

# PLEASE NOTE VENUE

## CENTRAL NEIGHBOURHOOD CONSULTATIVE FORUM AGENDA



Thursday 1st February 2007

at 10.00 am

in the Central Library Community Room, York Road, Hartlepool

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 INTRODUCTION**
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 30th November 2006 (attached)
  - 4.2 Matters arising (maximum of 10 minutes)
5. **PUBLIC QUESTION TIME AND WARD ISSUES (maximum of 30 minutes)**
  - Burn Valley
  - Elwick
  - Foggy Furze
  - Grange
  - Park
  - Rift House
  - Stranton

# PLEASE NOTE VENUE

## 6. ITEMS FOR CONSULTATION

- 6.1 Building Schools for the Future Stage 2 Consultation – Paul Briggs, Assistant Director (Children’s Services Department)
- 6.2 Annual Drug Treatment Plan 2007-08 Draft – Head of Community Safety and Prevention

## 7. ITEMS FOR DECISION

- 7.1 Minor Works Budget Proposals – Neighbourhood Manager
- 7.2 Burbank Neighbourhood Action Plan (NAP) – Final Update – Principal Regeneration Officer

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

29<sup>th</sup> March 2007 at 10am in Committee Room B, Civic Centre.

**WARDS**

Burn Valley  
Elwick  
Foggy Furze  
Grange  
Park  
Rift House  
Stranton

**CENTRAL NEIGHBOURHOOD  
CONSULTATIVE FORUM**

**30 November 2006**

**MINUTES OF THE MEETING**



**PRESENT:**

Chair: Councillor Lillian Sutheran - Rift House Ward

Vice-Chair: James Atkinson (Resident Representative)

Councillor Jonathan Brash - Burn Valley Ward  
Councillor Gerald Hall - Burn Valley Ward  
Councillor Gordon Henery - Foggy Furze Ward  
Councillor Pauline Laffey - Park Ward  
Councillor Victor Tumilty - Grange Ward  
Councillor Ray Waller - Stranton Ward  
Councillor Gladys Worthy - Rift House Ward  
Councillor R Waller (Portfolio Holder for Adult and Public Health Portfolio)

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

Public: Mr Forbes, Mr Hanna, Mrs M Wrenn, Mrs R Marshall, Mr Fishburn, Mr and Mrs D and B Loynes, Mr and Mrs Johnson, Mrs Unwin, Miss Lumley, Mr McAndrew, Mr White, Miss P Booth and Mr Bob Elliott

Council Officers: Denise Ogden, Acting Head of Neighbourhood Management  
Nicola Bailey, Director of Adult & Community Services  
Paul Briggs, Assistant Director of Adult & Community Services  
Cath Adams, Principal Review Manager (Quality Assurance/ Complaints)  
Irene Cross, Neighbourhood Development Officer  
Mike Ward, Chief Financial Officer  
Pat Watson, Democratic Services Officer

**37. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Akers-Belcher, Iseley, Lauderdale, London, Dr Morris and Richardson. Also from Resident Representative Jean Kennedy and Community Support Worker Lesley Hall.

**38. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

None.

**39. MINUTES**

4.1 To confirm the minutes of the meeting held on 12<sup>th</sup> October 2006 (attached)

4.2 Matters arising

Park Ward had been missed from the Ward Issues.

**40. PUBLIC QUESTION TIME**

**Minor Works - Dalton Piercy Parish Council** – The Chair of the Parish Council, Miss Pauline Booth, asked if it would be possible for 3 schemes to be considered for minor works budget funding. The works related to:

- (1) Replacing of dilapidated benches;
- (2) Safety fence for pedestrians;
- (3) North View parking project.

Details of each of the proposals were provided. The Acting Head of Neighbourhood Management, Denise Ogden (DO), advised that each of the schemes would be priced and a further report would be brought to the Forum when funding is available.

**Park Road – apples on road** – Mr McAndrew advised that in the area from club “Attitude” to the car park there are apple tree(s) and apples are often all over the pavement and road. They are cleared quite quickly but gather again. He asked if the tree(s) could be changed. DO agreed to make enquiries.

**Graffiti at Burn Valley** – Mr McAndrew reported graffiti and DO indicated she would arrange an inspection and action

**Road problem near College, Huckelhoven Way** – Mr McAndrew reported a problem and DO agreed to investigate..

**Painting of Lamposts** – Mr McAndrew felt this was a waste of time – it often finished half way up and colours were unsuitable. DO advised that this work was done as part of the Operation Clean Sweep and often at residents’ requests. She agreed to look further at the practice.

**Derelict building eyesore** – Mr Bob Elliott referred to the old Odeon Cinema on Raby Road and asked if something could be done. DO advised that this had been recognised and a recent feasibility study had been completed considering its future use. The Chair asked that the Forum be kept updated.

**Eldon Grove Sports Centre** – Mr White asked if it was the intention to close the Centre. The Director of Adult and Community Services, Nicola Bailey, advised that it was to close. This had been agreed last year as part of the budget cuts. She advised that it would not close until services could be provided elsewhere. Some would be held at Brierton, Mill House or the Headland Sports Centres.

**Stranton Cemetery – Leaves on paths** – Resident Rep Evelyn Leck reported lots of leaves on pathways etc and said it was slippery and dangerous. Also from paths to graves were uneven and muddy. Evelyn asked if additional paths could be put in. DO advised she would look at the leaves issue and on the paths, would ask the Head of Public Protection to consider the request.

**Request for reinstatement of gate – Burn Valley Gardens** – Resident Rep Evelyn Leck requested that the gate at the bottom of Burn Valley Gardens be put back (near T block). DO advised that there had been mixed views on this – she agreed to ask Richard Harland to get back to Evelyn direct.

**Traffic issues near Fire Station on Stockton Street** - Councillor R Waller referred to the traffic situation outside the Fire Station following a recent accident and asked if the Council could look at the issue. He asked if boxed lines could be painted on the road on both sides of the dual carriageway and/or flashing lights be provided for when Fire Tenders have to leave the station in emergencies. DO agreed to pass on this request to the Head of Technical Services.

**Wiltshire Way allotments** - Bob Elliott asked if improvements could be made to the fencing. DO advised that this was a North Forum issue that would be passed on to Richard Harland and the North Neighbourhood Manager with a request that they contact Bob direct.

**Greatham Bus Shelter and Library area** – Joan Unwin thanked officers for the work done and asked when the seats would be put in the bus shelter near library. She also requested a litter bin. DO indicated she would contact the Head of Technical Services to ensure the project was completed soon.

**41. PRESENTATION – FAIR ACCESS TO CARE – Nicola Bailey, Director of Adult and Community Services**

The Forum received a brief report and the Director of Adult and Community Services gave a brief presentation advising that a wide range of people and groups were being asked for their views on a possible change to social care services.

People needing help to stay at home are currently 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.) Consideration was being given to raising the threshold so that fewer people were eligible for statutory care. The savings would be used to support better preventative services in the community and to improve statutory services to those most in need. Views were being collected for Cabinet consideration in January 2007.

The following questions / issues were then raised:

Mrs R Marshall – “What support will be offered by HBC Adult Services to assist carers who may be elderly themselves”. Also, “can you assure us that any officer doing an assessment of need is fully qualified to make that assessment – it will not depend on the “sympathy” aspect – or the alternative – good assessment is essential”. The Director replied that if you are a carer you are eligible for the same services as the person you are caring for. Respite, sitting services and a whole range of services are available. The Director also assured those present that Officers carrying out assessments are fully qualified to do so.

Councillor Worthy – “Do you inform people of the benefit that carers can get, ie carers allowance?”. The Director advised that two things can happen, (1) a financial assessment of cases is carried out, and (2) the Citizens’ Advice Bureau (CAB) carry out welfare rights work.

Mrs M Wrenn – In view of the savings required to be made by HBC – will the money saved by abolishing the moderate band really be invested into the

substantial and critical. The Portfolio Holder, Councillor Waller gave assurance that the money would be ring-fenced and go back to help the most vulnerable people. He said “we need to make sure the changes happen sensitively and that no-one falls through the net”.

Mr Wrenn asked, “If the moderate band is removed, looking at the substantial band, where is prevention. Are we waiting until abuse or neglect has already occurred before intervention?”. The Director replied that if we support families earlier problems may not arise – needs can be seen early – there will be a level of preventative services.

The Vice-Chairman, James Atkinson, referred to protection for voluntary carers. He spoke of a recent cessation of a service because of insurance difficulties. James asked for assurance that voluntary services would not be stopped. The Director advised that funding contract would be set up with organisations, there would be Criminal Records Bureau (CRB) checks and schemes would be monitored.

Councillor Brash asked if, after a period of time, there would be a review / assessment of people who have had services removed. The Director said there would be reviews as there could be a likelihood of people getting worse in time. She advised that the initial assessment takes about a month and families are involved.

Councillor Laffey asked if the money given out was dependent on income. The Director advised that means testing was used.

Resident Rep, Patrick Finnan, asked how financial support was accessed and are private companies carrying out services for HBC. The Director advised that there are Government charging policies and

both look at a person's income. Each situation is considered as a whole. She indicated she would be happy to discuss personal situations outside the meeting.

Patrick also asked about domestic work – who would help. The Director advised there could be help around the house, domiciliary care workers who are trained and CRB checked or people could get help from the voluntary sector. Patrick asked how someone on their own would know about this. The Director advised that letters are sent to those who are known and we have offered to go out to talk to people. A help-line is also available.

Patrick ended by saying that “Eldon Grove Centre helps keep people fit – is that not a case for keeping it open”. The Director said services would be provided elsewhere and there were other ways to keep fit, walking groups etc.

Councillor Hall commented that this was an exciting opportunity for funds to be available for organisations. People often need the befriending service and there are lots of volunteers out there. He asked for assurance that they would be made fully aware of resources. The Director agreed that “the voluntary sector is rich and diverse and we want to fund some in Hartlepool”. The Portfolio Holder said voluntary sector organisations would be contracted to assist.

Resident Rep, Brian McBean, referred to some GPs not keeping fully aware of elderly patients situations. He asked if there was some way of randomly going through lists of the elderly to keep them aware of availability of funding / care facilities etc. The Director said it tends to be families and neighbours who refer the elderly rather than GPs.

The Chair commented that “there should be more information out there about the consultation as a lot of people were not aware of the changes”.

**42. BUILDING SCHOOLS FOR THE FUTURE (BSF) UPDATE – Paul Briggs, Interim Assistant Director Children’s Services**

The Children’s Services Assistant Director, Paul Briggs, gave a short presentation on the results of the Stage One Consultation on Building Schools for the Future.

This first stage of consultation had run from the end of September to 3<sup>rd</sup> November. In addition to the Stage One Consultation Document, information had been available on the website [www.hartlepool.gov.uk/schools/capital/bsf](http://www.hartlepool.gov.uk/schools/capital/bsf), and 48 public meetings had been held on this issue, attended by more than 500 people. There had been 52 individual responses and at least 1 collective response from each of the town’s mainstream secondary schools.

Details given in the presentation included:

- Summary of individual responses
- Other issues raised
- Highlights of School Responses

The Assistant Director advised that Stage Two of the consultation was currently being prepared and would be launched for public consideration early in the New Year.

The following questions/comments arose:

Councillor Laffey – Interest in design issues – what consultation takes place with architects – they need to consult on buildings with the people who use them, ie teachers. Paul advised that this had already been said – He hope that next Autumn they would be at that stage. He

advised of the Stakeholder Board which would include teachers and young people.

Terry Wilson referred to Eldon Grove school – he understood there was a planning application for extra classrooms but pointed out that there were already traffic problems. One think that needs to be encouraged is walking to school schemes and road safety improvement schemes. Paul advised that Eldon Grove did have outline planning permission but there was no intention to expand.

Councillor Worthy referred to the allotment site on Chester Road that had been allocated for a new Jesmond Road School – she asked if there had been any progress. Paul advised that the BSF scheme was for secondary schools, however, from April 2009, the Primary schools would be consulted on. An initial assessment had been undertaken and Eldon Grove School would be first to be replaced and Jesmond Road was a high priority. The site is still available if needed.

Resident Rep, Evelyn Leck, said if there will be 1000 less children, would it not be better to keep schools and get kids up to standard and keep staff. Evelyn also said traditionally building materials should be used. Paul indicated that redundancies would be avoided but there needs to be a re-modelling of staff. Paul also advised that in relation to buildings and materials – when the Council is at that stage all plans had to have Ministerial approval and they would be wisely prepared.

**Decision -**

The Forum agreed that Councillor Jonathan Brash be appointed as this Forum’s representative on the Stakeholder Board.

**43. PRESENTATION – 2007/08 INITIAL BUDGET AND COUNCIL TAX PROPOSALS – Mike Ward, Chief Financial Officer**

Mike Ward, the Chief Financial Officer, gave a brief presentation on the Budget in general and budget issues for 2007/2008 in particular. Areas covered in the presentation were:

- Background and Overview
- How Council Tax is spent
- Why does Council Tax increase?
- 2007/08 Budget Issues
- 2008/09 to 23010/11 Financial Outlook
- Options for balancing budget

The Chief Financial Officer explained that balancing the Council's budget was the same as balancing a personal budget, although on a slightly larger scale. Increases in spending needed to be funded by increasing income, cutting expenditure or using reserves or savings. A Resident Representative asked what would happen when the reserves were gone. The Assistant Chief Financial Officer explained that the Council's current budget strategy covered a 3 year period commencing 2007 and reserves had been set aside to support the budget over this period. After this the position was less certain and future strategies would need to be developed for managing the reduction in available reserves.

The following questions arose – answers follow:

Question – I note that the Council's forecasts anticipate grant may only increase by grant 2% from 2008/09. The current CPI rating is 2.4% - If that is maintained it means a cut of Government grant year on year. Has that been pointed out / complained about?

Response - Yes, this issue was raised with the Minister in January this year and we did get improved figure. However, Hartlepool is continuing to lose out through the floor damping grant adjustment.

Question - Recycling – I thought it saved money?

Response – this is a myth, recycling is more expensive, but it avoids higher penalties and reduces Landfill Tax liabilities as we reduce the amount of waste disposed of by landfill.

Question - Can the Council charge private firms for landfill?

Response – Private firms pay landfill tax to Central Government and not local government.

Question - what will be impact if housing market crashes?

Response – Impact can't be identified at the moment. Councillor Hall added that politicians of all political parties in Hartlepool believe that the system of local taxation should be looked at a national level.

The Chair thanked Mike for his presentation and for answering questions.

**44. PRESENTATION – HARTLEPOOL CONNECT – CHANGES TO CIVIC CENTRE – Christine Armstrong, Office Services Manager and Dale Owens, Contact Centre Manager**

Christine Armstrong, Central Services Manager, and Dale Owens, Contact Centre Manager, gave a brief presentation on Hartlepool Connect. This was a new Customer Service Contact Centre due to open at the Civic Centre in February 2007. Details were given of the physical changes being made to the Civic Centre and the progress which had been made so far. The Central Services



Manager explained that Hartlepool Connect would be a single point of contact for the public and therefore more efficient than the current system. A wide range of queries would be covered by Hartlepool Connect including alley gate problems, concessionary fares, recruitment and refuse collection.

The Contact Centre Manager advised that walk-through exercises would shortly be undertaken by staff and Councillors. Resident Representative volunteers were being sought to aid in this process.

The following comments/questions arose:

Bob Elliott asked that public toilets be available after 5pm. DO indicated that consultation had recently taken place regarding public conveniences and would be considered by Cabinet in January.

Resident Rep, Ian Campbell, referred to the current financial constraints on the Council and asked how long the current improvements would last. Christine answered that Property Services section could possibly answer that question. The current programme for the Contact Centre was 10 years.

Mr White asked if the contractors would be accountable for the current work. Christine advised that there was a guarantee on work and glazing.

Discussion took place on the new arrangements following the closure of some of the Housing Hartlepool Offices. Mr Johnson asked if Bryan Hanson House would also close. DO indicated some services could relocate to the Contact Centre but other services would remain..

The Chair thanked Christine and Dale for the presentation and for answering questions.

**45. BURBANK NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE – Gemma Clough, Principal Regeneration Officer**

Draft one of the Burbank Neighbourhood Action Plan (NAP) Update was presented, with a detailed accompanying report. Gemma stressed the wish to get residents views on the draft NAP to ensure the priority concerns of local residents are reflected in the plan.

The Chair thanked Gemma for the excellent plan and asked Councillors, Res Reps and residents to contact Gemma if they wish to put forward any comments on the draft plan.

**46. MINOR WORKS BUDGET PROPOSALS – Denise Ogden, Acting Head of Neighbourhood Management**

The Acting Head of Neighbourhood Management asked the Forum to consider improvement schemes for potential funding from the Central Neighbourhood Consultative Forum Minor Works Budget. The report detailed the amount remaining available, ie £11,493 and information was provided on the following schemes:

- (i) Park Ward Fencing Works to Play Area within Ward Jackson Park;
- (ii) Pinerio Grove Tarmacing of the Grassed Verge.

The Forum agreed to recommend the schemes, totalling £9,250 to the Portfolio Holder for final approval. This would leave a remaining £2,243 and residents and Members were reminded to contact members of the Neighbourhood Management Team if they wish to suggest any further schemes for consideration.

The Vice-Chairman, James Atkinson, asked if consideration could be given to funding assistance to reinstate the fountain in Ward Jackson Park (half funding was available), also for works to the bandstand, café facilities and toilets. DO noted the request.

