crossings, lighting, security works, environmental improvements and maintenance in the Burbank area.</p> <p>The budget is managed by the Central Neighbourhood Manager and works are discussed and approved through the Central Neighbourhood Consultative Forum.</p> <p>In 2006 / 2007, £87,000 is available to the Central Neighbourhood Consultative Forum.</p>
Hartlepool Borough Council: Safer Streets Booklet.	<p>Booklet advising on traffic calming schemes and reducing speeding. Residents can discuss with Traffic Team Leader appropriate schemes. £25,000 is available each year for the whole town. For more information Tel. 01429 523200.</p>
Hartlepool Borough Council: Strategic Housing Section.	<p>The Strategic Housing Section is responsible for the production and implementation of the Housing Strategy, which this NAP contributes to. The section is split into various teams. The Private Sector Housing Team, which deals with enforcement of housing standards, landlord accreditation scheme, renovation and repair of homes in the private sector. HBC Private Sector Housing Team can be contacted on Tel. 01429 284313.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>Housing Advice Team, which offers a range of housing advice across all tenures including homelessness, harassment and illegal eviction, help with maintaining a tenancy and advice in an emergency (e.g. due to flood or fire). The Housing Advice Team can be contacted on Tel: 01429 284313.</p> <p>Supporting people is a national programme delivered by local authorities in partnership with probation, health, adult and community services and supported housing providers, The Supporting People programme is committed to providing a better quality of life for vulnerable people to live more independently. The programme provides housing related support to prevent problems that can often lead to hospital admissions, institutional care or homelessness and also help vulnerable people to establish and successfully maintain a home. For more information Tel. 01429 284263.</p> <p>Special Needs Housing administers and arranges disabled facilities grants. This is a means tested grant and examples of works to be carried out through disabled facilities grant included the provision and installation of stair lifts and level access showers. The Special Needs Team also has a liaison role in assessing applicants for adapted property owned by housing associations in the town. For more information Tel. 01429 523705.</p> <p>Thermal and energy efficiency advice can also be obtained for Hartlepool Borough Council's Neighbourhood Services Team. For more information Tel. 01429 523993.</p> <p>Further information can be obtained about all these services on the Hartlepool Borough Council website <a href="http://www.hartlepool.gov.uk">www.hartlepool.gov.uk</a>.</p>
Housing Hartlepool.	<p>Housing Hartlepool is the major Registered Social Landlord in the Burbank area, having 354 properties. Work to modernise Burbank Court, a sheltered unit comprising 45 properties, commenced in August 2006 and is due to be completed by December 2006. Improvement work on the remaining 309 properties is due to commence in October 2006. The work to be undertaken will cost in the region of £3 million, which demonstrates Housing Hartlepool's commitment to the Burbank Estate.</p> <p>In the future, Housing Hartlepool intends to undertake environmental</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>and boundary improvements at Burbank. Priorities will be identified in partnership with residents and other partners.</p> <p>Housing Hartlepool continues to work closely with residents to improve the Estate, with a dedicated Estates Officer allocated to the area. In addition Housing Hartlepool have 3 caretakers dedicated to picking litter.</p> <p>Housing Hartlepool's Neighbourhood Team, which deals with all tenancy and estate management matters, can be contacted on Tel. 01429 525354.</p>
Three Rivers Housing Group.	<p>Three Rivers Housing Group manage properties at Longscar Walk, Hilda Walk, Ensign Court and Schooner Court. In 2006, 34 properties in Ensign Walk have had their central heating systems upgraded to energy efficient condensing boilers.</p> <p>In 2008/09 Hilda Walk will be subject to full kitchen and bathroom replacements. For further information tel. 0191 3841122.</p>
Pride in Hartlepool.	<p>Pride in Hartlepool is a campaign aimed at encouraging people living in Hartlepool to get involved in improving and developing their local area. This includes adopting plots of land, educating people about the environment and encouraging people to recycle. For more information, call HBC's Community Environmental Action Officer on Tel. 01429 284172.</p>

#### **GAPS – WHAT NEEDS TO BE DONE**

<b>Service delivery issues needing attention</b>	
1.	Reduce the number of empty properties in the area.
2.	Improve the estate layout and design out crime.
3.	Improve the general appearance of the area.
4.	Improve other facilities on the estate.
5.	Tackle road safety issues and improve access to, from and within the estate (especially given low car ownership).

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<b>ENVIRONMENT AND HOUSING</b>						
Reduce the number of empty properties in the area.	<ul style="list-style-type: none"> <li>▪ Implement Housing Hartlepool improvements.</li> <li>▪ Continue improvements to Housing Association stock.</li> <li>▪ Support Jomast plans to extend and improve properties in Hucklehoven Court.</li> </ul>	<p>Short Term.</p> <p>Medium Term.</p> <p>Medium Term.</p>	Housing Hartlepool. Three Rivers. Jomast.	Invest in Housing.  Resident satisfaction.	<ul style="list-style-type: none"> <li>▪ £3 million programme of improvements commended this year.</li> <li>▪ Three Rivers recently completed central heating improvements at Ensign Court. Kitchen and bathroom replacements planned for Hilda Walk in 2008/09.</li> <li>▪ Private Developer.</li> </ul>	<p>Increase the number of homes achieving decent homes standard in the social sector.</p> <p>Improve the energy efficiency of houses.</p>
Continue to improve the estate layout and design out crime.	<ul style="list-style-type: none"> <li>▪ Complete the closing off of alleygates.</li> <li>▪ Assess the need for further street lighting improvements and identify the most vulnerable areas.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p>	Housing Hartlepool. HBC Community Safety. HBC N'hood Services. HBC Street Lighting Manager.	Less reported incidents of anti-social behaviour.	<ul style="list-style-type: none"> <li>▪ Funding already secured from NRF Residents Priorities Budget – 8 gates implemented and 2 to be completed by Housing Hartlepool.</li> <li>▪ N'hood Manager and Local Forum to explore the possibility of funding through NRF Street lighting Budget and HBC Street lighting Budget.</li> </ul>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Decrease the level of personal, social and community disorder reported to the Police.</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
Continue to improve the general appearance of the area.	<ul style="list-style-type: none"> <li>▪ Better response by litter clearance services to cover most problematic periods.</li>   <li>▪ Extend the provision of hanging baskets and improve landscaping and planting schemes.</li>   <li>▪ Reduce dog litter especially in 'hot spot' areas such as St Josephs Nursery School.</li> </ul>	<p>Short / Medium Term.</p> <p>Short Term.</p> <p>Short / Medium Term.</p>	<p>Housing Hartlepool. HBC N'hood Manager. Environmental Action Team. N'hood Enforcement Team. Pride in Hartlepool.</p>	<p>Visible improvements to open space and maintenance of the area.</p> <p>Resident Satisfaction.</p>	<ul style="list-style-type: none"> <li>▪ HBC Neighbourhood Manager to liaise with Housing Hartlepool regarding the feasibility of timetabling litter clearance services so it could cover Mondays, as most concentrated problems occur over the weekend.</li>   <li>▪ HBC Neighbourhood Manager to discuss with Local Forum.</li>   <li>▪ HBC Neighbourhood Manager to liaise with Environmental Action Team and Neighbourhood Enforcement Team.</li> </ul>	<p>Improve the cleanliness of the neighbourhood.</p> <p>Decrease the percentage of people who think litter and rubbish is a problem in their area.</p> <p>Increase residents satisfaction with public parks and open spaces.</p> <p>Increase the proportion of people satisfied with their local area as a place to live.</p>
Improve other facilities on the estate.	<ul style="list-style-type: none"> <li>▪ Explore the possibility of a post box and telephone box on the estate.</li>   <li>▪ Assess the need for improved signage on the estate.</li>   <li>▪ Improve local recycling amenities for drop offs such as bottle banks.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>HBC N'hood Manager. Royal Mail. BT. HBC Engineers.</p>	<p>Residents Satisfaction.</p>	<ul style="list-style-type: none"> <li>▪ Central Neighbourhood Manager to liaise with Forum and explore options with Royal Mail and BT.</li>   <li>▪ N'hood Manager and Forum to assess the possibility of using minor works budget.</li>   <li>▪ Central Neighbourhood Manager to liaise with Forum.</li> </ul>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p>



Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
Tackle road safety issues and improve access to, from and within the estate.	<ul style="list-style-type: none"> <li>▪ Reduce speeding traffic e.g. outside Ward Jackson School, Clark Street, Victoria Terrace / Maritime Avenue.</li>   <li>▪ Explore the feasibility of a crossing of Burbank Street to the Community Garden.</li>   <li>▪ Explore the feasibility of a crossing at Burn Road to Tesco.</li>   <li>▪ Explore the feasibility of extending the pedestrian crossing times on the A689.</li>   <li>▪ Explore the feasibility of improving bus services to, from and within the estate.</li> </ul>	<p>Short/ Medium Term.</p> <p>Short/ Medium Term.</p> <p>Short/ Medium Term.</p> <p>Short/ Medium Term.</p> <p>Short/ Medium Term.</p>	HBC N'hood Manager. HBC N'hood Services. HBC Engineers.	Reduction in traffic problems.  Suitable traffic solutions established.	<ul style="list-style-type: none"> <li>▪ N'hood Manager to identify worst streets with Forum and liaise with HBC Engineers on potential funding.</li>   <li>▪ N'hood Manager to discuss feasibility with HBC Engineers and explore possibility for funding from LTP in 2007/08.</li>   <li>▪ N'hood Manager to discuss feasibility with HBC Engineers and explore possibility for funding from LTP in 2007/08.</li>   <li>▪ N'hood Manager to discuss feasibility with HBC Engineers and explore possibility for funding from LTP in 2007/08.</li>   <li>▪ N'hood Manager to discuss feasibility with HBC Engineers and explore possibility for funding from LTP in 2007/08.</li> </ul>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce the number of traffic accidents related to deaths and serious injuries.</p>

## **CULTURE AND LEISURE**

### **WHAT IS THERE TO KNOW ABOUT THE AREA?**

#### **Statistics**

- 20% of residents consider teenagers hanging around on the streets to be a serious problem, in comparison to 22% Borough wide (MORI 2004).
- 40% of residents are very satisfied with libraries in the area, in comparison to 34% Borough wide (MORI 2004).
- 2% of residents are very satisfied with sports clubs / facilities in the area, in comparison to 19% Borough wide (MORI 2004).
- 47% of residents are very dissatisfied with children's play areas in the area, in comparison to 17% Borough wide (MORI 2004).
- 31% of residents are very dissatisfied with public parks and open spaces in the area, in comparison to 10% Borough wide (MORI 2004).

#### **Strengths**

- Community venues / facilities and associated activities, although many are underused.
- Burbank Community House.
- Bridge Youth Centre.
- The Havelock Centre.
- Burbank Community Garden and the resident involvement in the original design.
- Burbank Court Common Room.
- Snooker Hall.
- Burbank Community Church.
- Burbank Men's Club.
- Bridge Builders.
- Stranton Church, which is in close proximity to the Burbank NAP area.
- Stranton Centre, which is in close proximity to the Burbank NAP area.
- Some local venues / facilities available at subsidised hire rates, although some are not.
- Housing Hartlepool provide office space and training programmes for residents' groups in Burbank Community House.
- The Families Accessing Support Team (FAST) Football Project offers a weekly football training session and participation in an under 18's youth league.
- Community Outdoor Organised Leisure (COOL) Project.
- Burbank Food Co-op.
- Stranton Centre Food Co-op.
- Multi Use Games Area (MUGA) (Hartlepool Safe Sports Play Area) adjacent to Bridge Youth Centre, although there are a number of issues around the operating efficiency.

#### **Weaknesses**

- Community venues / facilities are underused. The local community feel that venues / facilities and activities that are already running are not advertised sufficiently, therefore residents are not aware of their existence.
- Young people gather in large groups; reported that young people perceive organised activities as 'uncool'.
- No convenient play areas (play ground area or local playing field) for children and young people, and existing open spaces are underused mainly due to unsuitability.
- Lack of activities for local residents particularly young children.
- Lack of qualified individuals to run activities and facilities in the area.
- Multi Use Games Area (MUGA) (Hartlepool Safe Sports Play Area) is underused. Problems around the availability of staff members plus the surface has been tarmacked not turfed as requested, so children and young people use alternative areas.
- Closure of the Bridge Youth Centre.
- Hire rates of some local venues / facilities are expensive.
- Lack of local retail units, particularly for healthy food (opening hours of Burbank Food Co-op limited).
- Physical access to local venues / facilities is difficult for disabled users and / or individuals with pushchair.

## KEY RESOURCES AND PROGRAMMES

### Investment by mainstream agencies:

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Bridge Builders.	Bridge Builders meets every Wednesday from 4.15pm - 5.45pm in the Bridge Youth Centre, Burbank Street for those aged 5 years to 11 years. Tel. 01429 278504 for more information.
Bridge Youth Centre and Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA).	<p>The Bridge Youth Centre is located on Burbank Street and includes the new Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA) on the corner of Lynn Street. The Bridge Youth Centre is however closing and services, in future, will be delivered from Burbank Community House. The MUGA will however remain.</p> <p>The Safe Sports Play Area (Multi Use Games Area – MUGA) was opened on 3<sup>rd</sup> September 2005 as part of the Burbank Summer fair. The facility is open to young people everyday between 9.00am and 10.00pm. The main games that are played are football and basketball but the facility also has the provision for cricket and other ball games. The Burbank pitch is the only Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA) to be managed by Residents, Service Providers and the Council in partnership.</p>
Burbank Community Church.	Burbank Community Church meets every Sunday at 11.00am in Burbank Community House. The service lasts for 1 hour and ends with a cup of tea, a scone and a chat. It consists of songs both Ancient and Modern and there is also a Prayer Time. A talk is given each week by a variety of different people. A Communion Service is held once a month, led by one of the clergy of Stranton Church <a href="http://www.strantonchurch.co.uk">www.strantonchurch.co.uk</a> .
Burbank Community Garden.	Burbank Community Garden was completed in December 2004. It provides a focal point for the local community.
Burbank Community House.	Burbank Community House is a community building which provides facilities for meetings, training, functions, and is host to line dancing and local social groups. The Burbank Food Co-op is also held in Burbank Community House, every Wednesday, between 10.30am and 12.00noon (see below). The Burbank Community Church also meets every Sunday at 11.00am in Burbank Community House (see above). Tel. 01429 275121 for more information.