**47. WARD ISSUES**

**Burn Valley**

Councillor Hall thanked Officers for the improved lighting at Lansdowne Road and for looking at the possibility of residents parking in the Burn Valley area.. DO indicated the issue would go to the Portfolio Holder soon and an update would be available soon.

Resident Rep, Ian Campbell, request for litter bins – some were installed at Burn Valley but were vandalised – he asked if they could be replaced and for a dog bin. DO agreed to speak to Steve Robbins.

**Elwick**

None

**Foggy Furze**

None

**Grange**

Resident Rep, Alan Greenwell, raised the following issues:

**Gutters** – problems where tarmac meets gutter sets – water gathers; also gutter cleaners spread debris across road.

**Pavements** – Broken loose and uneven pavements all over area. Leaf debris not cleared.

**Road conditions** – Lots of holes and uneven repairs – example Alma Street/Thornville Road junction.

**Traffic problems –**

**Speeding** – Oval/Glendale and Oval/Grange Avenue junctions – Grange Road especially during rush hour.

**Obstructions** – sight line problems caused by parking of vehicles at Grange Avenue/ Weldeck Road crossing – Glendale/Park Road – Grange Road/Eldon Grove.

**Illegal Parking** – Elwick Road near Co-op and Baden Street junction – Grange Road nursery –Grange Road doctors surgery – Victoria Road between Murray Street and York Road both sides.

**Litter** – Minor problems with discarded fast food and dog litter – possible supply of more rubbish bins on lamp posts.

The Neighbourhood Development Officer, Irene Cross, agreed to follow up on these issues and liaise with the Resident Rep direct.

Resident Rep, Patrick Finnan, advised that recently several cars had been trashed around the area – One belonged to a severely handicapped person at Briar Walk. People were terrified and Community Wardens are afraid to go into the area. DO indicated that she had asked the Police and representatives from Housing Hartlepool to contact Patrick direct. She promised to make phone calls that afternoon to progress issues.

Resident Rep, Brian McBean, said improvements had been made in the area but residents now wanted to make it more attractive – it was an eyesore on the even side of Topcliffe Street and near the substation weeks were about 4 ft high – could Electricity Board be asked to tidy this up. He also asked for traffic management to be considered around Sacred Heart School where problems are being caused for residents. DO was concerned that there had not been progress in the areas and agreed to chase matters up.

Mr Wilson (school Traffic Warden) asked for barriers, similar to those in Mulgrave Road, to be placed near The Grove. DO indicated she was aware of this and the need for progress.

Councillor Tumilty mentioned that the anti-social behaviour that had been happening in Grange Ward had now moved onto Throston Ward and other areas. Also problem families had been moved.

**Park**

Bad lighting – Park area – reported by Councillor Laffey - especially near café in Ward Jackson Park. DO advised she would ask Jon Wright to contact the Councillor direct.

A resident indicated his objection to a planning application for a telephone mast at the all-weather cricket playing area. DO advised that this objection should be made to the Planning Section through the appropriate channels.

Resident Rep, Ian Campbell, expressed dissatisfaction with the Park bus service – every 2 hours. He felt this needed improving. He also expressed concern about a formal notice advertised in the Mail regarding the discharge of effluent from Ashfield Farm, Dalton Piercy to Burn Valley beck. He urged objectors to write to the Environment Agency by the 11<sup>th</sup> December 2006.

Ian also objected to phone mast plans – he said it would be 12 metres high, on a flagpole at the Cricket Club. He referred to the children who had to walk past every day and the dangers to them. Ian announced a public meeting to be held at the Cricket club on 6<sup>th</sup> December at 6pm – the meeting would be open to all.

**Rift House**

Councillor worthy referred to Catcote Road shop frontages which were starting to look bad and asked if any funding was available for improvements. DO advised that the Rift House / Burn Valley N A P could possibly be approached.

**Stranton**

Mr Fishburn referred to safety issues during the demolition of the Anderson Garage. He was hopeful that the pedestrian way would be closed off. DO agreed to ask Jon Wright to investigate this and feedback.

**48. DATES, TIMES AND VENUES OF FORTHCOMING MEETINGS**

The next Central Neighbourhood Consultative Forum would be held on Thursday 31<sup>st</sup> January 2007 commencing at 10am –venue to be notified.

The Central Police and Community Safety Forum would be held on Thursday 10<sup>th</sup> January 2007 commencing at 10am – venue to be notified.

L SUTHERAN

CHAIR

ACTIONS TAKEN SINCE LAST MEETING:-

- The Minor work proposals that the chair of Dalton Parish raised had been considered and have been reflected in the Minor Works Report.
- Mr McAndrew's issue of the apple trees in Park Road these can be look at in the new financial year with a view to replacing them with another species. I have also spoken with Albert Cope who advises me that we no longer plant fruit trees as standard practice any longer.
- The Graffiti in the Burn Valley has been identified and will be removed unfortunately the ground has been far too wet to gain access with the plant and equipment required.
- The carriage way issue in Hucklehoven Way to the rear of the College of Further Education is a situation that we are aware of and we will look to take to appropriate action as required.
- The painting of the lamp columns in Park Road will be completed the problem has been access.
- As advised by Denise Ogden at the last Consultative Forum the feasibility study has been completed and its findings will be presented to Port Folio in February 2007 the forum will be kept informed thereafter.
- The leaves are as we know an unfortunate seasonal issue which is very difficult to control as for the sodden grassed area's Peter Newstead has advised that replacement of the worst areas form part of a rolling program year on year.
- The traffic issue at the Hartlepool Fire station are to be looked into by Peter Frost and a site meeting with the station officer to be arranged.
- The fencing issue brought up with regards to Wiltshire Way allotments has been passed onto the Neighbourhood officer for the North Area.
- The issue regards litterbins and dog foul bins in the Burn Valley have been passed to Steve Robbins.
- The issue that had been raised for Grange Ward required more detail in a lot of cases Alan Greenwell has been contacted however a site meeting has been difficult to arrange over the Christmas period.
- Police and Housing Hartlepool had been contacted with regards the issues in the Briar Walk area brought up by Patrick Finnan.

- The traffic issues in Hart Lane near to Sacred Heart School has been an ongoing issue however under previous consultation any suggestion of yellow lining etc had prompted a negative response.

Proposals have been made to install a pelican crossing to facilitate the school and other uses however although it is quite high on the list of town wide priorities the funding is not likely to be available in the coming financial year.

The weeds in and around the electrical sub station in Topcliffe Street have been reported.

- The barriers for The Grove will be looked into with funding available in the new financial year.
- The officers who coordinate demolition works had been notified as to Mr Fishburns concerns about the demolition of the Anderson's garage.

**Report of:** Central Neighbourhood Forum

**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 £2243.00

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:

Safety fence for pedestrians

The following request is from Dalton Parish Council and is for the provision and installation of a picnic bench and table, also for a three bar wooden fence to act as protection and support when walking along a worn track through the village approx 105ft in length.

**Total Cost £800.00**

- (i) Martindale Close removal of raised shrub area

The following request has been received from the elderly residents of Martindale Close who wish for the raised shrub bed to be removed and grassed over this was agreed after consultation.

**Total Cost £1443.00**

**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 **£2243.00**
- 3.3 Minor works monies remaining is **£00.00** 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 in the new financial year.

**Report of:** Head of Regeneration

**Subject:** BURBANK NEIGHBOURHOOD ACTION PLAN (NAP)  
UPDATE (FINAL FOR ENDORSEMENT)

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## **1.0 PURPOSE OF REPORT**

1.1 To seek endorsement of the Neighbourhood Action Plan Update for the Burbank area. A copy of the plan is attached along with a summary document highlighting the priority concerns, and the actions to address these.

## **2.0 BACKGROUND**

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

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

2.3 The Burbank Neighbourhood Action Plan was the second NAP to be successfully prepared for the town in 2004. This plan was used as a base by the Burbank Forum to identify how the Residents Priority Budget (allocated by the Hartlepool Partnership, under Neighbourhood Renewal Funding), would be spent.

2.4 The Burbank Neighbourhood Action Plan is the second NAP to be updated since the completion of the 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) programme is currently developing a NAP for the NDC area.

2.5 The Hartlepool Partnership has agreed to allocate a further £40,000 for the Residents Priority Budget over two years (2006-08) plus £80,000 of Neighbourhood Element Funding over four years (2006-10) specifically for

the Burbank 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.

### **3.0 CONSULTATION PROCESS AND CURRENT POSITION**

- 3.1 The Burbank neighbourhood which is covered by the Neighbourhood Action Plan is situated to the south east of Hartlepool Town Centre, in the Stranton Ward. The NAP area is illustrated on a map within the plan (page 1).

- 3.2 The Neighbourhood Action Plan Update has been developed through a range of consultation sessions with residents, children and young people, community / voluntary groups, Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers, and 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 to address the priority concerns. 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 As described above, a wide range of consultation sessions were carried out to develop and inform the Neighbourhood Action Plan Update. To complement this, comprehensive consultation was also undertaken to ensure comments were received from key stakeholders and residents on the draft. This further consultation included:-

- Working with the local residents association; Burbank Uniting Residents Together (BURT);
- Working with groups and organisations such as the Havelock Centre, Burbank Food Co-op and Burbank Men's Health Club;
- Working with Youth Groups operating throughout the area; COOL Project, FAST Project, Bridge Builders, Bridge Youth Group and HBC's Youth Group;
- Visiting the Burbank Forum;
- Holding drop-in sessions at various community buildings;
- Delivering a new sletter to every household in the area;
- Visiting and working with local schools;
- Liaising with Hartlepool Community Network and Housing Hartlepool;
- Meetings with key service providers including; Hartlepool Borough Council Officers, Voluntary and Community Groups and Ward Councillors and
- Seeking comments at the Central Neighbourhood Consultative Forum and the Regeneration, Liveability and Housing Portfolio Holder in addition to the Hartlepool Partnership.



- 3.4 Both the Hartlepool Community Network (HCN) and Housing Hartlepool have assisted in involving residents and community / voluntary groups in the consultation process.
- 3.5 All comments received were very positive and constructive and have helped to formulate an accurate action plan for the area. Meetings with key service providers and Councillors have also enabled us to identify funding and resources for some of the actions required, encourage key service providers to confirm their commitment to the delivery of actions and to ensure both residents and service providers felt ownership of the plan.
- 3.6 This 'finalised' Neighbourhood Action Plan Update, which includes all of the amendments suggested by consultees, has been considered by the Regeneration, Liveability and Housing Portfolio Holder and the Hartlepool Partnership Board, and the outcome will be reported verbally at the Central Neighbourhood Consultative Forum meeting. Any significant amendments arising from the Central Neighbourhood Consultative Forum will however be reported back to the Hartlepool Partnership.
- 3.7 The final version will be placed on the Hartlepool Partnership and Hartlepool Borough Council's websites for future reference.

#### **4.0 RESIDENTS' KEY CONCERNS**

- 4.1 The information below illustrates some of the key issues which residents feel need to be addressed in order to improve the Burbank area:

##### 4.2 Jobs and Economy

- Continue to identify barriers to learning and employment opportunities and seek to address these barriers.
- Continue to increase 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.
- Identify and foster closer links with local businesses and encourage them to employ people from the local area.
- Encourage community enterprise initiatives, 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 economy.
- Continue to tackle the challenging behaviour of some individuals through creating better links with young people and businesses.
- Address poor transport links.

##### 4.3 Lifelong Learning and Skills

- Continue and increase participation in Adult Education courses in the area, including funded private tuition opportunities.
- Lack of a permanent school bus (particularly on a morning) and / or public bus services to transport people across the town to secondary schools and health centres.
- Explore ways of improving the aspirations that young people have about

their future.

- Increase local access to an IT suite / Internet café, IT classes delivered by a qualified tutor, homework clubs and library.
- More vocational learning opportunities required, particularly for young people.
- Continue to improve the educational attainment of all school children at both primary and secondary level (particularly at Key Stage 2 and GCSE level).

#### 4.4 Health and Care

- Improve access to health services in the area.
- Continue to improve the health and fitness programmes available within the area, especially for young people and the elderly.
- Continue to improve awareness of health education for all age groups.
- Improve length of waiting times when making doctors / dentist appointments.

#### 4.5 Community Safety

- Continue to assess and improve street lighting in the area as required.
- Continue to maintain and improve upon Police presence in the area.
- Continue to improve the estate layout to help to reduce crime and anti social behaviour.
- Continue to remove shrubs in vulnerable areas to address anti-social behaviour and the fear of crime particularly on a night.

#### 4.6 Environment and Housing

- Address the problem of the vacant Jomast properties within the area, and continue to repair, rectify and reduce the number of vacant properties within the area.
- Continue to improve the estate layout to design out crime.
- Continue to improve and maintain the general appearance of the area.
- Continue to improve and utilise all facilities on the estate.
- Further improve road safety issues and improve access to, from and within the estate.
- Improve the condition of uneven pavements in certain areas of the estate.

#### 4.7 Culture and Leisure

- Lack of activities and organised activities for the local community, particularly for young children.
- Promote the existing activities that are available for residents in the Burbank area.
- Need to identify what children and young people would like with regards to activities / facilities.
- No additional 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.
- Identify and address the barriers preventing residents utilising local community facilities.
- Existing Hartlepool Safe Sports Play Area (Multi Use Games Area MUGA) is underused.

- The closure of the Bridge Youth Centre needs to be justified by replacing it with equal space and facilities in order to have minimum impact on the community.
- Lack of local retail units, particularly for healthy food (opening hours of Burbank and Stanton Food Co-op are limited).
- Inclusion of the Burbank area in long term projects / strategies.

#### 4.8 Strengthening Communities

- Address the sustainability and mainstreaming of local venues / facilities and activities in the area.
- Continue to encourage the multi agency working between residents and service providers, and increase communication between residents and organisations delivering services in the area.
- Encourage more residents to be proactive in the community.
- Build upon new intergenerational activities.
- Lacks a multi purpose neighbourhood 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 and Community House.
- Effectively redress the numerous bad press reports about the estate which have been published previously.

### 5.0 THE CONTENTS OF THE PLAN

- 5.1 The Burbank Neighbourhood Action Plan 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 back to 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. This has been altered in response to the recommendations of the NAP Review to ensure the document is 'user friendly'.
- 5.4 The introductory section covers the background to Neighbourhood Action Plans, 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, the actions that are required to address the concerns, a timescale to address

each action, 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.

- 5.7 In future, a resident's summary pamphlet will be produced to outline the key elements of the Burbank NAP in response to the findings of the NAP Review recently undertaken. This will be delivered to every household in the Burbank area.

## **6.0 IMPLEMENTATION**

- 6.1 The Council's Neighbourhood Services Department has adopted a neighbourhood management role to assist in the implementation of all Neighbourhood Action Plans. The original Burbank NAP brought together service providers and residents through the Burbank Forum. The updated NAP will continue to be overseen at a local level by this group, managed by the Central Neighbourhood Manager, along with being fundamental in considering allocations for NRF Residents Priority and Neighbourhood Element Funding. In addition, the Hartlepool Partnership's Theme Groups have an important role to play in monitoring plan progress on strategic issues across all of the seven themes, on an annual basis.

## **7.0 FINANCIAL IMPLICATIONS AND RISK**

- 7.1 In addition to the Neighbourhood Renewal Funding (Residents Priority Budget and Neighbourhood Element Funding), the Neighbourhood Action Plan Update will also continue to be influential in the future allocation of resources. The NAP Update provides a strategic analysis of the current problems, gaps and priorities which could be tackled should any new funding streams emerge. Impact upon priorities is expected to be made by using more efficiently and effectively existing mainstream resources on the more disadvantaged areas. This will coincide with a continuous improvement to services by all partners, which often only involves a series of small adjustments and a more efficient co-ordination of activity. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.
- 7.2 As previously outlined in paragraph 2.5, the Hartlepool Partnership agreed to allocate £40,000 for the Residents Priority Budget over two years (2006-08) and £80,000 Neighbourhood Element Funding over four years (2006-10) specifically for the Burbank NAP area. The Burbank Forum will continue to discuss with the Central Neighbourhood Manager, Hartlepool Community Network, Housing Hartlepool and other key service providers how this funding and any subsequent match funding should be used to address some of the community's priority concerns.
- 7.3 There are no substantial risks in the Neighbourhood Action Plan process as the Local NAP Forum is well established and has experience in the

allocation of funding. There is however a degree of risk associated with securing future resources, over and above the existing NRF monies. The Local Forum and the relevant officers will however be continually working in partnership with other service providers / organisations to ensure that every funding opportunity is utilised. There is also a slight risk in relation to the expenditure of the Neighbourhood Renewal Funding (Residents Priority Budget and Neighbourhood Element Funding) not being achieved in the relevant financial year. This risk will be minimised by budgetary monitoring to ensure the funding is not lost to the area.

## 8.0 RECOMMENDATIONS

- 8.1 The Central Neighbourhood Consultative Forum is requested to **endorse the Neighbourhood Action Plan Update** for the Burbank area.

## 9.0 REASONS FOR RECOMMENDATIONS

- 9.1 As previously outlined in paragraph 2.3, the Burbank Neighbourhood Action Plan was the second NAP to be successfully prepared for the town in 2004 and the 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.
- 9.2 The group comprising residents, (including representatives from the local Residents Association established in the area), community / voluntary groups, the Borough Council and other key organisations such as Housing Hartlepool and Cleveland Police, has successfully spent over £77,271 of funding for the neighbourhood over 2004-2006.
- 9.3 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; Burbank Uniting Residents Together (BURT).
- 9.4 The endorsement of the Burbank Neighbourhood Action Plan 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.
- 9.5 The Neighbourhood Action Plan will be influential in the future allocation of resources as it provides a framework for opportunities if further funding / resources become available.
- 9.6 The Neighbourhood Action Plan Update will 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.

#### **10.0 BACKGROUND PAPERS**

- 10.1 The original Neighbourhood Action Plan for the Burbank area 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.

#### **11.0 CONTACT OFFICER**

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

## Burbank Neighbourhood Action Plan (NAP) Update.

### Summary Document

This document highlights the priority concerns and actions required, as identified in Final for Endorsement, January 2007.

#### Jobs and Economy

- **Continue to identify barriers to learning and employment opportunities and seek to address these barriers.**
- 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.
- Identify which barriers need to be tackled most urgently, by carrying out a prioritisation exercise.
- 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 employment, then health care facilities and amenities should be improved and increased.
- **Continue to 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.**
- 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.
- 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.
- Increase the importance of general skills needed for the workplace, for example, punctuality and team work.
- 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.
- Increase vocational training opportunities in schools such as woodwork and other trade related practical activities.
- **Identify and foster closer links with local businesses and encourage them to employ people from the local area.**
- Increase the number of local employment opportunities within and on the outskirts of Burbank by continuing to support those businesses in the neighbouring Longhill & 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.

- Create a focus group to bring local residents and businesses together.
- **Encourage community enterprise initiatives, 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.**
- 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 & Sandgate Industrial Estates and nearby Newburn Bridge Industrial Estate, and nearby businesses in Hucklehoven Way as well as increasing and improving access to Brougham Enterprise Centre and its services.
- Continue to raise awareness of the business support, advice, guidance and financial assistance available in and surrounding the local area.
- Assist community-based indigenous businesses to become more sustainable by continuing to provide business support and information.
- **Continue to tackle the challenging behaviour of some individuals through creating better links with young people and businesses.**
- 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.
- Explore the possibility of local and nearby businesses providing sponsorship to enable local football teams / league players to purchase football strips.
- **Address poor transport links.**
- Avoid the need for residents to walk to the town centre for bus services in order to get to places of employment or to access employment / business related services by seeking to improve local transport services including links to and from other parts of town.

### **Lifelong Learning and Skills**

- **Continue and increase participation in Adult Education courses in the area, including funded private tuition opportunities.**
- Increase the take up of Adult Education courses.
- Increase the variety of Adult Education courses provided by Hartlepool Borough Council: Adult Education in the area.
- Improve adult literacy and numeracy.
- Remove barriers to educational opportunities, for example improved transport.



- **Lack of a permanent school bus, particularly on a morning and / or public bus services to transport people across the town to secondary schools and health centres.**
- School pupils to identify where and when buses are required. Liaise with appropriate secondary schools, Hartlepool Borough Council's Children's Services (Education), ARRIVA / Stagecoach and Hartlepool Borough Council's Local Transport Coordinator to discuss options.
- **Explore ways of improving the aspirations that young people have about their future.**
- Increase the information and guidance given on further education, for example college and university.
- Expand work experience opportunities by establishing links between education establishments and businesses in the area.
- Provide more educational trips / activities for young people including informal educational activities.
- **Increase local access to an IT suite / Internet cafe, IT classes delivered by a qualified tutor, homework clubs and library.**
- Develop an area locally for people to access IT facilities and tuition or improve transport links to the Central Library where IT facilities are available.
- Increase the availability of homework clubs locally.
- **More vocational learning opportunities required, particularly for young people.**
- Create more 'hands on' learning opportunities in schools, for example woodwork.
- Promote and develop existing apprenticeship schemes.
- **Continue to improve the educational attainment of all school children, at both primary and secondary level (particularly at Key Stage 2 and GCSE level).**
- Reduce truancy levels, monitor bullying issues and encourage young people to stay in school.
- Monitor the fluctuations in attainment that occur in local schools.

## Health and Care

- **Improve access to health services in the area.**
- Increase the opening hours / days of operation of the Burbank Food Co-op and the Stranton Community Learning Centre Food Co-op.
- Health promotion needed throughout the area, especially the promotion of existing services e.g. Community Nurse based in SureStart.
- Investigate the possibility of providing more health services such as community drop-in sessions and / or nurse led prescribers.

- Investigate the possibility of complementary therapies to relieve stress e.g. podiatry, massage, reflexology, relaxation techniques and self-defence / assertiveness training.
- Improve signposting services.
- **Continue to improve the health and fitness programmes available within the area, especially for young people and the elderly.**
- Improve the promotion of concessionary rate schemes that are available in the area (e.g. Active Card scheme).
- Seek to extend existing health and fitness services (e.g. FAST Project) through the provision of affordable facilities for residents of all ages.
- Ensure existing activities are transferred to alternative venues (e.g. gym equipment) which are of high standard / specification, to minimise the impact on the local community.
- **Continue to improve awareness of health education for all age groups.**
- Educate the local community and raise awareness of services that are already in operation / planned for the area.
- Work with local schools and the Burbank Forum to raise the awareness and promote healthy eating.
- **Improve length of waiting times when making doctors / dentist appointments.**
- Explore the possibility of providing outreach services within the area (e.g. Health Bus).
- Liaise with local surgeries to discuss and assess the difficulties residents face.
- Educate the local community on how to access the most relevant medical treatment.

## Community Safety

- **Continue to assess and improve street lighting in the area as required.**
- Assess the need for further street lighting improvements and dusk til dawn lighting in any vulnerable areas.
- **Continue to maintain and improve Police presence in the area.**
- Increase Police presence in the area when the Neighbourhood PC and PCSO are not on duty, and maintain their good relationships with the local community and young people in particular.
- **Continue to improve the estate layout to help reduce crime and anti social behaviour.**
- Complete the closure of alleyways and assess the need for further alleyway closures to reduce crime and anti social behaviour.
- **Continue to remove shrubs in vulnerable areas to address anti social behaviour and fear of crime, particularly on a night.**
- Investigate and identify problem / vulnerable areas with local residents.

## Environment and Housing

- **Address the problem of vacant Jomast properties within the area, and continue to repair, rectify and reduce the number of vacant properties within the area.**
- Implement Housing Hartlepool improvements and the Local Estate Agreement.
- Continue improvements to Housing Association stock.
- Support Jomast's plans to improve properties in Hucklehoven Court.
- **Continue to improve and maintain the estate layout and design out crime.**
- Complete the closing off of alleygates e.g. Goodwin Walk.
- Assess the need for further street lighting improvements and identify the most vulnerable areas e.g. Ward Jackson Primary School.
- **Continue to improve the general appearance of the area.**
- Better response by litter clearance services to cover most problematic periods / areas.
- Extend the provision of hanging baskets and improve landscaping and planting schemes / removal of remaining identified shrubs.
- Reduce dog litter especially in 'hot spot' areas such as St Josephs Nursery, Longscar / Hilda Walk.
- **Continue to improve and utilise all facilities on the estate.**
- Explore the possibility of a post box and telephone box on the estate.
- Explore the possibility of a football pitch on the wasteland to the rear of Burbank Street.
- Assess the need for improved signage on the estate, including a sign for Burbank Court.
- Explore the possibility of a nature garden / play area within the Community Garden for young people to take ownership of.
- Improve local recycling amenities for drop offs such as bottle banks and frequency of recycling collection from households.
- **Further improve road safety issues and improve access to, from and within the estate.**
- Reduce speeding traffic e.g. outside Ward Jackson Primary School, Clark Street, Victoria Terrace / Maritime Avenue and restrict HGV vehicles on Burbank Street.
- Explore the feasibility of a crossing of Burbank Street to the Community Garden.
- Explore the feasibility of a crossing at Burn Road to Tesco.
- Explore the feasibility of extending the pedestrian crossing times on the A689.
- Explore the feasibility of improving bus services to, from and within the estate.
- **Improve the condition of uneven pavements in certain areas of the estate.**

- Investigate the possibility of improving the condition of hazardous pavements in St Anne's Court / St Catherine's Court and Burbank Street.

## **Culture and Leisure**

- **Lack of activities and organised trips for the local community, particularly for young children.**
- Increase and provide a more diverse range of activities in the Burbank area particularly on an evening and outside of term time, and develop an internet café / provide access to the internet. In consultation with children and young people.
- Increase organised day trips and residentials for local residents from the Burbank area, e.g. trips to the cinema and the pantomime.
- 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.
- **Promote existing activities that are available for residents in the Burbank area.**
- Develop a Community Index of Activities.
- Better publicity from Service Providers including increased attendance at Residents Associations, and Community / Voluntary Sector to spread the word.
- **Need to identify what children and young people would like with regards to activities / facilities.**
- Conference for children and young people to identify their needs and requirements and at the same time, identify the barriers in relation to access to the Multi Use Games Area (MUGA).
- Establish a Youth Forum to involve children and young people in decision making process.
- Organisations to co-ordinate present and future activities more effectively.
- **No additional 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.**
- Create a play area in Burbank Community Garden. Also look at provision with regard to football pitches / basketball courts in the Burbank area.
- Look at the possibility of making the Youth Pod within Burbank Community Garden permanent. The design however would need to be altered and security e.g. CCTV camera would need to be installed.
- **Identify and address the barriers which local residents face in utilising local community facilities.**
- Widely advertise existing venues / facilities and activities plus any future services.
- Look at the possibility of reducing the hire rates of some local venues / facilities as these are often expensive.
- Raise awareness of the concessionary pricing policy for HBC services.
- Address the issues with regards to the physical access to local venues / facilities.

- Look at the possibility of upgrading venues / facilities / equipment where required.
- **Existing Hartlepool Safe Sports Play Area (Multi Use Games Area - MUGA) underused.**
- Identify barriers with regards to access to the MUGA e.g. look at staffing issues, address the reported problems around the surface being tarmacked and not turfed as requested (current surface causes damage to footwear and clothing), inadequate goals and requires floodlights.
- Encourage use of the Multi Use Games Area (MUGA) through establishing a programme of events and activities in consultation with local residents.
- Increase publicity around the availability of the Multi Use Games Area (MUGA).
- **Closure of the Bridge Youth Centre.**
- Ensure existing activities are transferred to alternative venues (e.g. snooker tables, gym equipment etc.) which are of a high standard / specification, to minimise the impact on the local community.
- 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) and upgrade the centre where required.
- **Lack of local retail units, particularly for healthy food (opening hours of Burbank and Stranton Food Co-op are limited).**
- Increase the number local retail units, particularly for healthy food.
- Look at the possibility of extending the opening hours of the Burbank Food Coop.
- **Inclusion of the Burbank area in long term projects / strategies.**
- Look at the possibility of considering Burbank in future developments arising from the Coastal Arc.

### **Strengthening Communities.**

- **Address the sustainability and mainstreaming of local venues / facilities and activities in the area.**
- Ensure a coordinated approach is taken by all statutory and community / voluntary sector organisations operating in the area.
- 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).
- **Continue to encourage the multi agency working between residents and service providers, and increase communication between residents and organisations delivering services in the area.**
- Continue to hold regular meetings of the Burbank Forum and Sub-Group.
- Service providers to feed back to residents to improve communication links.
- **Encourage more residents to be proactive in the community.**

- Hold further capacity building sessions / events in the local community.
- Continue to support the Burbank Forum, existing residents associations and community / voluntary groups plus any new groups which are developed in the future to strengthen the role of residents in the decision making process.
- **Build upon intergenerational activities.**
- 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.
- Encourage children and young people to become involved in the local community e.g. Youth Forum to involve children and young people in the decision making process.
- **Lack of multi purpose neighbourhood 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 and Community House.**
- Explore the feasibility of building a multi purpose community centre within the area to include internet access.
- Develop an existing facility to include internet access.
- **Numerous bad press reports in the past which need to be effectively redressed.**
- Continue to increase the number of 'good news stories' and promote the area in the local press.

## BURBANK NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE



**JANUARY 2007: FINAL FOR ENDORSEMENT**

**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.

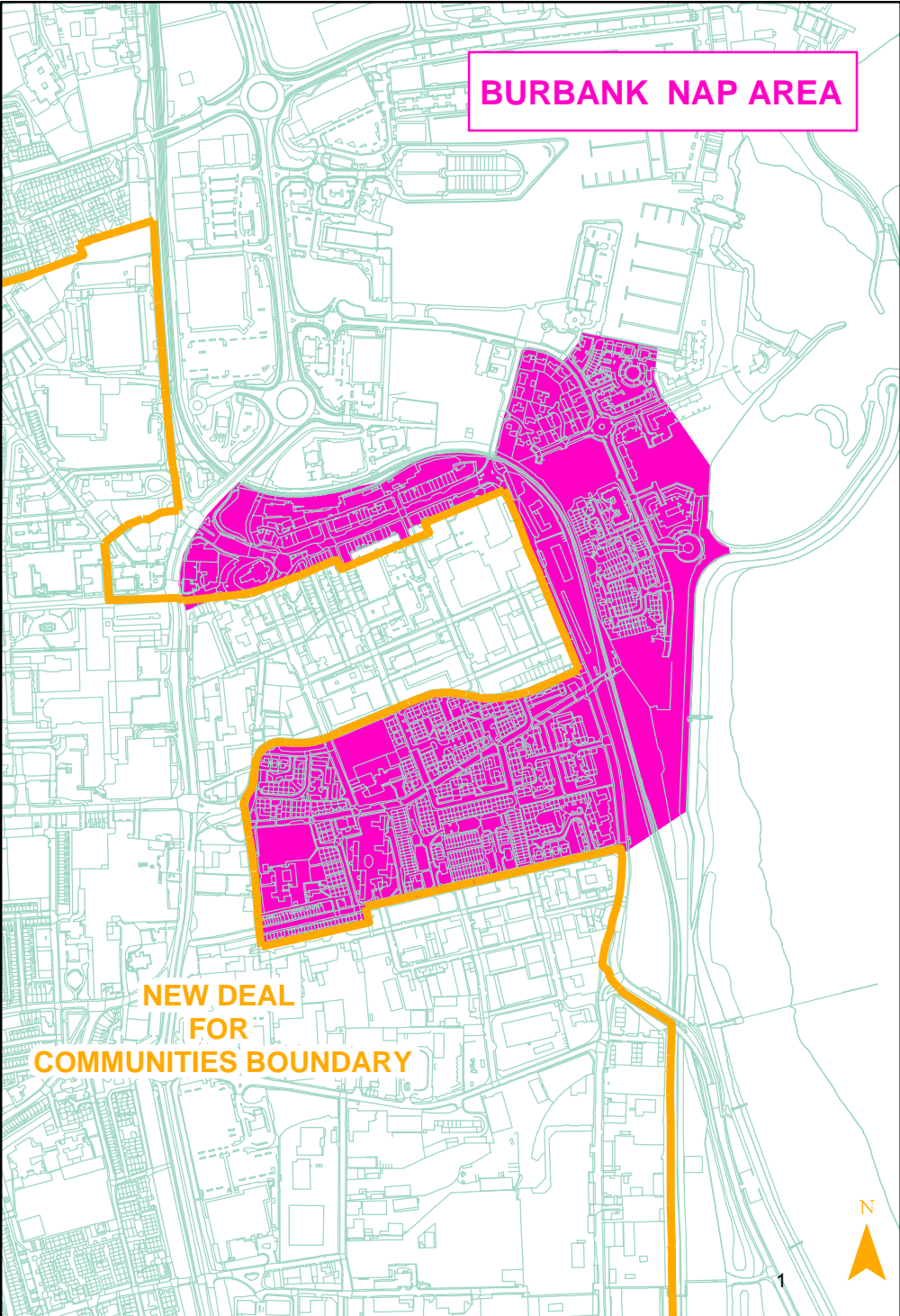


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# BURBANK NAP AREA



**NEW DEAL  
FOR  
COMMUNITIES BOUNDARY**



1

# INTRODUCTION

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

NAPs identify local issues and priorities which have been raised through various forms of consultation sessions with local residents, children and young people, community / voluntary groups, Councillors and key service providers. The NAP also sets out realistic actions to address the priorities, the organisations who need to be involved in delivering the actions, the timescales for the actions to be achieved, possible funding and resources and how success will be measured.

NAPs are important in encouraging local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country. NAPs provide a framework for opportunities and should therefore be influential in the future allocation of resources.

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

NAPs have been developed to ensure local residents and community / voluntary groups have a central role in turning their neighbourhood around.

## Context of a Neighbourhood Action Plan (NAP)

The Hartlepool Partnership has developed a Community Strategy which sets out a long-term vision for Hartlepool. The Hartlepool Local Area Agreement (LAA) sets out what will be done to achieve this vision and improve services. The Community Strategy provides the overall policy framework for all services in Hartlepool including regeneration and neighbourhood renewal activity. The Neighbourhood Renewal Strategy (NRS) forms part of the Community Strategy and sets out to reduce inequalities in the most disadvantaged communities and help to tackle social and economic exclusion. The need for the development of NAPs in the priority neighbourhoods was set out in the NRS and together the NAPs form the geographical element of the Hartlepool NRS. For further information on the Community Strategy, LAA and NRS please visit the Hartlepool Partnership website [www.hartlepoolpartnership.co.uk](http://www.hartlepoolpartnership.co.uk) alternatively you can contact the Hartlepool Partnership Support Team on Tel. 01429 284147 or by email to [hartlepoolpartnership@hartlepool.gov.uk](mailto:hartlepoolpartnership@hartlepool.gov.uk).