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Burbank Court Common Room.	Awaiting details.
Burbank Food Co-op.	<p>The Burbank Food Co-op was initiated by a group of residents in the area and has proved to be very successful. The Co-op is held within Burbank Community House, Burbank Street every Wednesday between 10.30am and 12noon.</p> <p>All residents of the area can join for free. The Co-op which is run and organised by volunteers, stocks a variety of healthy eating foods, tinned goods and dairy produce along with fresh fruit and vegetables. For more information or to volunteer Tel. 01429 869662.</p>
Burbank Men's Club.	<p>The Burbank Men's Club was formed in June 2006, following on from the Men's Health Initiative taster sessions.</p> <p>The Burbank Men's Club have been helped to gain funding to allow them to take part in a series of 'taster sessions' across a number of sporting activities, e.g. Archery, Angling, Ten Pin Bowling, Carpet Bowls, Walking &amp; Rambling and many other outdoor activities. In May 2006 the club received a donation of £200 from Three Rivers Housing Association towards a 'strengthening communities' health initiative in the Summer, which was a great success. In September 2006 club members also went on a 'health and fitness' walk from Hawsker to Robin Hoods Bay.</p> <p>The club has its own independent Rules, Terms of Reference and Banking facilities. Guests are welcome at club events by invitation of a registered member, and women are included on some occasions.</p> <p>If you are 'male', over 16, and live in the Burbank area you can join the club for free by contacting Tel. 01429 869662 and completing a registration form.</p>
Children's Centres (Stranton and Ward Jackson).	<p>Children's Centres is the latest government initiative aimed at co-ordinating services for children under 5 years of age by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. There will be a Children's Centre in every community. The Centres serving the Burbank area are based at Stranton Primary School and CLC and Ward Jackson Primary School.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>The above delivers services for parents-to-be, parents and children up to age 5. Services focussed on health include antenatal care health visiting, advice on weaning, nutrition, breast-feeding, safety, behaviour management, emotional well-being, gurgle and play sessions and choking baby and baby resuscitation visits.</p> <p>These Centres will also provide integrated childcare, an early years teacher, health services such as ante and post natal care, promoting sexual health, health visitors, family support such as adult education and parenting support, a base for childminders and access to Jobcentre Plus for advice on such issues as employment and benefits advice. This integrated approach will provide holistic support for children's development, support to families with young children and will facilitate the return to work of those parents who are currently unemployed. For more information Tel. 01429 231329.</p>
Community Outdoor Organised Leisure (COOL) Project.	<p>The Community Outdoor Organised Leisure (COOL) Project is based at Ward Jackson Primary School on Tuesday evenings, 5.00pm-7.00pm. A diverse range of sporting activities are available for young people, aged between 8 and 14 years, to take part in on a weekly basis. For more information Tel. 01429 221832.</p>
Families Accessing Support Team (FAST) Football Project.	<p>The FAST Project (in partnership with Burbank Uniting Residents Together (BURT), Hartlepool Borough Council's Football Development Officer and the Burbank Neighbourhood Action Plan (NAP)) offers a weekly football training session and participation in an under 18's youth league. For more information Tel 01429 271571.</p>
Hartlepool Borough Council Adult and Community Services (Football Development Officer).	<p>Football Development Officer - A new town-wide Football Development Officer is now working within the area to promote football and sports/health education. On a Wednesday evening football is played from Dyke House Comprehensive School, at which male and female players are welcome to take part at the session. There are also funded coaching opportunities that are available throughout the area. For more information Tel. 01429 284051.</p>
Hartlepool Borough Council Adult and Community Services (Sports Development Team).	<p>The following sports initiatives specifically impact upon the Burbank area:</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<ul style="list-style-type: none"> <li>▪ Swim Development Officer and programme,</li> <li>▪ Disability Officer and programme,</li> <li>▪ Outdoor Activities Officer and programme,</li> <li>▪ Preschool activities; for example Funtots,</li> <li>▪ Summer holiday programme,</li> <li>▪ Tees Valley Youth Games,</li> <li>▪ Hartlepool Triathlon, Marina 5 Kilometre Road Race and Women's Road Race,</li> <li>▪ Safe In Soccer Scheme: in partnership with Hartlepool United Football Club, in which 40 home league game tickets are distributed free of charge to youth and community groups in the town.</li> </ul> <p>For more information Tel. 01429 284050.</p>
Hartlepool Borough Council Children's Services (Youth Services).	<p>The service offers young people between the ages of 13 and 19 years of age advice, guidance and support, delivered by 3 trained Youth Workers. After consultation and relationship building with young people, their needs are assessed and consequently programmes of work are developed with the young people. For more information, Tel. 01429 523762.</p>
Hartlepool Borough Council: Mill House Leisure Centre.	<p>Mill House Leisure Centre serves the whole town and is located to the North of the Burbank NAP area. It provides a wide range of sports facilities including two swimming pools, one to competition standard with a 57 metre waterslide and 3-stage diving facilities as well as a teaching pool.</p> <p>A multi-purpose hall is available which is used for a wide range of sporting activities such as badminton, five-a-side football, basketball, netball and cricket nets as well as providing a venue for concerts, theatre productions, trade fairs and conventions.</p> <p>A fitness room is also available fully equipped with both single station resistance equipment and cardiovascular fitness machines. The centre also has squash courts, a health suite including sauna and steam room facilities, a floodlit outdoor area suitable for 5-a-side football, netball and basketball and can also offer a vast range of courses and classes suitable for all ages and tastes. They include swimming lessons, football coaching, gymnastics, gymtot sessions,</p>

Examples of key current programmes / projects	Description
Continued ...	<p>aqua aerobics classes, aerobic sessions, fitness courses, karate classes and adult only swim sessions.</p> <p>General opening times for swimming pools are as follows:  Mon, Wed and Fri: 10.00am – 9.00pm (General swimming). 9.00am – 10.00am and 9.00pm – 10.00pm (Adults only).</p> <p>Tues and Thurs: 10.00am – 5.00pm (General swimming). 9.00am – 10.00am and 8.45pm – 9.45pm (Adults only)</p> <p>Dryside Facilities opening times are as follows:  Mon to Fri – 9.00am – 10.00pm.  Sat and Sun – 9.00am –5.00pm.</p> <p>Under future plans, should funding be available, it is proposed that Mill House Leisure Centre will be replaced. A feasibility study has concluded that the site for a new Centre should be at Victoria Harbour as part of the overall redevelopment master plan. It is intended that the new Centre, H20 will be iconic in nature and prove to be a regional attractor as well as providing a new, community based facility. For more information Tel. 01429 223791.</p>
Netball.	<p>Netball takes place on a Tuesday in Burbank Community Garden, Burbank Street from 6.00pm - 7.00pm for all in the local community. £1.50 per session. Tel. 07796176735 for further information.</p>
Hartlepool PATCH.	<p>PATCH is a voluntary organisation which supports and befriends families with young children under the age of 5 years old. PATCH offers the following services:</p> <p><u>Support Groups</u>  PATCH volunteers run small, informal support groups where children and parents/carers have an opportunity to relax and socialise in a safe, friendly environment. Toddlers have the chance to take part in play and art and craft activities.</p> <p><u>Home Visits</u>  A PATCH volunteer can make home visits to families on a weekly basis, offering practical and emotional support.</p>

Examples of key current programmes / projects	Description
Continued ...	<p><u>Loan Equipment</u>            PATCH operates a home loan scheme where families who are referred can borrow safety equipment for a small fee. In addition, PATCH are able to supply teenage parents (for a small fee) the following extra items of equipment as a starter pack:</p> <ul style="list-style-type: none"> <li>Cot and safety mattress</li> <li>Baby bath and thermometer</li> <li>Sterilising unit / breast pump</li> <li>Baby monitors</li> <li>Smoke alarm and carbon monoxide detector</li> </ul> <p>All equipment will be delivered and fitted by an employee of PATCH.</p> <p>PATCH holds a parent and toddler support group at the Stranton Centre, next to Stranton Primary School every Friday afternoon between 1.15pm-2.45pm. The group is open to all adults / carers who have children under the age of 5 years. Tel. 01429 231329 for more information.</p> <p>PATCH are also based in the Avondale Centre, Dyke House Comprehensive School, Raby Road. Tel. 01429 862727 for more information.</p>
Snooker Hall.	Awaiting details.
Stranton Centre.	<p>The Stranton Centre is located next to Stranton Primary School, Southburn Terrace which is in close proximity to the Burbank NAP area. The Stranton Centre is open 6 days a week at the following times:</p> <ul style="list-style-type: none"> <li>Monday and Tuesday: 9.00am-9.00pm</li> <li>Wednesday: 9.00am-10.00pm</li> <li>Thursday: 9.00am-9.00pm</li> <li>Friday: 9.00am-8.00pm</li> <li>Saturday: varies week to week depending on bookings.</li> </ul> <p>There are many different facilities at the Centre, which include a computer suite, meeting room, performing arts room, sports hall (for badminton etc.) with indoor changing facilities plus a sports field with</p>