## 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.

## **What is the Burbank Neighbourhood Action Plan (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 / voluntary 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; Burbank Uniting Residents Together (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 to establish current issues facing local residents. The Burbank NAP is the second NAP to be updated following the completion of the Dyke House / Stranton / Grange NAP Update.

The Burbank NAP Update has been developed through a range of consultation sessions with local residents, children and young people, 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 to address the priority concerns. Household survey data (MORI 2004) and other baseline data and statistics have also provided an understanding of the conditions in the Burbank area.

All comments received were very positive and constructive and have helped to formulate this action plan for the area. Meetings with key service providers and Councillors have also identified funding and resources for some of the actions required, encouraged key service providers to confirm their commitment to the delivery of actions and ensured both residents and service providers have ownership of the plan.

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



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.

## **Priority Concerns**

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

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

### **Jobs and Economy:**

- Continue to identify barriers to learning and employment opportunities and seek to address these barriers.
- Continue to increase 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.
- Identify and foster closer links with local businesses and encourage them to employ people from the local area.
- Encourage community enterprise initiatives, 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 economy.
- Continue to tackle the challenging behaviour of some individuals through creating better links with young people and businesses.
- Address poor transport links.

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

- Continue and increase participation in Adult Education courses in the area, including funded private tuition opportunities.
- Lack of a permanent school bus (particularly on a morning) and / or public bus services to transport people across the town to secondary schools and health centres.
- Explore ways of improving the aspirations that young people have about their future.
- Increase local access to an IT suite / Internet café, IT classes delivered by a qualified tutor, homework clubs and library.
- More vocational learning opportunities required, particularly for young people.
- Continue to improve the educational attainment of all school children at both primary and secondary level (particularly at Key Stage 2 and GCSE level).

### **Health and Care:**

- Improve access to health services in the area.
- Continue to improve the health and fitness programmes available within the area, especially for young people and the elderly.
- Continue to improve awareness of health education for all age groups.
- Improve length of waiting times when making doctors / dentist appointments.

### **Community Safety:**

- Continue to assess and improve street lighting in the area as required.
- Continue to maintain and improve upon Police presence in the area.
- Continue to improve the estate layout to help to reduce crime and anti-social behaviour.
- Continue to remove shrubs in vulnerable areas to address anti-social behaviour and the fear of crime particularly on a night.

### **Environment and Housing:**

- Address the problem of the vacant Jomast properties within the area, and continue to repair, rectify and reduce the number of vacant properties within the area.
- Continue to improve the estate layout to design out crime.
- Continue to improve and maintain the general appearance of the area.
- Continue to improve and utilise all facilities on the estate.
- Further improve road safety issues and improve access to, from and within the estate.
- Improve the condition of uneven pavements in certain areas of the estate.

### **Culture and Leisure:**

- Lack of activities and organised activities for the local community, particularly for young children.
- Promote the existing activities that are available for residents in the Burbank area.
- Need to identify what children and young people would like with regards to activities / facilities.
- No additional 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.
- Identify and address the barriers preventing residents utilising local community facilities.
- Existing Hartlepool Safe Sports Play Area (Multi Use Games Area - MUGA) is underused.
- The closure of the Bridge Youth Centre needs to be justified by replacing it with equal space and facilities in order to have minimum impact on the community.
- Lack of local retail units, particularly for healthy food (opening hours of Burbank and Stranton Food Co-op are limited).
- Inclusion of the Burbank area in long term projects / strategies.

### **Strengthening Communities:**

- Address the sustainability and mainstreaming of local venues / facilities and activities in the area.
- Continue to encourage the multi agency working between residents and service providers, and increase communication between residents and organisations delivering services in the area.
- Encourage more residents to be proactive in the community.
- Build upon new intergenerational activities.
- Lacks a multi purpose neighbourhood 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 and Community House.
- Effectively redress the numerous bad press reports about the estate, which have been published previously.

## **Monitoring of the NAP**

The Hartlepool Partnership has agreed a process for monitoring the implementation of each NAP. The Hartlepool Borough Council Neighbourhood Manager for the NAP area has responsibility for regularly updating the NAP Forum on how identified actions within their plan are being progressed. In addition progress on each of the theme sections is taken annually to the respective theme partnership and where there are actions that are not being progressed they are asked to consider what they can do to take them forward. The Hartlepool Partnership Board then receives a summary of the progress made on each of the NAPs.

The Burbank NAP is not a one-off and will be reviewed over time in order to ensure that it remains relevant for local residents in the area.

## **Cross Cutting Themes**

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

## **Equal Opportunities**

The aim of the NAP is to encourage local people and organisations to work together to narrow the gap between the most deprived wards and the rest of the country. By addressing the issues raised in the NAP it is hoped that the residents of the 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 NAP is therefore, to ensure equal opportunities for all is achieved through the partnership working. This will be a key issue that will run throughout the themes and will be monitored through the Burbank Forum.

## **Diversity and Community Cohesion**

Hartlepool Borough Council upholds a Race and Diversity Scheme as required by the Race Relations Amendment Act 2000 which includes all aspects of a Race Equality Scheme as well as many other equality and diversity issues relevant to other groups within the community. The Scheme shows how the Council intends to meet its obligations in relation to race and diversity issues by overcoming barriers to service provision, promote equal opportunities and encourage good race relations and community relations. Burbank Forum and Hartlepool Partnership work alongside this in the NAP process. The NAP process will also aim to promote integration between communities and improve cohesion at a local level.

## **Access Issues**

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

## **JOBS AND ECONOMY**

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

<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 (ILM) 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 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 and introducing students to the world of work. Examples of projects



<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>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, National Association for Rehabilitation of Offenders (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 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. The Centre staff</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	also assist businesses based at the Hartlepool Borough Council managed Newburn Bridge Industrial Estate, which is located on the outskirts of Burbank. For more information Tel. 01429 867677.
Burbank Food Co-op.	A community enterprise, the Food Co-op has obtained funding to carry out a community survey in 2007 in order to find out from as many of the population as possible what they want and need in Burbank. It is also looking towards offering voluntary practical catering training in the future, which will include aspects of customer service. 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 12.00noon. 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 Tel. 01429 869662.
Burbank Online.	A community enterprise, Burbank Online <a href="http://www.freewebs.com/burbankonline">www.freewebs.com/burbankonline</a> offers a route to employment offering Information Technology (IT) Technician training and a range of community information. For more information Tel. 07868715466.
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>For more information Tel. 0845 600 9006 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).	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 and 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

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>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. Hartlepool Borough Council will be taking the lead for Children's Centres and will be liaising with key agencies to develop business plans for the newly defined areas. The services for children and families will continue to be developed and delivered, however, the emphasis is more on training, employment and childcare. Burbank would sit in the area defined as Central 1. For more information Tel. 01429 284284.</p>
Community Employment Outreach Programme.	<p>Services are available to Burbank residents on an outreach basis by Worklink, OFCA and West View Employment Action Centre as a drop-in facility at Burbank Community House between the hours of 10.30am and 12.00noon every Wednesday. This service 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 and safety courses;</li> <li>▪ job-based initiatives;</li> <li>▪ promotion of healthy living and;</li> <li>▪ first-aid.</li> </ul> <p>For more information Tel. 07748538883.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Community / Voluntary Groups.	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 Neighbourhood Renewal Fund (NRF) funded project. For more information Tel. 01429 262641.
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 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).	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

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	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.
Enterprising Hartlepool.	This is a group of new entrepreneurs assisted by Hartlepool Borough Council and Business Link that encourage inter-trading amongst members, thus offering mutual support and improving communication between small businesses in the town. The group is made up of new-start businesses, people with new business ideas and established young businesses. For more information Tel. 01429 867677.
Families Accessing Support Team (FAST Project).	Funded through the Neighbourhood Renewal Fund (NRF), this project takes a multi agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour. 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 on a Thursday at Dyke House School's all weather pitch during winter months and St Joseph's Primary School field during summer months. Other initiatives have involved individual work with some football members around training / employment and linking young people 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 Burbank Community House and Stranton Community Learning Centre (CLC), attached to Stranton Primary School. For more information Tel. 01429 868616.
Hartlepool Borough Council Adult and Community Services: Sport and Recreation.	Provides opportunities to undertake instructor / coaching qualifications in a variety of activities e.g. football, life-guarding, cricket etc. Many of

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	those associated with the programmes have gone on to successfully gain employment with the department. For more information Tel. 01429 284050.
Hartlepool Borough Council: Central Library.	<p>The Central Library is situated close to the Burbank area. It provides free public access to computers, the internet and e-mail. Printing services are also available at a small charge and at a reduced rate for CV's. Study space, desks, writing facilities, newspapers and periodicals are available plus information on training, education and all information enquiries. The Library is open seven days per week:</p> <p>Monday to Thursday: 9.30am – 7.00pm.  Friday to Saturday: 9.30am – 5.00pm.  Sunday: 11.30am – 3.30pm.</p> <p>Community Room available at subsidised rates during the daytime and up to 9.30pm.</p> <p>Hartlepool Child Information Service provides expert, impartial information on all childcare matters and is based in the Central Library Monday to Friday: 9.30am – 5.00pm.</p> <p>Support is also provided to people returning to work following illness and / or disability. For more information Tel. 01429 292905.</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 and safety, recruitment, premises and financial matters at whatever size and stage a business is at. The team also supports businesses based on the Longhill and Sandgate Industrial Estates, 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 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</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>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. A service is also provided through the Job Smart Market Stall in Middleton Grange Shopping Centre. For more information Tel. 01429 523511.</p>
Hartlepool Business Forum.	<p>Offers free information to businesses in the form of seminars based on a wide range of business subjects aimed at addressing key issues faced by the business community. The events programme is run annually with a series of events taking place from September of one year to May of the next. All events provide valuable information and networking opportunities for both start-up and established businesses. For more information Tel. 01429 867677.</p>
Hartlepool College of Further Education (HCFE).	<p>Hartlepool College of Further Education (HCFE) specialises in full and part time education for people aged 14 years and over. Level 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. Apprenticeship programmes are also offered in a variety of careers in construction and plumbing, engineering, business and administration, hospitality, hair and beauty, health, care and public services. For more information Tel. 01429 295000.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool College of Further Education (HCFE) - Hartlepool Business Development Centre.	Hartlepool College of Further Education's Business Development Centre provides businesses with training and services utilising the latest technological developments in professional and modern surroundings. The Centre is fully equipped with three conference suites offering the latest in conference equipment. Training is offered in a range of key areas including business improvement techniques, management, occupational health and construction, as well as bespoke business services. For more information Tel. 01429 292888.
Hartlepool Innovation Centre.	Based outside of the Burbank area, 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. The programme can assist people in their return to work or career change by helping them to find direction, build confidence and self-esteem and improve application writing and interviewing skills. Sessions are tailored to individuals own needs and people interested can access up to 10 hours of free personal coaching. 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.



<b>Examples of key current programmes / projects</b>	<b>Description</b>
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 SureStart, and other community and voluntary organisations. The project is also linked strongly with the Children's Information Service and the Lone Parent Advisors at Jobcentre Plus. For more information Tel. 01429 523513.
Hartlepool Working Solutions: Work Route (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.
Headland Development Trust.	Operating from within the Headland area, this charitable trust was formed in 2001 and provides a base for social and economic regeneration. The Trust, through its Community Legal Learning Programme has responded to the community's needs with a view to building capacity.

Examples of key current programmes / projects	Description
Continued ...	<p>The programme ultimately strengthens communities through those groups within the voluntary and community sector becoming informed and able to lead with increased professionalism. The programme looks to the very real issues that individuals and groups face and assists them to understand the reasons why decisions are made, the process by which those decisions are reached and the responsibilities and liabilities they incur in doing so. The Trust also invests heavily in young people aged between 11-19 years via its Sigma Youth Project through the delivery of a wide range of high quality accredited training, courses and activities that assist young people in their development. As a member of the Open College Network (OCN), the Headland Development Trust through its pool of qualified tutors can not only deliver OCN accredited training but support the development of bespoke training as required, this could be from helping a group put together a half-day seminar through to the development of their own training initiative. For more information Tel. 01429 420302.</p>
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 and Skills Council (LSC) Tees Valley.	<p>The Learning and Skills Council (LSC) is responsible for planning and funding high quality education and training for everyone in England other than those in Universities, and aims to:</p> <ul style="list-style-type: none"> <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 and;</li> <li>▪ strengthen the capacity of the LSC to lead change nationally, regionally and locally.</li> </ul>

Examples of key current programmes / projects	Description
Continued ...	<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 and;</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> <li>▪ reduce the proportion of young people not in education, employment or training and;</li> <li>▪ increase participation in higher education towards 50 per cent of those aged 18 to 30 by 2010 and aim to prepare more learners for higher education through increased progression to Level 3.</li> </ul>
Moneywise Community Banking.	<p>A town-wide service, Moneywise (Hartlepool Credit Union) offers an easy way to save and an affordable way to borrow. Wages, benefits and any other direct payments can be paid into an account. Membership is open to anyone living or working in Hartlepool, regardless of circumstance. Sponsored by New Deal for Communities (NDC) with a head office in Avenue Road as well as numerous collection points around the town, including Housing Hartlepool offices. There are also collections for young people in some schools. Confidential advice is also available in partnership with the Citizens Advice Bureau (CAB). For more information Tel. 01429 863542.</p>
nextstep.	<p>Funded by the Learning and Skills Council, nextstep promotes learning and work and is available free to all adults aged 20 and over who have not yet achieved a first full level 2 qualification. The information and advice service helps people to improve their career prospects, discover learning needs, work towards obtaining a qualification or to make the most of their job. nextstep can provide</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	details of what support is available and help people decide what training is best for them. Advisers make sure that local people have access to the best possible advice and information on courses, training and looking for work. An Information, Advice and Guidance Adviser is available every Monday by appointment at Hartlepool Jobcentre Plus. Information and advice is also available at Hartlepool College of Further Education on the outskirts of Burbank or the nearby Connexions One-Stop Shop in Tower Street. For more information Tel. 01429 275501 (Connexions One-Stop Shop) or 01429 295000 (Hartlepool College of Further Education) or 01642 358099 (nextstep).
PRNTAX Ltd, PRNTA Training	A private company based on the Burbank estate providing an accountancy / financial service as well as training in areas such as book-keeping training and Information Technology (IT) support / tuition. For more information Tel. 07868715466.
Parent and Toddler Care in Hartlepool (PATCH).	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 Community Learning Centre (CLC) 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.
Stranton Community Learning Centre (CLC).	The Stranton Community Learning Centre (CLC) 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 Stranton Community Learning Centre is open 6 days a week at the following times:

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<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 with indoor facilities and sports facilities. For more information Tel. 01429 231329.</p>
SureStart.	<p>The overall aim of SureStart in Hartlepool is to provide a co-ordinated, community driven programme of services for young children aged under 5 and their families. A new structure is to be implemented from April 2007. The Community Support and Training Officer will continue to work with providers and residents to facilitate training opportunities, raise awareness of key agencies and services available to increase levels of employment in the locality. For example, the Community Support Officer 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. Part of the SureStart exit strategy is to ensure that groups receive as much training and support as possible and that they are effectively networked into the wider arena e.g. Hartlepool Community Network, Hartlepool Community Forum, Neighborhood forums, HVDA etc. as well as the Burbank Forum. Burbank residents can currently access SureStart services from Ward Jackson Primary School as part of the Children's Centre. For more information Tel. 07790779082.</p>
The English Martyrs School and Sixth Form College.	<p>The English Martyrs School and 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</p>