Examples of key current programmes / projects	Description
Continued ...	<p>outdoor changing facilities. For more information Tel. 01429 231329.</p> <p>The spacious centre caters for the entire family as there are a diverse range of courses and services on offer, which include:</p> <p><u>Aikido</u> Every Monday evening between 7.00pm-9.00pm a very different and effective Martial art, based on co-operation and not competition, to develop fitness is available at the Centre. This is suitable for all adults. For more information Tel. 01429 409278.</p> <p><u>Baby Clinic</u> The nursery nurses and health visitors are within the Centre for advice and support in an informal setting for parents to catch up with others, have your baby weighed and gentle massage. The Baby Clinic is held every Tuesday 1.30pm-3.00pm. For more information Tel. 01429 287001.</p> <p><u>Baby Massage</u> The Baby Massage group meets every Wednesday between 1.30pm-3.00pm (Term time only). The aim of the group is for people to come along and meet other parents in a relaxed atmosphere and enjoy the benefit of baby massage. For more information please Tel. 01429 285136.</p> <p><u>Brownies</u> The 27<sup>th</sup> Hartlepool Brownies meet every Tuesday 5.30pm-7.00pm at the Stranton Centre. Tel. 01429 5183661 for more information.</p> <p><u>Children's Activity Sessions</u> Sessions take place every Thursday (with the exception of the summer holidays), 5.30pm-7.00pm for children aged 5years to 8/9 years and 7.30pm-9.00pm for children aged 9/10 years to 13 years. Places must be booked. Tel. 07838389785.</p> <p><u>Community Development Worker</u> The Community Development Worker based at the Centre aims to work with people to encourage use of the Centre to its full capacity. The Community Development Worker also holds a coffee morning every Friday from 10.00am-11.00am. For more information Tel.</p>

Examples of key current programmes / projects	Description
Continued ...	<p data-bbox="1054 177 1247 204">01429 231329.</p> <p data-bbox="1054 237 1293 264"><u>Exercise for Health</u></p> <p data-bbox="1054 269 1881 358">The exercise for health session is held every Monday from 7.00pm-8.00pm for both male and females of all abilities. For further information Tel. 07796176735.</p> <p data-bbox="1054 396 1205 423"><u>Food Co-op</u></p> <p data-bbox="1054 428 1892 518">A fruit and vegetable scheme is held at the Centre every Tuesday between 2.30pm-5.00pm. Vegetable and fruit bags are available for £2.50. For more information Tel. 01429 231329.</p> <p data-bbox="1054 555 1157 583"><u>PATCH</u></p> <p data-bbox="1054 587 1902 742">Hartlepool PATCH holds a parent and toddler support group at the Centre every Friday afternoon between 1.15pm-2.45pm (during term time only). The group is open to all adults / carers who have children under the age of 5 years. Parents are required to stay during the session.</p> <p data-bbox="1054 779 1314 807"><u>Rainbow Active Club</u></p> <p data-bbox="1054 812 1898 932">The Rainbow Active Club takes place every Saturday between 10.00am-12.00noon for children aged 2 years to 12 years, under 8's must however be accompanied by an adult. Children are able to join in with football, computers, soft play etc.</p> <p data-bbox="1054 969 1199 997"><u>Scallywags</u></p> <p data-bbox="1054 1002 1885 1156">Scallywags is a playgroup for children from under 2 years. A wide range of activities are available for children to take part in under supervision. Sessions are held on Wednesdays from 9.15am-11.15am and on a Thursday from 1.00pm-2.45pm (during term time only). Tel. 07966379512.</p> <p data-bbox="1054 1193 1247 1221"><u>Stitch and Sew</u></p> <p data-bbox="1054 1226 1913 1346">Learn how to make soft furnishings, including valances, cushion covers and table cloths, and learn how to alter clothing plus needle craft. All abilities welcome however participants must be aged 16 and over. Sessions are held every Monday from 7.00pm-9.00pm.</p> <p data-bbox="1054 1383 1524 1411"><u>Stranton Football Club (Stranton F.C.)</u></p> <p data-bbox="1054 1416 1843 1443">The Stranton Football Club trains every Saturday from 10.00am-</p>

Examples of key current programmes / projects	Description
Continued ...	<p>12noon at the Stranton Centre. The team is run by qualified F.A Coaches and is affiliated to the Durham Football Association. Matches are played on Sunday afternoons. Tel. 07808300983 for more information.</p> <p><u>Stranton Gymnastics Club</u> Classes run in eight week blocks with limited places. Participants must be aged 5+. Classes take place every Monday 5.30pm-7.00pm and Friday 5.00pm-7.30pm. Places must be booked. Tel. 01429 231329.</p> <p><u>Tai-Chi</u> Tai Chi helps to combat stress and strains caused by everyday life as well as improving balance and co-ordination. The class is suitable for all abilities, both male and females are welcome. The class takes place every Wednesday between 11.15am-12.15noon. For more information Tel. 01429 231329.</p> <p><u>Women's Health Group Netball</u> A netball session run by a qualified professional coach every Wednesday from 6.00pm-7.00pm for all ages groups and all abilities. Tel. 01429 231329.</p>
Stranton Church.	Awaiting details.
The Havelock Centre.	A day centre for people with physical disabilities.

## GAPS – WHAT NEEDS TO BE DONE

<b>Service delivery issues needing attention</b>	
1.	Increase the activities for the local community particularly for young children.
2.	Consult with children and young people to identify what facilities / activities they would like to see in the Burbank area.
3.	Develop a play ground area and provide appropriate play equipment e.g. an adventure play ground and / or a playing field.
4.	Identify and address the barriers which local residents face in utilising local community facilities.
5.	Raise awareness of the facilities / activities provided throughout the area.
6.	Investigate why the Multi Use Games Area (MUGA) (the existing sports facility; Hartlepool Safe Sports Play Area) is underused.
7.	Minimise the impact of the closure of the Bridge Youth Centre.
8.	Address the problems with the lack of local retail units, particularly for healthy food (opening hours of Burbank and Stranton Food Co-ops are limited).