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

Service delivery issues needing attention	
1.	Continue to identify barriers to learning and employment opportunities and seek to address these barriers.
2.	Continue to 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.	Identify and foster closer links with local businesses and encourage them to employ people from the local area.
4.	Encourage community enterprise initiatives, 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 young people 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
Continued ...	Should poor health be a priority barrier to 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.
Continue to 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 coordinating, increasing and tailoring training, advice, support and guidance provision e.g. look into the possibility of employing a community based person to coordinate activities and provide support to Burbank residents.</li> <li>▪ Increase the importance of general skills needed for the workplace to residents, for example punctuality and team work.</li> </ul>	<p>Short Term.</p> <p>Short - Medium Term.</p> <p>Short Term.</p>	<p>Community Employment Outreach Programme. Burbank Forum. BURT. Burbank Food Co-op. Burbank Online. Children's Centres. Community / Voluntary Groups. Connexions. nextstep. DfES. HBC Economic Development. HBC Adult and Community Services. HCFE. HVDA. Hartlepool Working Solutions. Jobcentre</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 appropriate service providers.</li> <li>▪ LSC Tees Valley, Connexions, Community Employment Outreach Programme, Hartlepool Borough Council: Economic Development, Hartlepool Working Solutions and other relevant service providers to devise and offer local residents a coordinated package of support and training to improve their employability, subject to the availability of funding and resources.</li> <li>▪ LSC 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>Increase number of adults who are supported in achieving at least a first full Level 2 qualification or equivalent.</p> <p>Increase employment rate and decrease unemployment rate.</p> <p>Decrease 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
Continued ...	<ul style="list-style-type: none"> <li>▪ Increase the level of career guidance in schools, as well as in 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>Plus. LSC Tees Valley. Local Schools. Local Colleges and Training Providers.</p>	<p>See previous page.</p>	<ul style="list-style-type: none"> <li>▪ Department for Education and 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>Increase career education and guidance provision to all young people aged 13 – 19 years.</p> <p>Improve children's communication, social and emotional development.</p> <p>Reduce the number of young people classified as Not in Education, Employment or Training (NEET).</p> <p>Increase number of learners participating in Adult Education programmes.</p>
Identify and foster closer links with local businesses and encourage them to employ people from the local area.	<ul style="list-style-type: none"> <li>▪ Increase the number of local employment opportunities within and on the outskirts of Burbank by continuing to support those businesses in the neighbouring Longhill and Sandgate Industrial Estates and the nearby Newburn Bridge Industrial Estate to grow and</li> </ul>	<p>Short Term. (Ongoing).</p>	<p>BURT. Burbank Forum. Local Businesses. Local Schools. Local Further</p>	<p>Increased and improved relationships between businesses, schools and residents and increased</p>	<ul style="list-style-type: none"> <li>▪ Hartlepool Borough Council: Economic Development (Business Liaison Manager), lifelong learning educational and training establishments, Hartlepool Working Solutions, local businesses and residents to look at developing projects</li> </ul>	<p>Increase employment rate and decrease unemployment rate.</p> <p>Decrease youth unemployment rate.</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 ...	<p>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>See previous page.</p> <p>Short Term.</p>	<p>Education and Training Providers. Children's Centres. HCFE. HBC Economic Development. Hartlepool Working Solutions.</p>	<p>employment and / training opportunities for local residents.</p>	<p>geared towards increasing employment and training opportunities within Burbank.</p> <ul style="list-style-type: none"> <li>▪ Burbank Forum, Burbank Uniting Residents Together (BURT) and Hartlepool Borough Council: Economic Development to discuss.</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 related learning and useful work experience.</p>
<p>Encourage community enterprise initiatives, 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 economy.</p>	<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, including the neighbouring Swales Business Centre, Longhill and Sandgate Industrial Estates and nearby Newburn Bridge Industrial Estate and nearby businesses in Hucklehoven Way, as well as increasing and improving access to Brougham Enterprise Centre and its services.</li> </ul>	<p>Short - Medium Term.</p>	<p>Brougham Enterprise Centre. Business Link. Enterprising Hartlepool. HBC Economic Development. Hartlepool Business Development Centre. Hartlepool Business Forum.</p>	<p>An increased number of new business start ups and self employment opportunities locally and increased support services available to new / young businesses.</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 coordinated approach to promoting self employment opportunities.</li> </ul>	<p>Increase number of new businesses created.</p> <p>Increase number of VAT registrations.</p> <p>Reduce number of de-registrations.</p> <p>Ensure young people are supported in developing self confidence, team working skills and</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>▪ Continue to raise awareness of business support, advice, guidance and financial assistance available in and surrounding the local area.</li> <li>▪ Assist community based indigenous businesses by becoming more sustainable by continuing to provide business support and information.</li> </ul>	<p>Short - Medium Term. (Ongoing).</p> <p>Short - Medium Term. (Ongoing).</p>	<p>Hartlepool Working Solutions. Jobcentre Plus. Local Schools and Colleges. Longhill Business Association (LBA). New Deal for Communities (NDC).</p>	<p>An increased community awareness of the business support services available.</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, 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>enterprise.</p>
Continue to tackle the challenging behaviour of some individuals through creating better links with young people 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> <li>▪ Explore the possibility of local and nearby businesses providing sponsorship to enable local football teams / league players to purchase football strips.</li> </ul>	<p>Short - Medium Term.</p> <p>Short Term.</p>	<p>BURT. Local Businesses. Local Schools. Local Colleges and Training Providers. Community / Voluntary Groups. Youth Groups. Local football teams.</p>	<p>A reduced number of young people displaying challenging behaviour and an increased number of businesses offering training / experience / activities to young people.</p> <p>Provision of strips for local football teams and an opportunity for businesses</p>	<ul style="list-style-type: none"> <li>▪ Hartlepool Borough Council: Economic Development, Hartlepool Working Solutions, schools and other relevant service providers to liaise with local businesses and devise diversionary activities, subject to availability of funding and resources.</li> <li>▪ To be considered, 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>

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 ...	See previous page.	See previous page.	See previous page.	to promote themselves.	See previous page.	See previous page.
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 or to access employment / business related services by seeking to improve local transport services including links to and from other parts of town.</li> </ul>	Short - Medium Term.	Stagecoach. ARRIVA. HBC Local Transport Coordinator.	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>	Increase employment rate and decrease employment 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; 44% as opposed to 75% NRF Area, 80% Borough wide and 79% Nationally (2006 results, HBC Performance Team).
- The overall Mathematics KS2 Level (4+) is below the Borough, NRF Area and National average; 50% as opposed to 76% NRF Area, 80% Borough wide and 76% Nationally (2006 results, HBC Performance Team).
- 15% of students leaving school have 5+ GCSE A\* - C passes in comparison to 48% NRF Area, 58% Borough wide and 59% Nationally (2006 results, HBC Performance Team).
- 8% of students leaving school have no GCSE passes in comparison to 3% NRF Area, 2% Borough wide and 2% Nationally (2006 results, HBC Performance Team).
- 18% of residents feel that they need to improve their maths skills, in comparison to 15% NRF Area and 15% Borough wide (MORI 2004).
- 28% of residents feel that they are very satisfied with local primary schools in the area, in comparison to 32% NRF Area and 35% Borough wide (MORI 2004).
- 16% of residents feel that they are very satisfied with local secondary schools in the area, in comparison to 25% NRF Area and 28% Borough wide (MORI 2004).

#### Strengths

- Good relationship with the schools in the area (Ward Jackson Primary School and St Josephs Primary School).
- Involvement of SureStart 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 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 young people and an adult resident into junior sports leaders awards, a mentoring training

#### 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.
- Lack of access to an IT suite, homework clubs and access to a local library.

<p><b>Strengths continued ...</b> programme (to become a mentor with young people) and FA Level One football coaching awards.</p> <ul style="list-style-type: none"> <li>▪ The Community Leadership / Problem Solving package delivered in October 2006 for the benefit of Burbank Uniting Residents Together (BURT), and covered leadership and problem solving in a local context. The programme has been identified by the Home Office as good practice and is being promoted nationally.</li> </ul>	<p><b>Weaknesses</b> 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>Avondale Centre at Dyke House Comprehensive School.</p>	<p>Based outside of the Burbank area, the Avondale Centre is a learning centre open to the public, including Burbank residents. 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.</p>
<p>Brierton Community School (A Specialist Sports College).</p>	<p>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 –</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	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 Tel. 01429 265711.
Burbank Food Co-op.	A community enterprise, the Food Co-op has obtained funding to carry out a community survey in 2007 in order to find out from as many of the population as possible what they want and need in Burbank. It is also looking towards offering voluntary practical catering training in the future, which will include aspects of customer service. 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 12.00noon. 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 Tel. 01429 869662.
Burbank Online.	A community enterprise, Burbank Online <a href="http://www.freewebs.com/burbankonline">www.freewebs.com/burbankonline</a> offers a route to employment offering Information Technology (IT) Technician training and a range of community information. For more information Tel. 07868715466.
Children's Centres (Stranton and Ward Jackson).	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 and 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 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. Hartlepool Borough Council will be taking the

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	lead for Children's Centres and will be liaising with key agencies to develop business plans for the newly defined areas. The services for children and families will continue to be developed and delivered, however, the emphasis is more on training, employment and childcare. Burbank would sit in the area defined as Central 1. For more information Tel. 01429 284284.
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.
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 are 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. In Hartlepool, the CEN team will be providing a programme of capacity building training to those operating in the Voluntary and Community Sector and will involve organisations including the Community Development Foundation (CDF), SkillShare North East Ltd and the Headland Development Trust in the delivery of training. The CEN team is also looking to organise attendance at a British Association of Settlement &amp; Social Action Centres conference as part of this programme of capacity building training. For more information Tel. 01429 262641.</p>
Community Employment Outreach Programme.	Services are available to Burbank residents on an outreach basis by Worklink, OFCA and West View Employment Action Centre as a drop-in facility at Burbank Community House between the hours of



Examples of key current programmes / projects	Description
Continued ...	<p>10.30am and 12.00noon every Wednesday. This service 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 and safety courses;</li> <li>▪ job-based initiatives;</li> <li>▪ promotion of healthy living and;</li> <li>▪ first-aid.</li> </ul> <p>For more information Tel. 07748538883.</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 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</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	the world of work. Connexions has a one-stop shop based on Tower Street where young people can drop-in without an appointment between 10.00am and 5.00pm to receive advice and guidance on subjects including housing and benefit information, careers advice and referral to training providers. For more information Tel. 01429 275501.
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.
Families Accessing Support Team (FAST Project).	Funded through the Neighbourhood Renewal Fund (NRF), this project takes a multi agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour. 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 on a Thursday at Dyke House School's all weather pitch during winter months and St. Joseph's Primary School field during summer months. Other initiatives have involved individual work with some football members around training / employment and linking young people 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

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	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 Community Learning Centre (CLC), attached to Stranton Primary School. For more information Tel. 01429 868616.
Hartlepool Borough Council Adult and Community Services: Sport and 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: Central Library.	<p>The Central Library is situated close to the Burbank area. It is a welcoming space to explore learning and is particularly suited to informal learning. The Library is an excellent place to get started with learning. As well as books and staff who can deal with enquiries, there is free public access to computers, the internet and e-mail. Printing services are also available at a small charge and at a reduced rate for CV's. Study space, desks, writing facilities, newspapers and periodicals are available plus information on training, education and all information matters. Classes available. The Library is open seven days per week:</p> <p>Monday to Thursday: 9.30am – 7.00pm.  Friday to Saturday: 9.30am – 5.00pm.  Sunday: 11.30am – 3.30pm.  Community Room available at subsidised rates during the daytime and up to 9.30pm.</p> <p>Hartlepool Child Information Service provides expert, impartial information on all childcare matters and is based in the Central Library Monday to Friday: 9.30am – 5.00pm.</p> <p>For more information Tel. 01429 292905.</p>
Hartlepool Borough Council: Children's Services.	From August 2005, Hartlepool Borough Council became a Children's Services Authority. This means that alongside providing a strong and effective education service, it now also provides services across Burbank relating to children and young people.

<b>Examples of key current programmes / projects</b>	<b>Description</b>
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. Activities include those centred around personal development and skills enhancement. For more information Tel. 01429 523762.
Hartlepool College of Further Education (HCFE).	Hartlepool College of Further Education (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. Apprenticeship programmes are also offered in a variety of careers in construction and plumbing, engineering, business and administration, hospitality, hair and beauty, health, care and public services. University of Teesside courses also offered. For more information Tel. 01429 295000.
Hartlepool College of Further Education (HCFE) - Hartlepool Business Development Centre.	Hartlepool College of Further Education's Business Development Centre provides businesses with training and services utilising the latest technological developments in professional and modern surroundings. The Centre is fully equipped with three conference suites offering the latest in conference equipment. Training is offered in a range of key areas including business improvement techniques, management, occupational health and construction, as well as bespoke business services. For more information Tel. 01429 292888.
Hartlepool 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. The programme can assist people currently in or those

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	thinking about entering education by providing one-to-one support to help them overcome any barriers to learning by building confidence and self-esteem and helping them to manage their time effectively. Sessions are tailored to 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 SureStart, and other community and voluntary organisations. The project is also linked strongly with the Children's Information Service and the Lone Parent Advisors at Jobcentre Plus. For more information Tel. 01429 523513.
Hartlepool Working Solutions: Work Route (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

Examples of key current programmes / projects	Description
Continued ...	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.
Headland Development Trust.	Operating from within the Headland area, this charitable trust was formed in 2001 and provides a base for social and economic regeneration. The Trust, through its Community Legal Learning Programme has responded to the community's needs with a view to building capacity. The programme ultimately strengthens communities through those groups within the voluntary and community sector becoming informed and able to lead with increased professionalism. The programme looks to the very real issues that individuals and groups face and assists them to understand the reasons why decisions are made, the process by which those decisions are reached and the responsibilities and liabilities they incur in doing so. The Trust also invests heavily in young people aged between 11-19 years via its Sigma Youth Project through the delivery of a wide range of high quality accredited training, courses and activities that assist young people in their development. As a member of the Open College Network (OCN), the Headland Development Trust through its pool of qualified tutors can not only deliver OCN accredited training but support the development of bespoke training as required, this could be from helping a group put together a half-day seminar through to the development of their own training initiative. For more information Tel. 01429 420302.
Learning and Skills Council (LSC) Tees Valley.	<p>The Learning and Skills Council (LSC) is responsible for planning and funding high quality education and training for everyone in England other than those in Universities, and aims to:</p> <ul style="list-style-type: none"> <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</li> </ul>

Examples of key current programmes / projects	Description
Continued ...	<p>needed to help all individuals into jobs;</p> <ul style="list-style-type: none"> <li>▪ improve the skills of the workers who are delivering public services and;</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 and;</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> <li>▪ reduce the proportion of young people not in education, employment or training and;</li> <li>▪ increase participation in higher education towards 50 per cent of those aged 18 to 30 by 2010 and aim to prepare more learners for higher education through increased progression to Level 3.</li> </ul>
Moneywise Community Banking.	<p>A town-wide service, Moneywise (Hartlepool Credit Union) offers an easy way to save and an affordable way to borrow. Wages, benefits and any other direct payments can be paid into an account. Membership is open to anyone living or working in Hartlepool, regardless of circumstance. Sponsored by New Deal for Communities (NDC) with a head office in Avenue Road as well as numerous collection points around the town, including Housing Hartlepool offices. There are also collections for young people in some schools. Confidential advice is also available in partnership with the Citizens Advice Bureau (CAB). For more information Tel. 01429 863542.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
nextstep.	Funded by the Learning and Skills Council, nextstep promotes learning and work and is available free to all adults aged 20 and over who have not yet achieved a first full level 2 qualification. The information and advice service helps people to improve their career prospects, discover learning needs, work towards obtaining a qualification or to make the most of their job. nextstep can provide details of what support is available and help people decide what training is best for them. Advisers make sure that local people have access to the best possible advice and information on courses, training and looking for work. An Information, Advice and Guidance Adviser is available every Monday by appointment at Hartlepool Jobcentre Plus. Information and advice is also available at Hartlepool College of Further Education on the outskirts of Burbank or the nearby Connexions One-Stop Shop in Tower Street. For more information Tel. 01429 275501 (Connexions One-Stop Shop) or 01429 295000 (Hartlepool College of Further Education) or 01642 358099 (nextstep).
PRNTAX Ltd, PRNTA Training	A private company based on the Burbank estate providing an accountancy / financial service as well as training in areas such as book-keeping training and Information Technology (IT) support / tuition. For more information Tel. 07868715466.
Parent and Toddler Care in Hartlepool (PATCH).	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 Community Learning Centre (CLC) 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.
SkillShare North East Ltd.	SkillShare North East Ltd, based in the Belle Vue Community, Sports and Youth Centre provides capacity building training and community development support enabling people to play a more active and influential role in the regeneration of their communities. The 6-12 most requested sessions each quarter are put into a quarterly training



<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	diary and these sessions are available free of charge to voluntary and community groups. However, due to funding limitations this service is currently suspended until at least April 2007 (depending on the availability of funding). Sessions can be bought-in, however, and include assertiveness and confidence building; business planning; communication skills; effective meetings; event planning and organisation; funding strategies; group-work skills; leadership skills; newsletter production; personal safety; report writing; roles and responsibilities; social inclusion and; vision setting. Sessions are available to groups by request and SkillShare will work to local needs in terms of venue and timings. Groups can apply for single sessions or develop a number of sessions into a training programme which can be locally accredited if required. SkillShare also offer a number of qualifications such as the Take The Lead (OCNNER Level 1) for people who are involved in representing their communities; Effective Community Involvement & Leadership programme (OCNNER Level 2) for people who are recognised as leaders in their community / community groups; Community Development Work (OCN Level 2 / 3); Managing Voluntary & Community Organisations (OCN Level 2). For more information Tel. 01429 868353.
St Joseph's Primary School.	For more information Tel. 01429 272747.
Stranton Primary School.	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 Tel. 01429 275595.
Stranton Community Learning Centre.	The Stranton Community Learning Centre (CLC) 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 Stranton Community Learning Centre is open 6 days a week at the following times:

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<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 with indoor facilities and sports facilities. For more information Tel. 01429 231329.</p>
SureStart.	<p>The overall aim of SureStart in Hartlepool is to provide a co-ordinated, community driven programme of services for young children aged under 5 and their families. SureStart 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.</p> <p>Following consultation, a new structure will be implemented from April 2007 and includes the following:</p> <ul style="list-style-type: none"> <li>▪ the Community Support and Training Officer will continue to provide support whilst in post;</li> <li>▪ in terms of strengthening communities, parents feeling isolated, support for parenting skills, a community development apprentice with the community support and training officer will continue to build links with local parents/ grandparents/ carers / children and;</li> <li>▪ Burbank Parent's Group is currently hosting a diverse range of activities, some financed from the NAP, some funded externally. Sessions include: <ul style="list-style-type: none"> <li>- Lunch and Play Thursdays 11.00am to 1.00pm at the Ward Jackson Learning Resource Centre.</li> <li>- Keep Fit, Thursdays 9.30am to 10.30am.</li> <li>- Netball, Tuesdays 6.00pm to 7.00pm Basketball Court / Bridge Centre.</li> <li>- Parent and toddler group, Wednesdays 1.00pm to 3.00pm Ward Jackson Learning Resource Centre.</li> <li>- Numerous additional activities are planned including Christmas events, daytrips, Easter activities etc.</li> </ul> </li> </ul>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	Part of the SureStart exit strategy is to ensure that groups receive as much training and support as possible and that they are effectively networked into the wider arena e.g. Hartlepool Community Network, Hartlepool Community Forum, Neighborhood forums, HVDA etc. as well as the Burbank Forum. Skillshare North East Ltd is currently providing training for the groups. Burbank residents can currently access SureStart services from Ward Jackson Primary School as part of the Children's Centre. For more information Tel. 07790779082.
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 School and Sixth Form College.	As well as standard school facilities each year the School prepares a programme of Enterprise Activities for the pupils. These include mock interviews, future assessments and entrepreneurial masterclasses. For more information Tel. 01429 273790.
Ward Jackson Primary School.	The School offers a breakfast club and after school club 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 Tel. 01429 293777.