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<b>CULTURE AND LEISURE</b>						
<p>Lack of activities and organised trips for the local community, particularly for young children.</p>	<ul style="list-style-type: none"> <li>▪ Provide a more diverse range of activities in the Burbank area.</li> <li>▪ Increase organised day trips and residentials for local residents from the Burbank area, e.g. trips to the cinema and the pantomime.</li> <li>▪ Encourage children and young people to become involved in the local community e.g. look towards the development of a Youth Forum to involve children and young people in the decision making process or an internet café.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>HBC Children's Services. Community / Voluntary Sector. Residents Associations. Burbank Forum. HBC Youth Services. HBC Youth Offending. HBC Adult and Community Services. Local Schools. FAST Project. Residents. Children and Young People. Community Network. COOL Project. Barnardos. HBC Football Development Officer.</p>	<p>More activities provided in the area.</p> <p>Increased participation and promote existing facilities.</p> <p>Youth Forum established.</p>	<ul style="list-style-type: none"> <li>▪ All agencies to discuss with the Burbank Forum.</li> <li>▪ All agencies to discuss with the Burbank Forum.</li> <li>▪ Burbank Forum, local schools and youth organisations to discuss the formation of a Youth Forum.</li> </ul>	<p>Increased proportion of people satisfied with their local area as a place to live.</p> <p>Increased proportion of people undertaking community activity.</p> <p>Reduced proportion of people feeling no involvement in the community.</p> <p>Increased percentage of adults who feel they can affect decisions that affect their own area.</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
Promote existing activities that are available for residents in the Burbank area.	<ul style="list-style-type: none"> <li>▪ Develop a Community Index of Activities.</li> <li>▪ Better publicity from Service Providers including increased attendance at Residents Associations, and Community / Voluntary Sector to spread the word.</li> </ul>	Short Term.  Short Term.	Community / Voluntary Sector. Residents Associations. Burbank Forum. FAST Project. COOL Project. Community Network.	Improved community awareness.  Increased community involvement.	<ul style="list-style-type: none"> <li>▪ Burbank Forum to discuss.</li> <li>▪ Service Providers to take forward.</li> </ul>	<p>Increased proportion of people satisfied with their local area as a place to live.</p> <p>Increased proportion of people undertaking community activity.</p> <p>Reduced proportion of people feeling no involvement in the community.</p>
Need to identify what children and young people would like with regards to activities.	<ul style="list-style-type: none"> <li>▪ Conference for children and young people to identify their needs and requirements.</li> <li>▪ Establish a Youth Forum to involve children and young people in decision making processes.</li> <li>▪ Organisations to co-ordinate present and future activities more effectively.</li> </ul>	Short Term.  Short Term.  Short Term.	Burbank Forum. HBC Youth Services. Community / Voluntary Sector. Residents Associations. HBC Children's Services. Residents. Local Schools.	Youth Forum established.  More activities provided.	<ul style="list-style-type: none"> <li>▪ All partners to discuss.</li> <li>▪ Burbank Forum, local schools and youth organisations to discuss the formation of a Youth Forum.</li> <li>▪ Organisations to discuss.</li> </ul>	<p>Increased proportion of people satisfied with their local area as a place to live.</p> <p>Increased proportion of people undertaking community activity.</p> <p>Reduced proportion of people feeling no involvement in the community.</p>
No convenient play areas (play ground area or local playing field) for children and young people, and existing open spaces are underused mainly	<ul style="list-style-type: none"> <li>▪ Create a play area in Burbank Community Garden.</li> </ul>	Medium Term.	Burbank Forum. HBC Youth Services. Community / Voluntary Sector.	Play area provided.	<ul style="list-style-type: none"> <li>▪ All agencies to discuss.</li> </ul>	<p>Increased proportion of people satisfied with their local area as a place to live.</p> <p>Increased residents' satisfaction with</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
due to unsuitability.	See previous page.	See previous page.	Residents. Local Schools. Residents Associations.	See previous page.	See previous page.	public parks and open spaces.
Identify and address the barriers which local residents face in utilising local community facilities.	<ul style="list-style-type: none"> <li>▪ Widely advertise existing venues / facilities and activities plus any future services.</li> <li>▪ Look at the possibility of reducing the hire rates of some local venues / facilities are expensive.</li> <li>▪ Address the issues with regards to the physical access to local venues / facilities.</li> </ul>	<p>Short Term.</p> <p>Medium Term.</p> <p>Medium Term.</p>	<p>Community / Voluntary Sector. Residents Associations. Burbank Forum. Residents. HBC Adult and Community Services. HBC Access Officer. Hartlepool Access Group.</p>	<p>Increased residents' satisfaction.</p> <p>Increased community involvement.</p>	<ul style="list-style-type: none"> <li>▪ All partners to discuss.</li> <li>▪ All agencies to discuss.</li> <li>▪ All agencies to discuss.</li> </ul>	<p>Increased proportion of people satisfied with their local area as a place to live.</p> <p>Increased proportion of people undertaking community activity.</p> <p>Reduced proportion of people feeling no involvement in the community.</p>
Existing Multi Use Games Area (MUGA) (sports facility; Hartlepool Safe Sports Play Area) underused.	<ul style="list-style-type: none"> <li>▪ Address staffing issues.</li> <li>▪ Increase publicity around the availability of the Multi Use Games Area (MUGA).</li> <li>▪ Encourage use of the Multi Use Games Area (MUGA) through establishing a programme of events and activities.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>HBC Youth Services. HBC Adult and Community Services. Local Schools. Burbank Forum.</p>	<p>Increased residents' satisfaction with MUGA.</p> <p>Increased community involvement.</p>	<ul style="list-style-type: none"> <li>▪ Relevant agencies to discuss.</li> <li>▪ Relevant agencies to discuss.</li> <li>▪ Relevant agencies to discuss.</li> </ul>	<p>Increased number of individuals trained to deliver activities within clubs and the community.</p> <p>Increased residents' satisfaction with public parks and open spaces.</p>

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	<ul style="list-style-type: none"> <li>Address the reported problems around the surface being tarmacked and not turfed as requested.</li> </ul>	Medium Term.	See previous page.	See previous page.	<ul style="list-style-type: none"> <li>Relevant agencies to discuss.</li> </ul>	Increased proportion of people satisfied with their local area as a place to live.
Closure of the Bridge Youth Centre.	<ul style="list-style-type: none"> <li>Ensure existing activities are transferred to alternative venues to minimise the impact on the local community.</li> <li>Undertake a feasibility study to look at how services will be delivered from Burbank Community House to ensure it is developed effectively (particularly with the closure of the Bridge Youth Centre).</li> </ul>	Short Term.  Short Term.	HBC Adult and Community Services. Community / Voluntary Sector.	Burbank Community House developed effectively.	<ul style="list-style-type: none"> <li>All partners to discuss.</li> <li>All partners to discuss.</li> </ul>	Increased proportion of people satisfied with their local area as a place to live.
Lack of local retail units, particularly for healthy food (opening hours of Burbank and Stranton Food Co-op limited).	<ul style="list-style-type: none"> <li>Increase the number local retail units, particularly for healthy food.</li> <li>Look at the possibility of extending the opening hours of the Burbank Food Coop.</li> </ul>	Medium Term.  Short Term.	Burbank Forum. Burbank Food Co-op. Stranton Food Co-op. Local Retailers.	Increased residents' satisfaction.	<ul style="list-style-type: none"> <li>Burbank Forum to work with local retailers and other relevant organisations.</li> <li>Burbank and Stranton Food Co-op to consider subject to funding and resources.</li> </ul>	Increased proportion of people satisfied with their local area as a place to live.



## **STRENGTHENING COMMUNITIES**

### **WHAT IS THERE TO KNOW ABOUT THE AREA?**

#### **Statistics**

- 20% of residents are very satisfied with the area as a place to live, in comparison to 42% Borough wide (MORI 2004).
- 22% of residents consider themselves to have a very good quality of life, in comparison to 38% Borough wide (MORI 2004).
- 26% of residents do not feel part of the community, in comparison to 13% Borough wide (MORI 2004).
- 31% of residents feel that they could influence a decision in the area, in comparison to 26% Borough wide (MORI 2004).

#### **Strengths**

- Burbank Uniting Residents Together (BURT).
- Burbank Parents' Forum.
- Burbank Forum and Sub-Group.
- Communication between service providers and residents has increased through regular meetings of the Burbank Forum and Sub-Group which has led to effective multi agency working.
- Community Outdoor Organised Leisure (COOL) Project.
- Strong community capacity building network; Community Empowerment Network (CEN) Officer, Stranton Church Community Worker and Youth Worker, Housing Hartlepool Resident Participation Officer, Sure Start (2 Community Development Workers and 1 Training Officer), Councillors, Hartlepool Borough Council Officers and Burbank Forum.
- A strong resident base, residents have lived in the area for a long time.
- An integrated community.
- Successful integration of refugees.
- Burbank Food Co-op.
- Stranton Centre Food Co-op.
- Burbank Community Church.
- Stranton Church, which is in close proximity to the Burbank NAP area.
- Stranton Centre, which is in close proximity to the Burbank NAP area.
- Burbank Court Common Room.
- Burbank Community Garden and the resident involvement in the original design.
- Burbank Neighbourhood Watch.
- The voice of Burbank residents has been increased on the Central Neighbourhood Consultative Forum and the Local Strategic Partnership (LSP); Hartlepool Partnership.
- A training session for local residents has been undertaken, organised by the Community Safety Initiative, supported by the

#### **Weaknesses**

- Lack of commitment and communication between generations in the area.
- Hard to engage young people (13 years and above) in the B76 Youth Group.
- Concerns over the lack of resources to sustain and / or mainstream venues / facilities and activities in the area.
- Burbank has received bad press over the last few years.
- Communication between residents and organisations delivering services in the area could be improved.