## GAPS – WHAT NEEDS TO BE DONE

<b>Service delivery issues needing attention</b>	
1.	Continue and increase participation in Adult Education courses in the area, including funded private tuition opportunities.
2.	Provide a permanent school bus, particularly on a morning and / or increase public bus services to transport people across the town to secondary schools and health centres.
3.	Explore ways of improving the aspirations that young people have about their future.
4.	Increase local access to an IT suite / Internet cafe, IT classes delivered by a qualified tutor, homework clubs and library.
5.	Increase vocational learning opportunities required, particularly for young people.
6.	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>						
<p>Continue and increase participation in Adult Education courses in the area, including funded private tuition opportunities.</p>	<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: 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. Community / Voluntary Groups. HBC Adult Education. HCFE. LSC Tees Valley. St Joseph's Primary School. Children's Centres. Ward Jackson Primary School. HVDA. SureStart.</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 Centres, Hartlepool Borough Council: Adult Education, SureStart and Burbank Forum to discuss.</li>   <li>Hartlepool Borough Council: Adult Education promote opportunities at the Burbank Food Co-op on a Wednesday morning in order to try to increase the take-up of Adult Education courses.</li>   <li>▪ Hartlepool Borough Council: 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: Adult Education and Burbank Forum to discuss.</li>   <li>▪ Hartlepool Borough Council: Adult Education and Burbank Forum to discuss.</li>   <li>Hartlepool College of Further Education (HCFE), which is in close proximity, offer a variety of courses. Tel. 01429 295000.</li>   <li>SureStart Community Support Officer is available to provide advice and guidance.</li> </ul>	<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>

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
Lack of a permanent school bus, particularly on a morning and / or increase public bus services to transport people across the town to secondary schools and health centres.	<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: Children's Services (Education), ARRIVA, Stagecoach and Hartlepool Borough Council: Local Transport Coordinator to discuss options.</li> </ul>	Medium Term.	Stagecoach / ARRIVA. HBC Local Transport Coordinator. HBC Children's Services. Local Secondary Schools.	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: Children's Services (Education) and Hartlepool Borough Council: Local Transport Co-ordinator, subject to resources.</li> </ul>	Increase bus passenger satisfaction.
Explore ways of improving the aspirations that young people have about their future.	<ul style="list-style-type: none"> <li>Increase the information and guidance given on further education, for example, college and university.</li> </ul>	Medium Term.	HCFE. Hartlepool Sixth Form College. English Martyrs School and Sixth Form College. CCAD. University of Teesside. HBC Children's Services. Hartlepool Working Solutions. All Local Schools. Children's Centres. Young People and Parents. Connexions. FAST Project.	<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 (HCFE), Hartlepool Sixth Form College, English Martyrs School and Sixth Form College, Cleveland College of Art and Design and University of Teesside (Student Advocate Scheme) to discuss.</li> </ul> <p>Brierton Community School (A Specialist Sports College) provide a wide range of activities that help address this issue. This issue could also be addressed through the idea of a Skills Centre for adults and young people.</p> <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>	<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
Continued ...	<ul style="list-style-type: none"> <li>Expand work experience opportunities by establishing links between education establishments and businesses in the area.</li> <li>Provide more educational trips / activities for young people including informal educational activities.</li> </ul>	<p>Medium Term.</p> <p>Medium Term.</p>	See previous page.	See previous page.	<ul style="list-style-type: none"> <li>All secondary schools, Hartlepool College of Further Education (HCFE), Hartlepool Sixth Form College, English Martyrs School and Sixth Form College, Cleveland College of Art and Design and local businesses to discuss.</li> </ul> <p>Hartlepool Working Solutions: Enhancing Employability and Work Route.</p> <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.
Increase local access to an IT suite / Internet cafe, IT classes delivered by a qualified tutor, homework clubs and library.	<ul style="list-style-type: none"> <li>Develop an area locally for people to access IT facilities and tuition or improve transport links to the Central Library where IT facilities are available.</li> </ul>	Medium Term.	All Local Schools. HCFE. BURT. Community / Voluntary Groups. Central Library. HBC Adult and Community Services. Stagecoach. ARRIVA. HBC Local Transport Coordinator.	The development and availability of an IT suite, increased homework clubs and library facilities locally for community use or improved transport links to the Central Library where all of these services can be accessed.	<ul style="list-style-type: none"> <li>Burbank Uniting Residents Together (BURT), community / voluntary groups and local schools to discuss possibility of providing IT facilities locally.</li> </ul> <p>Central Library offer free access to IT facilities, learning and study space, homework and school study support. Tel. 01429 292905.</p> <ul style="list-style-type: none"> <li>ARRIVA, Stagecoach and Hartlepool Borough Council: Local Transport Co-ordinator to discuss transport links to the Central Library, subject to funding and resources.</li> </ul>	<p>Increase the number of new Skills for Life qualifications.</p> <p>Increased number of learners participating in Adult Education programmes.</p> <p>Increase achievement at Key Stage 2, 3 and 4.</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>Increase the availability of homework clubs locally.</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>Central Library offer free access to IT facilities, learning and study space, homework and school study support. Tel. 01429 292905.</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.  Medium Term.	All Local Schools. HBC Children's Services. HCFE. Young People and Parents. LSC Tees Valley. Local Training Providers.	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 (HCFE) 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>	Medium Term.  Long Term.	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: Children's Services to discuss. (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).</li> <li>All local schools and Hartlepool Borough Council: Children's Services to discuss. (Performance and</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
Continued ...	See previous page.	See previous page.	See previous page.	See previous page.	<p>Achievement Division – links to Education Development Plan and Special Educational Needs Action Plan).</p> <p>Neighbourhood Renewal Funding (NRF) 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?**

#### **Statistics**

- 7.6% of households are lone parents in comparison to 11.9% NRF Area, 8.7% Borough wide and 6.4% Nationally (ONS 2001).
- 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).
- 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).
- 38% of residents consider drug dealing and use to be a serious problem in the area in comparison to 34% NRF Area and 21% Borough wide (MORI 2004).
- 37% of residents smoke cigarettes in comparison to 44% NRF Area and Borough average of 34% (MORI 2004).
- 30% of households suffer from anxiety / problems with nerves / depression / stress in comparison to 20% NRF Area and 15% Borough wide (MORI 2004).
- 24% of residents in the area feel that their health has been 'not good' in comparison to 24% NRF Area and 19% Borough wide (MORI 2004).
- 84% of residents feel that "illness, disability or infirmity limit their activities in some way" in comparison to 80% NRF Area and 81% Borough wide (MORI 2004).
- 22% of residents eat five portions of fruit and vegetables a day in comparison to 17% NRF Area and 22% Borough wide (MORI 2004).

#### **Strengths**

- Burbank Food Co-op and Stranton Community Learning Centre (CLC) Food Co-op enables residents to pre-order fresh produce and acts as a meeting place within the community.
- Men's Health Club.
- Walk to Health Club.
- SureStart, especially the Mother and Toddler Group at Stranton Primary School which is in close proximity to the Burbank Area.
- SureStart Community Support Officer providing courses on parenting skills and childcare development.
- Directory of local health service providers.
- HBC Health Development Worker and Healthy School's Co-ordinator.
- Primary Care Trust's (PCT) newly appointed Health Development Worker – Young People's Programme.
- Burbank Community Nurse.
- Families Accessing Support Team (FAST Project).
- Hartlepool Youth League.
- Anchor Trust Community Development Team.
- In close proximity to the Havelock Day Care Centre.
- Residents feel that outreach services from the PCT are an exceptional service, particularly the Community Stroke Team.

#### **Weaknesses**

- No GP or health provision / facilities within the area.
- Lack of awareness of the help, advice and support which is available regarding health issues e.g. Community Nurse.
- Burbank Food Co-op has limited opening hours and residents want to access the services more regularly.
- Lack of accessible and organised fitness classes / healthy eating clubs in the area for young people.
- Stray animals on the streets.
- No local learner swimming pool.
- Older residents in the area need access to higher levels of care.
- Dog Litter is a problem within the area, especially at St Josephs Nursery (attached to St Josephs RC Primary School).
- Lack of regular bus services to and from the area, especially at night to local doctors surgeries and hospitals.
- Elderly residents need more help with general tasks.

## 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 part in a series of seated exercise sessions. For more information Tel. 01429 224466 or email <a href="mailto:atcdteam@hotmail.com">atcdteam@hotmail.com</a> .
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 12.00noon.</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.	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

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>Community Learning Centre (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> <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 Nurse.	<p>The Burbank Forum have allocated monies from their 2006/07 Neighbourhood Element budget to fund a Community Nurse for the Burbank area. This provision will commence on 11<sup>th</sup> December 2006. The service will be available from 1.00pm till 4.00pm on both a Monday and Friday within SureStart extension attached to Ward Jackson Primary School. It will provide a drop in facility for a range of services including minor ailments, health advice and sign posting to other agencies where appropriate.</p>
Families Accessing Support Team (FAST Project).	<p>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. Training is provided one evening per week on a Thursday at Dyke House School's all weather pitch during winter months and St Joseph's Primary School field during summer months. 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.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
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.
Hartlepool Borough Council: Central Library.	<p>The Library is situated close to the Burbank area and has a large collection of books on health and wellness topics including complimentary medicine. A recent development is the 'Reading for Mental Well being' collection, which has been selected in partnership with MIND and the NHS Mental Health Trust. These books are for people who wish to develop better understanding of how to deal with certain mental health conditions such as anxiety, depression, stress, low self-esteem, bereavement and others. Also the Library can provide general information and access to online resources. The Library is open seven days per week:</p> <p>Monday to Thursday: 9.30am - 7.00pm.  Friday to Saturday: 9.30am - 5.00pm.  Sunday: 11.30am - 3.30pm.</p> <p>Community rooms are also available throughout the day and on an evening up until 9.30pm.</p> <p>The Library is also the base for the Hartlepool Child Information Service. It is in the Library on a Monday to Friday from 9.00pm – 5.00pm providing expert and impartial advice and information on all childcare matters and Children's Services. For more information please Tel. 01429 292905.</p>

<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. For more information Tel. 01429 523814.
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, gymtots 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);  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. 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 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 Burbank Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>
Hartlepool Borough Council: Sports Development Team.	For more details Tel. 01429 284104
Hartlepool Borough Council: Children's Services (Youth Service)	<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>



<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Carers.	Hartlepool Carers is a voluntary organisation, which supports unpaid carers in their caring role. Carers can support family or friends in need of care because of illness or disability. Hartlepool Carers also provides a voluntary service, which offers counselling, therapies, low level support, a sitting service and an advocacy service. For more information Tel. 01429 283095.
Hartlepool 50 Plus.	The 50 plus Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of statutory and voluntary bodies in Hartlepool. The group meets on regular occasions. For further information contact the Anchor Trust Community Development Team on Tel. 01429 224466.
Hartlepool Mental Health Unit.	Hartlepool Mental Health Unit currently provides hospital based mental health services for the adults and older people of Hartlepool and South Easington in the mental health unit of the University Hospital of Hartlepool. In line with national guidelines, more people with mental health problems in Hartlepool are being treated and supported in their own homes by a growing range of community mental health teams. In 2006 the single storey purpose built building on Lancaster Road opened. It has 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 include relaxation classes, art and music workshops, group and individual counselling sessions. The unit has car parking spaces for staff and visitors and is surrounded by fencing, trees and bushes.
Hartlepool MIND.	Hartlepool MIND offers support to anyone suffering from mental health problems and / or emotional distress. Hartlepool MIND can help with the following; self harm, unusual feelings and beliefs, hearing voices, mood disorders, Obsessive Compulsive Disorder (OCD), depression, anxiety, stress and any other mental health issues. For more information Tel. 01429 269303.
Hartlepool 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

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	learning objectives to promote pupils well being and contribute to their personal and social development. Hartlepool School Sport Co-ordinators Partnership involves all of the Schools in Hartlepool. Each Primary School donates £100 and each Secondary School £1,000 each year to the budget, to help towards the activity. The Hartlepool School Sport Co-ordinator Programme has been very successful in increasing pupil's access to high quality physical activity and sports activity, within and out of normal school hours. This in turn has improved levels of physical exercise amongst pupils, which has a positive effect on the health and well-being of those who participate. For more information Tel. 01429 287506.
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.
Hartlepool Tree Strategy.	The Hartlepool Tree Strategy was drawn up in partnership with the Environment Partnership and endorsed by Cabinet in 2005 and aims to increase the number of trees in the Borough by encouraging the planting and management of new trees using appropriate species of the location. The Tree Strategy makes links to the wider benefits of trees with relation to health and care, environment and housing and community safety.
Jobcentre Plus: Pathways to Work.	Jobcentre Plus offers the Pathways to Work initiative which can help people with health problems to enter / re-enter employment. Anyone making a new claim or a repeat claim for Incapacity Benefit should speak to an adviser in your local Jobcentre Plus office. For more information Tel. 0845 600 2808.
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

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	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 individuals 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. 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>
Parent and Toddler Care in Hartlepool (PATCH).	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.

Examples of key current programmes / projects	Description
<p>Primary Care Trust (PCT).</p>	<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 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</p>

Examples of key current programmes / projects	Description
Continued ...	<p>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> <p><u>Speech and Language Therapy Service</u> – The Speech and Language Therapy Service provides a specialist service to adults and children who have speech, language or communication disorders. The Service also offers a specialist service to adults and children who have swallowing, eating and drinking disorders. For more information Tel. 01429 267901.</p> <p><u>Community Stroke Team</u> – The Community Stroke Team provide rehabilitation to people who have suffered form a stroke in the last six months. For more information Tel. 01429 285380.</p> <p><u>OPTIN (Older Person Team for Integrated Needs)</u> – The Older Person Team for Integrated Needs is a service specifically for older people, aged 65 years or over, residing in either Residential or Nursing homes. The service covers patients who have, or develop, non urgent chronic conditions. For more information Tel. 01429 285372.</p> <p><u>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</p>

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

Examples of key current programmes / projects	Description
Continued ...	<p>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> <p><u>Sight Loss Support Service</u> – The Sight Loss Support Service offers people with sight loss a professional assessment of their needs as well as support in managing everyday tasks such as daily living skills, mobility, benefit advice and communications. People will also have the opportunity to discuss any concerns regarding sight loss. You can make an appointment with the new Service by completing the tear-off section on the Low Vision leaflet which is available from your optician, GP or local library. Alternatively for more information Tel. 01429 285776.</p> <p><u>Low Vision</u> – From September 2006, four optician practices in Hartlepool will provide a community based low vision aid assessment service. This service is specific to patients who have been told that there is nothing or very little which can be done to improve their sight. The assessment will suggest aids, such as magnifiers which can help patients make the best use of the sight they have. Previously this service was only available within the Hospital. Referrals can be made via opticians, hospital clinicians and the Hartlepool Sight Loss Support Service. For more information Tel. 01429 285776.</p>

Examples of key current programmes / projects	Description
Continued ...	<p data-bbox="1060 175 1921 300"><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 332 1921 576"><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 609 1921 738"><u>Central Integrated Team</u> – This team brings together health and social care workers. The team have recently moved into Greenbank, within the Central area, which provides a base for multi-agency staff including District Nurses, Community Matrons and Social Workers.</p> <p data-bbox="1060 771 1921 868"><u>Health Development Worker</u> – This Young People's programme aims to bring together a wide variety of agencies to influence the health improvement of children and young people in Hartlepool.</p> <p data-bbox="1060 901 1921 1209"><u>Health Trainer Project</u> – The PCT recently recruited a Health Trainer Co-ordinator who will oversee the recruitment and supervision of 5 health trainers who will work in disadvantaged areas in the town. It is envisaged that the Co-ordinator will hold a small case load and will be based within the Burbank area. Health Trainers will work with the local community to access their health needs and provide a 'navigation' service to help with people access appropriate services and initiatives. They will also work with one to one with some clients to assist in lifestyle change for issues such as healthy eating, increased physical activity and smoking cessation.</p> <p data-bbox="1060 1242 1921 1421"><u>Community Matrons</u> – Community Matrons are Senior Nurses who work with patients with an identified long-term condition or a complex range of conditions. They act as a 'Case Manager' being the single point of contact for care support or advice and ensure that care is properly co-ordinated by working closely with the patients and other services.</p>



Examples of key current programmes / projects	Description
Continued ...	<p><u>Wynyard Road Primary Care Centre</u> – The new £1.1 million Wynyard Road Primary Care Centre, next to the Owton Rossmere Resource Centre opened in August 2006. The Wynyard Road Primary Care Centre 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 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 Community Learning Centre (CLC).	<p>The Stranton Community Learning Centre (CLC) is located beside Stranton Primary School and is in close proximity to the Burbank area. The Stranton Community Learning 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>