<p><b>Strengths</b></p> <p>Community Empowerment Network (CEN).</p> <ul style="list-style-type: none"> <li>▪ Two local reviews of the Burbank Neighbourhood Action Plan (NAP) held and report produced, January 2006. The development of a Football Project through the Families Accessing Support Team (FAST Project) for local youths.</li> <li>▪ Quiet neighbourhood with a good community spirit and friendly people.</li> <li>▪ Active residents and residents association in the area, but still a need to engage more residents and encourage residents to be more proactive.</li> <li>▪ Improved relationships between residents and Neighbourhood Police Officers.</li> </ul>	<p><b>Weaknesses</b></p> <p>See previous page.</p>
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**KEY RESOURCES AND PROGRAMMES**

**Investment by mainstream agencies:**

<b>Examples of key current programmes / projects</b>	<b>Description</b>
<p>Anchor Trust (Community Development Team).</p>	<p>Anchor Trust Community Development Team work throughout Hartlepool offering support and opportunities for individuals and groups who are, or cater for people aged 50+, to increase their involvement in their local communities. Where people identify a gap in provision or highlight an activity they would like to become involved in, the team will work with the community to find ways of providing this. Examples of activities previously delivered include seated exercise sessions, falls prevention days and health well being opportunities.</p> <p>Anchor Trust Community Development Team can be contacted on 01429 224466 or by e-mail to <a href="mailto:atcdteam@hotmail.com">atcdteam@hotmail.com</a>.</p>
<p>Barnardo's B76 Project.</p>	<p>Barnardo's B76 Project is a townwide service offering a range of support and advice services in Hartlepool for young people aged between 13 and 21 years old. The Barnardo's B76 Project is based at 76 Church Street, Hartlepool, TS24 7DN, located to the North of the Burbank NAP area.</p> <p>B76 is open Monday to Wednesday 9.00am - 7.00pm, Thursday 9.00am - 5.30pm and Friday 9.00 - 4.30pm. Tel. 01429 424222. E-mail. <a href="mailto:b76.project@barnardos.org.uk">b76.project@barnardos.org.uk</a>.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Black and Minority Ethnic (BME) Reference Group.	The Black and Minority Ethnic (BME) Reference Group aims to give Hartlepool's different ethnic minority groups a stronger voice in local decision making and raise awareness of various populations. The group look at issues affecting the BME community such as racial abuse and attacks, housing and access to services. For more information, Tel. 01429 262641.
Bridge Youth Centre and Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA).	<p>The Bridge Youth Centre is located on Burbank Street and includes the new Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA) on the corner of Lynn Street. The Bridge Youth Centre is however closing and services, in future, will be delivered from Burbank Community House. The MUGA will however remain.</p> <p>The Safe Sports Play Area (Multi Use Games Area – MUGA) was opened on 3<sup>rd</sup> September 2005 as part of the Burbank Summer fair. The facility is open to young people everyday between 9.00am and 10.00pm. The main games that are played are football and basketball but the facility also has the provision for cricket and other ball games. The Burbank pitch is the only Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA) to be managed by Residents, Service Providers and the Council in partnership.</p>
Burbank Community Church.	Burbank Community Church meets every Sunday at 11.00am in Burbank Community House. The service lasts for 1 hour and ends with a cup of tea, a scone and a chat. It consists of songs both Ancient and Modern and there is also a Prayer Time. A talk is given each week by a variety of different people. A Communion Service is held once a month, led by one of the clergy of Stranton Church <a href="http://www.strantonchurch.co.uk">www.strantonchurch.co.uk</a> .
Burbank Community Garden.	Burbank Community Garden was completed in December 2004. It provides a focal point for the local community.
Burbank Food Co-op.	<p>The Burbank Food Co-op was initiated by a group of residents in the area and has proved to be very successful. The Co-op is held within Burbank Community House, Burbank Street every Wednesday between 10.30am and 12noon.</p> <p>All residents of the area can join for free. The Co-op which is run and</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	organised by volunteers, stocks a variety of healthy eating foods, tinned goods and dairy produce along with fresh fruit and vegetables. For more information or to volunteer Tel. 01429 869662.
Burbank Forum.	The Burbank Forum comprises residents (including representatives from local Residents Associations in the area), community / voluntary groups, Hartlepool Borough Council Officers and other key organisations such as Housing Hartlepool and Cleveland Police. The Forum meets once a month to enable local people and service providers to work together to improve the ways that services are provided, to achieve goals of lower unemployment and crime, better health, skills, housing and physical environment and a stronger community with improved culture and leisure opportunities. The Forum also allocate the Neighbourhood Renewal Funding (NRF) (Residents Priority Budget and Neighbourhood Element Funding) which is available for the Burbank area, to begin to address the priority concerns identified in the Burbank Neighbourhood Action Plan (NAP) Update. Tel. 01429 523288 for more information.
Burbank Neighbourhood Watch.	Awaiting details.
Burbank Online.	<a href="http://www.freewebs.com/burbankonline">www.freewebs.com/burbankonline</a> is a website developed by a local resident from the Burbank area.
Burbank Parents' Forum.	Awaiting details.
Burbank Uniting Residents Together (BURT).	A residents association active in the Burbank area. The BURT office is First Floor, Burbank Community House, Hartlepool, TS24 7LA. Tel. 07906991315. E-mail. <a href="mailto:burt.secretary@gmail.com">burt.secretary@gmail.com</a> .
Circle of Life Group.	The Circle of Life Group is a townwide, constituted group that addresses the issue of racism, by raising awareness of and celebrating cultural diversity by utilising a variety of methods such as conferences, festivals, producing booklets, and workshops in schools and at community facilities.
Cleveland Police: Hartlepool Neighbourhood Policing Scheme.	The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, police will be visible and accessible to members of the public. Community involvement is key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>Each Council Ward has a named, dedicated Neighbourhood Officer and Neighbourhood Police Community Support Officer (PCSO). These officers work within each Council Ward and are not pulled away from their area to other parts of Hartlepool. The Neighbourhood Policing Team is based in the Church Street Police Office, 8-9 Church Street, Hartlepool.</p> <p>The team is also accessible to the local community and respond to the priorities of local residents.</p> <p>Every month, officers conduct a visual audit with a community representative and officers from partner agencies (Hartlepool Borough Council Environmental Officers / Housing Providers etc.). This is a walk around their identified neighbourhood area in order to ascertain areas for action. This should result in the identification of three priorities for action over the following month.</p> <p>A Single Point of Contact Number has been set up to link residents with their dedicated officers. Phone lines are open between the hours of 9.00am and 9.00pm when staff can put residents in touch with one of the officers assigned to the ward. The Single Point of Contact Number is Tel. 01429 235811.</p> <p>Drop in surgeries which are staffed on a regular basis are also held within the area at Church Street Police Office, 8-9 Church Street, Hartlepool.</p> <p>Call the Single Point of Contact Number above for more information regarding the details of the drop in sessions. In addition to this, members of the teams are also available at the main offices at times when drop in surgeries are unstaffed.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Community Empowerment Network (CEN).	<p>Community Empowerment Fund Agencies were developed in 2001 to manage the Community Empowerment Fund (CEF) in the 88 Neighbourhood Renewal Areas across England, 14 of which were in the North East.</p> <p>The CEF was designed to support Voluntary and Community Sector involvement in Local Strategic Partnerships (LSPs) with the aim of ensuring representatives will be equal partners. Community Empowerment Officers in the 14 CEF areas have developed strong and effective networks in the region. The Voluntary and Community Sector are represented on the LSP both as service providers and as representatives of their membership and/or wider community. The CEF supported the Community Empowerment Networks until March 2006 after which time most networks, including Hartlepool, have continued to develop with financial support from the Safer Stronger Communities Fund and Local Strategic Partnership funding. Contact the Community Empowerment Network (CEN) at Hartlepool Voluntary Development Agency (HVDA), Rockhaven, 36 Victoria Road, Hartlepool, TS26 8DD. Tel. 01429 262641.</p>
Community Outdoor Organised Leisure (COOL) Project.	The Community Outdoor Organised Leisure (COOL) Project is based at Ward Jackson Primary School on Tuesday evenings, 5.00pm-7.00pm. A diverse range of sporting activities are available for young people, aged between 8 and 14 years, to take part in on a weekly basis. For more information Tel. 01429 221832.
Families Accessing Support Team (FAST) Football Project.	The FAST Project works with referred families from the area to look at employment / training as well as assessing a range of issues that impact on families from housing, health and care and strengthening communities. For more information Tel. 01429 271571.
Friends of Stranton.	Meets weekly at the Stranton Centre, next to Stranton Primary School on a Friday from 12.00noon-12.00pm to discuss interests / activities or to make new friends. For more information Tel. 01429 321329 or Tel. 07796176735.
Housing Hartlepool.	Awaiting details.

Examples of key current programmes / projects	Description
Stranton Centre.	<p>The Stranton Centre is located next to Stranton Primary School, Southburn Terrace which is in close proximity to the Burbank NAP area. The Stranton Centre is open 6 days a week at the following times:</p> <p>Monday and Tuesday: 9.00am-9.00pm  Wednesday: 9.00am-10.00pm  Thursday: 9.00am-9.00pm  Friday: 9.00am-8.00pm  Saturday: varies week to week depending on bookings.</p> <p>There are many different facilities at the Centre, which include a computer suite, meeting room, performing arts room, sports hall (for badminton etc.) with indoor changing facilities plus a sports field with outdoor changing facilities. For more information Tel. 01429 231329.</p> <p>The spacious centre caters for the entire family as there are a diverse range of courses and services on offer, which include:</p> <p><u>Aikido</u>  Every Monday evening between 7.00pm-9.00pm a very different and effective Martial art, based on co-operation and not competition, to develop fitness is available at the Centre. This is suitable for all adults. For more information Tel. 01429 409278.</p> <p><u>Baby Clinic</u>  The nursery nurses and health visitors are within the Centre for advice and support in an informal setting for parents to catch up with others, have your baby weighed and gentle massage. The Baby Clinic is held every Tuesday 1.30pm-3.00pm. For more information Tel. 01429 287001.</p> <p><u>Baby Massage</u>  The Baby Massage group meets every Wednesday between 1.30pm-3.00pm (Term time only). The aim of the group is for people to come along and meet other parents in a relaxed atmosphere and enjoy the benefit of baby massage. For more information please Tel. 01429 285136.</p>

Examples of key current programmes / projects	Description
Continued ...	<p data-bbox="1062 175 1919 263"><u>Brownies</u> The 27<sup>th</sup> Hartlepool Brownies meet every Tuesday 5.30pm-7.00pm at the Stranton Centre. Tel. 01429 5183661 for more information.</p> <p data-bbox="1062 302 1919 454"><u>Children's Activity Sessions</u> Sessions take place every Thursday (with the exception of the summer holidays), 5.30pm-7.00pm for children aged 5years to 8/9 years and 7.30pm-9.00pm for children aged 9/10 years to 13 years. Places must be booked. Tel. 07838389785.</p> <p data-bbox="1062 493 1919 678"><u>Community Development Worker</u> The Community Development Worker based at the Centre aims to work with people to encourage use of the Centre to its full capacity. The Community Development Worker also holds a coffee morning every Friday from 10.00am-11.00am. For more information Tel. 01429 231329.</p> <p data-bbox="1062 717 1919 834"><u>Exercise for Health</u> The exercise for health session is held every Monday from 7.00pm-8.00pm for both male and females of all abilities. For further information Tel. 07796176735.</p> <p data-bbox="1062 899 1919 1016"><u>Food Co-op</u> A fruit and vegetable scheme is held at the Centre every Tuesday between 2.30pm-5.00pm. Vegetable and fruit bags are available for £2.50. For more information Tel. 01429 231329.</p> <p data-bbox="1062 1055 1919 1240"><u>PATCH</u> Hartlepool PATCH holds a parent and toddler support group at the Centre every Friday afternoon between 1.15pm-2.45pm (during term time only). The group is open to all adults / carers who have children under the age of 5 years. Parents are required to stay during the session.</p> <p data-bbox="1062 1279 1919 1424"><u>Rainbow Active Club</u> The Rainbow Active Club takes place every Saturday between 10.00am-12.00noon for children aged 2 years to 12 years, under 8's must however be accompanied by an adult. Children are able to join in with football, computers, soft play etc.</p>



Examples of key current programmes / projects	Description
Continued ...	<p><u>Scallywags</u> Scallywags is a playgroup for children from under 2 years. A wide range of activities are available for children to take part in under supervision. Sessions are held on Wednesdays from 9.15am-11.15am and on a Thursday from 1.00pm-2.45pm (during term time only). Tel. 07966379512.</p> <p><u>Stitch and Sew</u> Learn how to make soft furnishings, including valances, cushion covers and table cloths, and learn how to alter clothing plus needle craft. All abilities welcome however participants must be aged 16 and over. Sessions are held every Monday from 7.00pm-9.00pm.</p> <p><u>Stranton Football Club (Stranton F.C.)</u> The Stranton Football Club trains every Saturday from 10.00am-12noon at the Stranton Centre. The team is run by qualified F.A Coaches and is affiliated to the Durham Football Association. Matches are played on Sunday afternoons. Tel. 07808300983 for more information.</p> <p><u>Stranton Gymnastics Club</u> Classes run in eight week blocks with limited places. Participants must be aged 5+. Classes take place every Monday 5.30pm-7.00pm and Friday 5.00pm-7.30pm. Places must be booked. Tel. 01429 231329.</p> <p><u>Tai-Chi</u> Tai Chi helps to combat stress and strains caused by everyday life as well as improving balance and co-ordination. The class is suitable for all abilities, both male and females are welcome. The class takes place every Wednesday between 11.15am-12.15noon. For more information Tel. 01429 231329.</p> <p><u>Women's Health Group Netball</u> A netball session run by a qualified professional coach every Wednesday from 6.00pm-7.00pm for all ages groups and all abilities. Tel. 01429 231329.</p>
Stranton Church.	Awaiting details.

Examples of key current programmes / projects	Description
Sure Start Central.	<p>The overall aim of Sure Start in Hartlepool is to provide a co-ordinated, community driven programme of services for young children aged under 4 and their families. The services will be 'shaped' according to community choice and need, adhering to the overall objectives of Sure Start. It will be non-stigmatising, locally accessible service, designed to achieve maximum life chances for all, thus ensuring that children and their parents achieve their full potential within a learning community.</p> <p>Because of the geographical factors of the Sure Start area and the diversity of the communities within it, it is envisaged that there needs to be more than one centre from which services will be delivered. It is also envisaged there will be a Core Sure Start Team consisting of a variety of professionals. Other organisations will be contracted into provide more specialist provision in respect of domestic violence, drug abuse and adult mental health issues. For more information Tel. 01429 285136.</p>

#### GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Address the sustainability and mainstreaming of local venues / facilities and activities in the area.
2.	Continue to encourage the multi agency working between residents and service providers.
3.	Improve communication between residents and organisations delivering services in the area.
4.	Encourage more residents to be proactive in the community.
5.	Provide more capacity building opportunities for those active within the community.
6.	Provide intergenerational activities for the local community.
7.	Explore the feasibility of building a multi purpose community centre within the area which is open regularly which would become a focal point for the local community, in addition to the Burbank Community Garden.
8.	Overcome the bad press reports surrounding the Burbank area.