Examples of key current programmes / projects	Description
Continued ...	<p data-bbox="1062 175 1919 326"><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 data-bbox="1062 363 1919 548"><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 data-bbox="1062 586 1919 771"><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 data-bbox="1062 808 1919 993"><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 1031 1919 1149"><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 1187 1919 1305"><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 1343 1919 1424"><u>Massage Therapy</u> Treatments available from the Stranton Community Learning Centre for muscular injuries, aches, pains or for general relaxation. For</p>

Examples of key current programmes / projects	Description
Continued...	<p>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> <p><u>Stranton Football Club (Stranton F.C.)</u> The Stranton Football Club trains every Saturday from 10.00am - 12.00noon at the Stranton Community Learning 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 -12.15pm. 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>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
SureStart.	<p>The overall aim of SureStart in Hartlepool is to provide a co-ordinated, community driven programme of services for young children aged under 5 and their families. The services will be 'shaped' according to community choice and need, adhering to the overall objectives of SureStart. 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 SureStart 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 SureStart 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.</p> <p>SureStart 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>SureStart 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>SureStart have a Community Development Officer who can provide support, advice and guidance to residents of the community on many different aspects of childcare and health issues. For more information on the services SureStart provides to the Burbank area Tel. 07790779082.</p>

**GAPS – WHAT NEEDS TO BE DONE**

<b>Service delivery issues needing attention</b>	
1.	Improve access to health services and knowledge on what services exist in throughout the area.
2.	Continue to improve the health and fitness programmes available within the area, especially for young people and the elderly.
3.	Continue to improve awareness of health education for all age groups.
4.	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 Stranton Community Learning Centre Food Co-op.</li> <li>▪ Health promotion needed throughout the area, especially the promotion of existing services e.g. Community Nurse based in SureStart.</li> <li>▪ Investigate the possibility of providing more health services such as community drop-in sessions and / or nurse led prescribers.</li> <li>▪ Investigate the possibility of complementary therapies to relieve stress e.g. podiatry, massage, reflexology, relaxation techniques and self-defence / assertiveness training.</li> <li>▪ Improve signposting services.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p> <p>Short - Medium 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. Local Imp. Team for Mental Health. Local Imp. for Older People. Residents. SureStart. Burbank Food Co-op. Burbank Forum. HBC N'hood Manager. Hartlepool Community Network. Community / Voluntary Sector. Hartlepool Families First. Stranton Community Learning Centre Food Co-op.</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>▪ HBC Neighbourhood Manager, Burbank Forum, Burbank Food Co-op and Stranton Community Learning Centre 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> <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 young people and the 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> <li>▪ Ensure existing activities are transferred to alternative venues (e.g. gym equipment) which are of high standard / specification, to minimise the impact on the local community.</li> </ul>	<p>Short Term</p> <p>Short - Medium 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. SureStart. Burbank Food Co-op. Burbank Forum. HBC N'hood Manager. Hartlepool Community Network. Community / Voluntary Sector. Hartlepool Families First. FAST Project. Stranton Community Learning Centre Food Co-op.</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 Burbank Forum to discuss.</li> <li>▪ Burbank Forum, HBC Neighbourhood Manager, FAST Project and other agencies to consider.</li> <li>▪ All partners to discuss.</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>

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 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> <li>▪ Work with local schools and the Burbank Forum to raise the awareness and promote healthy eating.</li> </ul>	<p>Short 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. Burbank Food Co-op. Burbank Forum. Local Schools. HBC Healthy Food Coordinator. HBC Healthy School's Coordinator. HBC Children's Services. HBC Sports Development. HBC N'hood</p>	<p>Increase resident satisfaction regarding access to health facilities.</p> <p>Residents feeling an improved quality of life.</p>	<ul style="list-style-type: none"> <li>▪ Hartlepool PCT and relevant partners to discuss.</li> <li>▪ HBC Children's Services, HBC Healthy Food Coordinator and Hartlepool PCT to investigate.</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 ...	See previous page.	See previous page.	Manager. Hartlepool Community Network. Community / Voluntary Sector. FAST Project. Stranton Community Learning Centre Food Co-op.	See previous page.	See previous page.	See previous page.
Improve length of waiting times when making doctors / dentist appointments.	<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>	Hartlepool PCT. North Tees and Hartlepool NHS Trust. Local GP's. Local Dentists. Burbank Forum. Residents. Hartlepool Families First.	<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, Hartlepool Families First, Burbank Forum and other agencies to discuss subject to funding.</li> <li>▪ Burbank 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 crime offences (per 1000 population) in the Burbank area excluding Church Street are 218 in comparison to 182.5 NRF Area and 129.2 Borough wide (HBC Community Safety 2005 / 2006).
- The total overall vehicle crime (per 1000 population) in the Burbank area excluding Church Street is 13.5 in comparison to the NRF Area average of 17.4 and Borough average of 14.4 (HBC Community Safety 2005 / 2006).
- The total violent crime offences (per 1000 population) in the Burbank area excluding Church Street are 32 in comparison to 51.1 NRF Area and 34.5 Borough wide (HBC Community Safety 2005 / 2006).
- The total domestic burglary (per 1000 households) in the Burbank area excluding Church Street is higher than the Borough and NRF Area average; 25.6 in comparison to 21.5 NRF Area and 15.6 Borough wide (HBC Community Safety 2005 / 2006).
- 27% of residents feel very safe when walking around the area after dark, in comparison to 26% NRF Area and 28% Borough wide (MORI 2004).
- 11% of residents are very satisfied with the quality of service provided by the Police, in comparison to 13% NRF Area and 12% Borough wide (MORI 2004).
- 13% of residents feel 'less safe' than three years ago, in comparison to 19% NRF Area and 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).
- Residents feel that the area is now more secure due to genuine neighbours who care and look out for one another.
- 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 alleyways 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.
- Families Accessing Support Team (FAST Project) contributing

#### **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 economy).
- Anti-social behaviour: perception of 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 Primary School.
- Residents are concerned that there are delays when calling for the Police, both during the day and on an evening.

<p><b>Strengths</b></p> <p>towards tackling problems of anti-social behaviour.</p> <ul style="list-style-type: none"> <li>▪ Installation of temporary Youth Pod near the Bridge Youth Centre.</li> <li>▪ Community Safety events run by Burbank Parents Forum and Cleveland Police.</li> <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> <li>▪ Domestic Violence Support Service and Domestic Violence Outreach Support Worker.</li> <li>▪ A directory is available to enable residents to contact service providers more effectively.</li> <li>▪ Burbank Neighbourhood Watch Group.</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>
Anti-Social Behaviour Unit (ASB Unit).	<p>The ASB Unit believes that the people of Hartlepool have the right to live their lives free from harassment, alarm or distress. It is their goal to work effectively with the public and partner agencies to deal with the factors that affect the quality of life of residents through prevention, diversion or enforcement.</p> <p>The ASB Unit deals with cases reported from all sources where an individual has been causing harassment, alarm or distress to one or more individuals who are not in the same household as themselves. To contact the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296582.</p>
Burbank Neighbourhood Watch.	<p>The Burbank Neighbourhood Watch Group meets monthly with the local Neighbourhood Police Officer in Burbank Community House. The group would welcome any individual from the Burbank area to get involved. Tel. 01429 278504 for further information and meeting dates / times.</p>
Cleveland Fire Brigade: Community Safety Initiatives.	<p>Cleveland Fire Brigade's Community Safety scheme is based around the principle of prevention and protection rather than response. In</p>

Examples of key current programmes / projects	Description
Continued ...	<p>order to achieve this aim resources are delivered from centrally provided resources as well as from the nearby fire station. Services and facilities available to the Burbank neighbourhood include:</p> <ul style="list-style-type: none"> <li>▪ Free Home Fire Safety Checks where advice is given to help prevent fires and free smoke alarms are fitted to safeguard residents in case of fire. For more information please Tel. 01429 874063;</li> <li>▪ Arson audits are carried out to help prevent fires starting. This includes the removal of potential fuel from areas, arranging for boarding up of unoccupied premises and advice to property owners on how to prevent arson;</li> <li>▪ Various Youth Intervention Schemes e.g. LIFE, SAFE and the Duke of Edinburgh Award scheme to address youth inclusion and behaviour;</li> <li>▪ Use of Advocates in various fields e.g. disability, deaf, elderly, ethnic minorities, to help to keep safe those deemed to be particularly vulnerable in our community;</li> <li>▪ School education to reach the youngsters of the area to explain fire safety and the dangers of playing with fire;</li> <li>▪ Advice to businesses as to compliance with current legislative requirements.</li> </ul> <p>For further information regarding any of these services please contact the Brigade headquarters on Tel. 01429 872311.</p>
Cleveland Police: Hartlepool Neighbourhood Policing Scheme.	<p>The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, Police will be visible and accessible to members of the public. Community involvement is the key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>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</p>

Examples of key current programmes / projects	Description
Continued ...	<p>from their area to other parts of Hartlepool.</p> <p>The Neighbourhood Policing Team for the Burbank area is based at 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).	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

Examples of key current programmes / projects	Description
Continued ...	<p>crime. The initiative provides treatment and support structures that identify, engage with and track drug misusing offenders anywhere in the criminal justice system.</p> <p>The two key elements of the programme that help this to take place are through care – assisting the individual from the point of arrest through to sentencing and beyond – and aftercare – which is help put in place to assist the offender after they have been released from prison or on completion of a community sentence.</p> <p>The DIP team provide a 24 / 7 Single Point of Contact Service which gives people in drug treatment a telephone contact for support and advice.</p> <p>Addaction are commissioned to provide the service due to their knowledge of treatment services and information on the criminal justice system process.</p> <p>In addition to the above, a specialised sport and physical activity programme is offered to DIP clients as part of their rehabilitation programme. Externally funded, this area of work contributes to the support structures necessary to prevent re-using and potentially re-offending. This element of support is in partnership with HBC's Drug Intervention Team.</p> <p>The 24 / 7 Single Point of Contact Service - Tel. 0808 1880 247.</p>
Families Accessing Support Team (FAST Project).	<p>Funded through NRF, this project takes a multi agency approach (family support worker, activity worker and training and employment worker) to tackle the early signs of anti-social behaviour. Workers plan with families how the project can support the child and family, and make sure they are aware of the consequences of involvement in anti-social behaviour.</p> <p>The FAST project can also provide a 'street outreach service / detached youth work service' which involves working with groups of young people who are involved in anti-social behaviour / causing a nuisance throughout areas. FAST attempts to engage with young people and their communities to try to develop working relations and to assess the difficulties and solutions to the anti-social behaviour.</p>

Examples of key current programmes / projects	Description
Continued ...	<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 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. Tel. 01429 271571 for more information.</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. Tel. 01429 523534 for more information.
Hartlepool Borough Council: Lighting Maintenance Plan.	The Council has a 3 to 4 year plan to implement more efficient lighting across the town.
Hartlepool Borough Council: Neighbourhood 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 area. The main duties of the floating Environmental Operative 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 Burbank Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Borough Council: Neighbourhood Renewal Lighting Budget.	In 2006 / 2007, there is £50,000 of Neighbourhood Renewal Fund (NRF) monies allocated for town wide street lighting improvements and this is likely to continue at a similar scale next year.
Hartlepool Borough Council: Neighbourhood Service's Minor Works Budget.	The budget is for minor works such as drop crossings, lighting, security works, environmental improvements and maintenance. In the 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.
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</p>



Examples of key current programmes / projects	Description
Continued...	<p>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> <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. For more information Tel. 01429 523370.</p>
Hartlepool Borough Council: Safer Streets Booklet.	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.
Hartlepool Tree Strategy.	The Hartlepool Tree Strategy was drawn up in partnership with the Environment Partnership and endorsed by Cabinet in 2005 and aims to increase the number of trees in the Borough by encouraging the planting and management of new trees using appropriate species and locations. The Hartlepool Tree Strategy promotes the wider benefits of trees in relation to community safety, health and care and environment and housing.
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>

Examples of key current programmes / projects	Description
Continued...	<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> <p>Victim Support's national telephone Support line is: Tel. 0845 3030 900. The Supportline hours are: 9.00am to 9.00pm (Mondays to Fridays), 9.00am to 7.00pm (weekends) and 9.00am to 5.00pm (bank holidays).</p> <p>If anyone is feeling desperate and needs to speak to someone outside of the Supportline hours it is possible to contact the Samaritans on Tel. 0845 7909 090.</p>
Hartlepool Young People's Drug Team (HYPED).	<p>The HYPED Team offer young people a discrete outreach service. HYPED is a multi-agency team consisting of professionals from Health, HBC Children's Services and the voluntary sector. They can offer a comprehensive substance misuse service from basic advice and information through to specialist prescribing and access to residential activities. For more information Tel. 01429 860333.</p>
Housing Hartlepool.	<p>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. Improvement works on the remaining 309 properties in the Burbank area commenced 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 Burbank, with a</p>

Examples of key current programmes / projects	Description
Continued...	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 Tel. 01429 525354.
Multi-agency Problem Solving Group: Joint Action Group (JAG).	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.
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</li> </ul>

Examples of key current programmes / projects	Description
Continued ...	<p>taking drugs.</p> <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 2007 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 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 (SMS) (clinics and substitute prescribing). For more information Tel. 01429 285000.</p> <p>DISC (Developing Initiatives Supporting Communities) provides wraparound support e.g. benefits, housing, 1-2-1 motivational and relapse prevention, alternative therapies like acupuncture, electro stimuli and cognitive 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>

Examples of key current programmes / projects	Description
Continued ...	<p>Parent and Family (PINS) Support Group. For more information Tel. 01429 288302.</p> <p>HYPED is a team for young people. For more information Tel. 01429 860333.</p> <p>All of the above services apart from the Substance Misuse Service (SMS) will make arrangements for home visits and / or meet in a community venue.</p> <p>To address the public health agenda around blood borne viruses (hepatitis / HIV etc.) there is a mobile needle exchange which visits up to 14 designated sites across the town to exchange needles and provide clean equipment. This service is available to residents of the Burbank area. The team is available to meet with people in safe, designated areas to exchange needles. For more information Tel. 07734883730.</p>
SkillShare North East Ltd.	<p>SkillShare North East Ltd, based in the Belle Vue Community, Sports and Youth Centre provides capacity building training and community development support and enabling people to play a more active and influential role in the regeneration of their communities. The 6 to 12 most requested sessions each quarter are put into a quarterly training diary and these sessions are available free of charge to voluntary and community groups. However, due to funding limitations this service is currently suspended until at least April 2007 (depending on the availability of funding). Sessions can be bought in, however, and include a basic introduction to personal safety, personal safety at work, drug awareness, conflict resolution, safety inside the home, safety when out and about and keeping safe for young people. Sessions are available to groups by request and SkillShare will work to local needs in terms of venue and timings. For more information Tel. 01429 868353.</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</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	the law and underage drinking; a heightened awareness of what alcohol can do to their body, why they should not drink to excess and what the safe limits are for adults. For more information Tel. 01429 239922.
Substance Misuse Service (SMS).	<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. For more information on the Substance Misuse Service (SMS) Tel. 01429 285000.</p>
SureStart / Children's Centres.	<p>SureStart 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>SureStart 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 Tel. 07790779082.</p>

## GAPS – WHAT NEEDS TO BE DONE

<b>Service delivery issues needing attention</b>	
1.	Continue to assess and improve street lighting in the area as required.
2.	Continue to maintain and improve Police presence in the area when Neighbourhood PC and PCSO are not on duty.
3.	Continue to improve the estate layout to help to reduce crime and anti-social behaviour particularly through the closure of alleyways.
4.	Continue to remove 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>						
Continue to assess and improve street lighting in the area as required.	<ul style="list-style-type: none"> <li>Assess the need for any further street lighting improvements and dusk til dawn lighting in any vulnerable areas.</li> </ul>	Short Term.	HBC Public Lighting Manager. HBC N'hood Manager. Cleveland Police (Crime Prevention Officer). Burbank Forum. BURT.	<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 HBC Public Lighting Manager to identify any priority areas which are poorly lit.</li> </ul> <p>NRF, Hartlepool Borough Council's Public 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>
Continue to maintain and improve Police presence in the area.	<ul style="list-style-type: none"> <li>Increase Police presence in the area when the Neighbourhood PC and PCSO are not on duty, and maintain their good relationships with the local community and young people in particular.</li> </ul>	Short Term.	Cleveland Police. Residents. Burbank Forum. BURT.	<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 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 though the 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 to help reduce crime and anti-social behaviour.	<ul style="list-style-type: none"> <li>Complete the closure 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. BURT. HBC N'hood Services. HBC N'hood	<p>Improve resident satisfaction.</p> <p>Less reported incidences of anti-social behaviour.</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 HBC Highways and HBC Neighbourhood Manager to</li> </ul>	<p>Reduce level of total crime.</p> <p>Reduced 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
Continued ...	See previous page.	See previous page.	Manager. Cleveland Police (Crime Prevention Officer). Housing Hartlepool.	See previous page.	identify / any additional key locations of concern and also to discuss funding / resources.	See previous page.
Continue to remove shrubs in vulnerable areas 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. BURT. Burbank Forum. Residents. HBC Community Safety. HBC Landscape and Conservation.	<p>Improve resident satisfaction.</p> <p>Less reported incidences of anti-social behaviour.</p>	<ul style="list-style-type: none"> <li>▪ HBC 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?**

#### **Statistics**

- 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)
- 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)
- 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).
- 28% of residents consider litter and rubbish a serious problem in the area in comparison to 27% NRF Area and 19% Borough wide (MORI 2004).
- 17% of residents consider poor public transport issues to be a serious problem in the area in comparison to 4% NRF Area and 5% Borough wide (MORI 2004).
- 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).