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
<b>STRENGTHENING COMMUNITIES</b>						
Address the sustainability and mainstreaming of local venues / facilities and activities in the area.	<ul style="list-style-type: none"> <li>▪ Ensure a coordinated approach is taken by all organisations operating in the area.</li> <li>▪ Undertake a feasibility study to look at how services will be delivered from Burbank Community House to ensure it is developed effectively and will be sustainable (particularly with the closure of the Bridge Youth Centre).</li> </ul>	Short Term.  Short Term.	Community / Voluntary Sector. HBC Adult and Community Services.	Resident Satisfaction.	<ul style="list-style-type: none"> <li>▪ Relevant organisations to undertake.</li> <li>▪ Relevant partners to discuss.</li> </ul>	Increased proportion of people satisfied with their local area as a place to live.
Continue to encourage the multi agency working between residents and service providers, and increase communication between residents and organisations delivering services in the area.	<ul style="list-style-type: none"> <li>▪ Continue to hold regular meetings of the Burbank Forum and Sub-Group.</li> <li>▪ Service providers to feed back to residents to improve communication links.</li> </ul>	Short Term.  Short Term.	Community / Voluntary Sector. Residents Associations. Residents. Community Network. HBC N'hood Manager. Burbank Forum.	Resident Satisfaction.	<ul style="list-style-type: none"> <li>▪ Burbank Forum, Central Neighbourhood Officer, Community Network, Housing Hartlepool.</li> <li>▪ All relevant partners to discuss.</li> </ul>	<p>Increased percentage of adults who feel they can affect decisions that affect their own area.</p> <p>Increased proportion of people undertaking voluntary work/ community activity.</p> <p>Increased proportion of people satisfied with their local area as a place to live.</p>
Encourage more residents to be proactive in the community.	<ul style="list-style-type: none"> <li>▪ Hold further capacity building sessions / events in the local community.</li> </ul>	Short Term.	Community / Voluntary Sector. Residents	Increased resident participation and satisfaction.	<ul style="list-style-type: none"> <li>▪ Community Network and relevant partners to consider.</li> </ul>	Maintained involvement of the Community Network.

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
See previous page.	<ul style="list-style-type: none"> <li>▪ Continue to support existing residents associations and community / voluntary groups plus any new groups which are developed in the future.</li> </ul>	Short Term. See previous page.	Associations. Residents. Community Network. HBC N'hood Manager. Burbank Forum. N'hood Development Officer. Housing Hartlepool.	See previous page.	<ul style="list-style-type: none"> <li>▪ Community Network and Central Neighbourhood Development Officer.</li> </ul>	<p>Increased proportion of people undertaking voluntary work/ community activity.</p> <p>Increased percentage of adults who feel they can affect decisions that affect their own area.</p>
Lack of intergenerational activities.	<ul style="list-style-type: none"> <li>▪ Hold regular events to ensure children and young people can engage with residents of an older generation and vice versa e.g. family fun days.</li> <li>▪ Encourage children and young people to become involved in the local community e.g. look towards the development of a Youth Forum to involve children and young people in the decision making process or an internet café.</li> </ul>	Short Term.  Short Term.	Community / Voluntary Sector. Residents. Burbank Forum. Residents Associations. Children and Young People. Local Schools. HBC Youth Service. Community Network.	Increased resident satisfaction.  Increased number of activities.  Youth Forum established.	<ul style="list-style-type: none"> <li>▪ Relevant agencies to discuss.</li> <li>▪ Burbank Forum to consider.</li> </ul>	<p>Increased proportion of people undertaking voluntary work/ community activity.</p> <p>Reduced proportion of people feeling no involvement in the community.</p> <p>Increased proportion of people satisfied with their local area as a place to live.</p>
Lack of multi purpose community centre within the area which is open regularly and would be a focal point for the local	<ul style="list-style-type: none"> <li>▪ Explore the feasibility of building a multi purpose community centre within the area.</li> </ul>	Long Term.	Community / Voluntary Sector. Residents. Burbank Forum.	Community Centre established.	<ul style="list-style-type: none"> <li>▪ Relevant organisations to consider, subject to feasibility study, funding and resources. Burbank Forum to be consulted.</li> </ul>	Increased proportion of people satisfied with their local area as a place to live.

Priority concerns	Actions to include	Timescale to address actions	Who needs to be included	How will success be measured (Milestones)	Funding / Resources	Local Area Agreement (LAA) Indicators
community, in addition to the Burbank Community Garden.	<ul style="list-style-type: none"> <li>▪ Develop an existing facility.</li> </ul>	Medium Term.	Residents Associations. Children and Young People. HBC Youth Service. Community Network	See previous page.	<ul style="list-style-type: none"> <li>▪ All relevant parties to discuss subject to funding and resources.</li> </ul>	See previous page.
Numerous bad press reports surrounding the Burbank area.	<ul style="list-style-type: none"> <li>▪ Increase the number of 'good news stories' and promote the area in the local press.</li> </ul>	Short Term.	Residents. Burbank Forum. Residents Associations. HBC N'hood Manager.	Improve people's perceptions of the Burbank area.	<ul style="list-style-type: none"> <li>▪ Local residents, residents associations, Burbank Forum, Central Neighbourhood Consultative Forum.</li> </ul>	Increased proportion of people satisfied with their local area as a place to live.

## **JARGON BUSTER**

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

**Accountability** – being responsible for someone or something.

**Action Plan** – this is a strategy around common themes, e.g. Jobs and Economy, Lifelong Learning and Skills, Health and Care, Community Safety, Environment and Housing, Culture and Leisure and Strengthening Communities.

**ASB** – Anti Social Behaviour.

**ASB Unit** – Anti Social Behaviour Unit.

**ASBO** – Anti-Social Behaviour Order.

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

**Baseline** – starting point.

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

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

**BME Group** – Black and Minority Ethnic Group.

**Burbank Forum** – meets regularly, the forum enables residents to discuss issues affecting their neighbourhood, along with key service providers in the area and allocates the NRF Residents Priority Budget and Neighbourhood Element funding.

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

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

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

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

**Community Cohesion** – initiatives aimed at bringing together communities.

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

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

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

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

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

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

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

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

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

**DfES** – Department for Education & Skills.

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

**Economic Forum** – partnership interested in the economy and jobs.

**ESF** – European Social Fund.

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

**FAST** – Families Accessing Support Team

**Feasibility Study** – a project that would identify whether a certain action should be carried out or not.

**G.P.** – General Practitioner.

**GONE** – Government Office North East.

**HAG** – Hartlepool Access Group.

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

**Hartlepool PATCH** – Hartlepool Parent and Toddler Care at Home.



**Hartlepool PCT** – Hartlepool Primary Care Trust.

**HBC** – Hartlepool Borough Council.

**HCFE** – Hartlepool College of Further Education.

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

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

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

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

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

**HVDA** – Hartlepool Voluntary Development Agency.

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

**Implementation** – carrying out a strategy.

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

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

**Inequalities** – gaps between the most advantaged and most disadvantaged.

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

**JSU** – Joint Strategy Unit.

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

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

**LLA's** – Local Area Agreements.

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

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

**LSP** – Local Strategic Partnership.

**LTP** – Local Transport Plan.

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

**Milestone** – key events with dates, making a clear stage of progress towards a final output.

**Monitoring** – regular measure of the progress of projects.

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

**NAP** – Neighbourhood Action Plan.

**NEET** – Not in Education Employment or Training

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

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

**Neighbourhood Element (NE) Funding of the Safer and Stronger Communities Fund (SSCF)** – funding to improve outcomes for the people living in the most deprived neighbourhoods.

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

**NHS** – National Health Service.

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

**NRF Area** – Neighbourhood Renewal Fund Area.

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

**OFCA** – Owton Fens Community Association.

**Participation** – a two way process involving the sharing of information and ideas.

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

**PC** – Police Constable.

**PCSO** – Police Community Safety Officer.

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

**Primary Schools** – This includes Ward Jackson Primary School, St Joseph's Primary School and Stranton Primary School.

**Priorities** – most important aims, activities or areas.

**Private Sector** – business or other non-public agencies.

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

**PTA** – Parents Teachers Association.

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

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

**Residents Association** – a group of residents bound by a written constitution, who represent residents' views within a certain area. The Residents Association within the Burbank area is Burbank Uniting Residents Together (BURT).

**RSL's – Registered Social Landlords** – Housing Associations.

**Secondary Schools** – This includes Brierton Secondary School, English Martyrs School and VI Form College and Dyke House Comprehensive School.

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

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

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

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

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

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

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

**Truancy** – school absence without permission.

**Void** – an empty property.

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

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

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

**Youth Offending Service** – team established to address youth offending.