#### **Strengths**

- Good Location, close to the town centre, the sea and the marina.
- Major improvements on the estate including gating alleyways, improved landscaping, hanging baskets, bulb planting and a tidier physical environments.
- Street lighting improvements in hot spot areas around Newhaven Court and Spurn Walk, with columns upgraded in Goodwin Walk and Burbank Street.
- Decent housing quality, which is going to be improved through the Investment Programme by Housing Hartlepool and Three Rivers. Burbank Court is now complete.
- Boarded up properties at Hucklehoven Court (Jomast) have improvements planned.
- Weight restriction on road has helped reduce traffic.
- Burbank Community Garden, Burbank Street.
- HBC's Museum Services aim to preserve parts of / or use stones from the Old Town Wall (Headland area).

#### **Weaknesses**

- Despite good location, feel cut off and isolated due to surrounding major roads and proximity to industrial areas.
- Despite improvements to street lighting, it is still perceived as a problem in some areas by residents and young people.
- Public transport links, especially poor bus services.
- Difficulty in crossing A689, Burn Road and Burbank Street (to Community Garden).
- Speeding traffic in Victoria Terrace / Maritime Avenue, Clark Street and outside Ward Jackson Primary School.
- No telephone box, post box or general dealers (although telephone box in Burbank Street was removed at request of residents and Clark Street is near to residential areas).
- Litter, especially glass bottles in alleyways and dog fouling/ litter at St Joseph's Nursery (attached to St Joseph's RC Primary School) / Square Ring Public House.
- Poor signage.
- Concerns over the demolition of the Bridge Youth Centre.
- Lots of derelict land throughout the area.
- The majority of properties do not have gardens at the rear, only back yards.

## KEY RESOURCES AND PROGRAMMES

### Investment by mainstream agencies:

Examples of key current programmes / projects	Description
Hartlepool Access Group.	Hartlepool Access Group (HAG) has an Access Audit Group that has experience of partnership working with Hartlepool Borough Council to identify and assist in prioritising work for paving, for example tactile markings, dropped kerbs and other areas of work around the built environment for more information Tel. 01429 891881.
Hartlepool Borough Council: Adult and Community Services.	Supporting people is a national programme delivered by local authorities in partnership with probation, health, adult and community services and supported housing providers, The Supporting People programme is committed to providing a better quality of life for vulnerable people to live more independently. The programme provides housing related support to prevent problems that can often lead to hospital admissions, institutional care or homelessness and also help vulnerable people to establish and successfully maintain a home. For more information Tel. 01429 284263.
Hartlepool Borough Council Environmental Action Team.	Can use enforcement to tackle illegal parking issues, off road parking and dog fouling. Tel. 01429 523534 for more information.
Hartlepool Borough Council: Neighbourhood Enforcement Team (NET).	<p>The Neighbourhood Enforcement Team provides education, guidance and advice to members of the public and organisations on issues such as graffiti, fly tipping, abandoned vehicles and dog related matters. Sometimes the Neighbourhood Enforcement Team is able to use litigation in order to achieve its objectives.</p> <p>The Community Wardens are part of Neighbourhood Enforcement Team and assist with issues such as dog fouling, littering, abandoned and untaxed vehicles, graffiti and fly tipping. They have recently been given additional powers to issue Fixed Penalty Notices for offences such as littering and dog fouling. These new powers will enable the Wardens to take immediate action and / or pass information to the Neighbourhood Enforcement Team for further investigation.</p> <p>The Dog Warden Service tackles a number of related issues ranging from stray and dangerous dogs to dog fouling. Recent new initiatives have seen the introduction of 'dog chipping' and 'spaying and neutering' schemes designed at reducing the number of stay dogs in</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>the town and enabling such dogs to be quickly reunited with their owners.</p> <p>The Neighbourhood Enforcement Team has achieved a number of successful prosecutions for fly tipping, involving both individuals and companies. It continues to be a very proactive approach in this field and believes the publicity achieved by court action is a means of deterring others with similar intentions.</p> <p>A proactive and spontaneous approach is applied in areas such as back / alley gated streets, highways and shopping precincts to ensure companies and individuals comply with relevant legislation. This is achieved through education / guidance and where appropriate, the issuing of Fixed Penalty Notices and Court Action. The Neighbourhood Enforcement Team is also undertaking a campaign to prevent the build up of cigarette related litter in busy streets and shopping areas. Actions proposed include the siting of purpose built cigarette bins and Fixed Penalty Fines.</p> <p>The Neighbourhood Enforcement Team 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. 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 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 Burbank Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Borough Council: Lighting Maintenance Plan (LTP).	The Council has a 3 to 4 year plan to implement more efficient lighting across the town.
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 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.	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.
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>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Hartlepool Borough Council: Safer Streets Booklet.	Booklet advising on traffic calming schemes and reducing speeding. Residents can discuss with HBC's Traffic Team Leader appropriate schemes. £25,000 is available each year for the whole town. For more information Tel. 01429 523200.
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> <p>Housing Advice Team, which offers a range of housing advice across all tenures including homelessness, harassment and illegal eviction, help with maintaining a tenancy and advice in an emergency (e.g. due to flood or fire). The Housing Advice Team can be contacted on Tel: 01429 284313.</p> <p>Special Needs Housing administers and arranges disabled facilities grants. This is a means tested grant and examples of works to be carried out through disabled facilities grant included the provision and installation of stair lifts and level access showers. The Special Needs Team also has a liaison role in assessing applicants for adapted property owned by housing associations in the town. For more information Tel. 01429 523705.</p> <p>Thermal and energy efficiency advice can also be obtained for Hartlepool Borough Council's Neighbourhood Services Team. For more information Tel. 01429 523993. 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>
Hartlepool Tree Strategy.	The Hartlepool Tree Strategy was drawn up in partnership with the Environment Partnership and endorsed by Cabinet in 2005 and aims to increase the number of trees by encouraging the planting and management of new trees in the Borough using appropriate species of the location. The Tree Strategy makes links to the wider benefits of trees in relation to environment and housing, health and care and community safety.

<b>Examples of key current programmes / projects</b>	<b>Description</b>
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 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 5 caretakers dedicated to picking litter across the town, one of which is dedicated to the Burbank area. The dedicated caretaker for the Burbank area will be tasked to litter pick Burbank on a Monday from January 2007.</p> <p>Housing Hartlepool is also to prepare a draft of a Local Estate Agreement with residents of Burbank and other partners to ensure that people are clear about the services they can expect to be delivered on the estate.</p> <p>Housing Hartlepool's Neighbourhood Team, which deals with all tenancy and estate management matters, can be contacted on Tel. 01429 525252 and for 24hr emergency repairs Tel. 08000 525399</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. 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</p>

Examples of key current programmes / projects	Description
Continued ...	information, call HBC's Community Environmental Action Officer on Tel. 01429 284172.

**GAPS – WHAT NEEDS TO BE DONE**

Service delivery issues needing attention	
1.	Address the problem of the vacant Jomast properties in the area, and continue to repair, rectify and reduce the number of vacant properties within the area.
2.	Continue to improve the estate layout to design out crime.
3.	Continue to improve and maintain the general appearance of the area.
4.	Continue to improve and utilise all facilities on the estate.
5.	Further improve road safety issues e.g. restrict HGV vehicles on Burbank Street and address parking outside Ward Jackson Primary School and improve access to, from and within the estate.
6.	Improve the condition of uneven pavements in certain areas of the estate.



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>						
Address the problem of vacant Jomast properties within the area, and continue to repair, rectify and reduce the number of vacant properties within the area.	<ul style="list-style-type: none"> <li>▪ Implement Housing Hartlepool improvements and the Local Estate Agreement.</li> <li>▪ Continue improvements to Housing Association stock.</li> <li>▪ Support Jomast's plans to improve properties in Hucklehoven Court.</li> </ul>	<p>Short Term.</p> <p>Medium Term.</p> <p>Medium Term.</p>	Housing Hartlepool. Three Rivers. Jomast. Private Developers.	Invest in Housing.  Resident satisfaction.	<ul style="list-style-type: none"> <li>▪ £3 million programme of improvements commended this year. Plus Service Plan to be agreed with residents.</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 to design out crime.	<ul style="list-style-type: none"> <li>▪ Complete the closing off of alleygates e.g. Goodwin Walk.</li> <li>▪ Assess the need for further street lighting improvements and identify the most vulnerable areas e.g. Ward Jackson Primary School.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p>	Housing Hartlepool. HBC Community Safety. HBC N'hood Services. HBC Public Lighting Manager. HBC N'hood Manager. Burbank Forum.	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>▪ HBC Neighbourhood Manager and Burbank 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 and maintain the general appearance of the area.	<ul style="list-style-type: none"> <li>▪ Better response by litter clearance services to cover most problematic periods / areas.</li> <li>▪ Extend the provision of hanging baskets and improve landscaping and planting schemes / removal of remaining identified shrubs.</li> <li>▪ Reduce dog litter especially in 'hot spot' areas such as St Josephs Nursery, Longscar / Hilda Walk.</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. Burbank Forum.</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 Burbank 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>
Continue to improve and utilise all 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>▪ Explore the possibility of a football pitch on the wasteland to the rear of Burbank Street.</li> </ul>	<p>Short Term.</p> <p>Medium - Long Term.</p>	<p>HBC N'hood Manager. Royal Mail. BT. HBC Engineers. HBC Parks Manager. Young People.</p>	<p>Resident satisfaction.</p> <p>Visible improvements to open space and maintenance of the area.</p> <p>Less reported</p>	<ul style="list-style-type: none"> <li>▪ HBC Neighbourhood Manager to liaise with HBC Community Services, Burbank Forum and explore options with Royal Mail and BT.</li> <li>▪ HBC Neighbourhood Manager to liaise with HBC Parks and Countryside Manager and Burbank Forum.</li> </ul>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase resident's 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
Continued ...	<ul style="list-style-type: none"> <li>▪ Assess the need for improved signage on the estate, including a sign for Burbank Court.</li>   <li>▪ Explore the possibility of a nature garden / play area within the Community Garden for young people to take ownership of.</li>   <li>▪ Improve local recycling amenities for drop offs such as bottle banks and frequency of recycling collection from households.</li> </ul>	<p>Short Term.</p> <p>Short - Medium Term.</p> <p>Short Term.</p>	Residents. HBC Community Services. Burbank Forum. Housing Hartlepool.	<p>incidents of anti-social behaviour.</p> <p>Resident satisfaction.</p> <p>Visible improvements to open space and maintenance of the area.</p> <p>Less reported incidents of anti-social behaviour.</p>	<ul style="list-style-type: none"> <li>▪ HBC Neighbourhood Manager, Housing Hartlepool and Burbank Forum to assess the possibility of using minor works budget.</li>   <li>▪ HBC Neighbourhood Manager to liaise with HBC Parks and Countryside Manager, Burbank Forum and young people to explore the possibility.</li>   <li>▪ HBC Neighbourhood Manager to liaise with Burbank Forum.</li> </ul>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase resident's satisfaction with public parks and open spaces.</p>
Further improve 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 Primary School, Clark Street, Victoria Terrace / Maritime Avenue and restrict HGV vehicles on Burbank Street.</li>   <li>▪ Explore the feasibility of a crossing between Burbank Street to the Community Garden.</li> </ul>	<p>Short - Medium Term.</p> <p>Short - Medium Term.</p>	HBC N'hood Manager. HBC N'hood Services. HBC Engineers.	<p>Reduction in traffic problems.</p> <p>Suitable traffic solutions established.</p>	<ul style="list-style-type: none"> <li>▪ HBC Neighbourhood Manager to identify worst streets with Burbank Forum and liaise with Hartlepool Borough Council: Engineers on potential funding.</li>   <li>▪ HBC Neighbourhood Manager to discuss feasibility with Hartlepool Borough Council: 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>

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>▪ 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>HBC N'hood Manager. HBC N'hood Services. HBC Engineers.</p>	<p>Reduction in traffic problems.</p> <p>Suitable traffic solutions established.</p>	<ul style="list-style-type: none"> <li>▪ HBC Neighbourhood Manager to discuss feasibility with Hartlepool Borough Council: Engineers and explore possibility for funding from LTP in 2007 / 08.</li>   <li>▪ HBC Neighbourhood Manager to discuss feasibility with Hartlepool Borough Council: Engineers and explore possibility for funding from LTP in 2007 / 08.</li>   <li>▪ HBC Neighbourhood 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>
Improve the condition of uneven pavements in certain areas of the estate.	<ul style="list-style-type: none"> <li>▪ Investigate the possibility of improving the condition of hazardous pavements in St Anne's Court / St Catherine's Court and Burbank Street.</li> </ul>	Short - Medium Term.	<p>HBC N'hood Manager. HBC N'hood Services. HBC Engineers. Residents.</p>	Resident satisfaction.	<ul style="list-style-type: none"> <li>▪ HBC Neighbourhood Manager to discuss with residents and Hartlepool Borough Council: Engineers.</li> </ul>	<p>Increase the proportion of people satisfied with their local area as a place to live.</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 28% NRF Area and 22% Borough wide (MORI 2004).
- 40% of residents are very satisfied with libraries in the area, in comparison to 32% NRF Area and 34% Borough wide (MORI 2004).
- 2% of residents are very satisfied with sports clubs / facilities in the area, in comparison to 19% NRF Area and 19% Borough wide (MORI 2004).
- 47% of residents are very dissatisfied with children's play areas in the area, in comparison to 21% NRF Area and 17% Borough wide (MORI 2004).
- 31% of residents are very dissatisfied with public parks and open spaces in the area, in comparison to 15% NRF Area and 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, Burbank Street and the resident involvement in the original design.
- Burbank Court Common Room.
- Hartlepool Snooker and Social Club.
- Burbank Community Church.
- Burbank Men's Club.
- Bridge Builders however funding is required for new equipment and to upgrade existing equipment.
- Stranton Church, which is in close proximity to the Burbank NAP area.
- Stranton Community Learning Centre (CLC), 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 Project) offers a weekly football training session and participation in an under 18's youth league: 'Flambrough F.C under 18's'.
- Community Outdoor Organised Leisure (COOL Project) however funding is required for new equipment and to upgrade existing equipment.

#### **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 many 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.
- Bridge Youth Centre and Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA). 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, goals are inadequate and it requires floodlights.
- Concerns regarding the 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.
- Lack of internet access in the Burbank area for the local community.

<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>▪ Burbank Food Co-op.</li> <li>▪ Stranton Community Learning Centre (CLC) Food Co-op.</li> <li>▪ Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA) adjacent to Bridge Youth Centre, although there are a number of issues around the operating efficiency.</li> <li>▪ Central Library.</li> <li>▪ After school activities both Primary and Secondary Schools.</li> <li>▪ Barnardos B76 Project.</li> <li>▪ POD in Burbank Community Garden however, children and young people feel that if it was to be made permanent the design would need to be altered and security e.g. CCTV camera would need to be installed.</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>
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>
Bridge Youth Group.	The Bridge Youth Group runs on a Thursday at Bridge Youth Centre between 6.00pm and 8.00pm. Numerous activities are available for

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	young people aged between 8 and 13 years. Tel. 01429 275121 for further information.
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.
Burbank Court Common Room.	Burbank Court Common Room is available for all residents living within Burbank Court. Numerous social activities including coffee mornings, fairs, social trips/bus trips and party nights/quiz nights are organised by the residents and the co-ordinator. For further information Tel. 01429 860409.
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>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
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 Community Learning Centre 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> <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</p>



<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	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 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 Project).	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: 'Flambrough F.C under 18's'. Training is provided one evening per week on a Thursday at Dyke House School's all weather pitch during winter months and St Joseph's Primary School field during summer months. For more information Tel 01429 271571.
Hartlepool Borough Council Adult and Community Services (Football Development Officer).	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.
Hartlepool Borough Council Adult and Community Services (Sports Development Team).	<p>The following sports initiatives specifically impact upon the Burbank area:</p> <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> </ul>

Examples of key current programmes / projects	Description
	<ul style="list-style-type: none"> <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) – Youth Group.	The Youth Group runs on a Monday and Wednesday at Bridge Youth Centre between 7.00pm and 9.00pm for those aged between 13 and 19. A programme of activities based on the needs of young people (both recreational and educational) are available, these include snooker and pool, access to the gym, arts and crafts workshops, residential as well as drug education and sexual health sessions. Tel. 01429 523762 for further information.
Hartlepool Borough Council Children's Services (Youth Services).	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.
Hartlepool Borough Council: Central Library.	<p>The Central Library is situated close to the Burbank area. It is free and open to all. The library promotes and encourages literacy, reading, literature and other cultural activity. The library is keen to promote and sustain local culture.</p> <p>As well as providing books of all types, there are a number of reading groups operating during the day and on evenings, where people meet regularly to talk about books and poetry. There is also a local writers group. A number of other groups meet at the library, including a photographic society, local history society, family history society, embroidery group and other organisations interested in different aspects of culture. Exhibitions of paintings, photographs and sculpture are held regularly. Many activities take place, especially in school holidays to encourage and support young people in literacy and cultural pursuits.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>The Central Library is open seven days per week:</p> <p>Monday to Thursday: 9.30am to 7.00pm.  Friday to Saturday: 9.30am to 5.00pm.  Sunday: 11.30am to 3.30pm.  Community Room available at subsidised rates during the daytime and up to 9.30pm.</p> <p>Tel. 01429 272905 for further information.</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, 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);  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>

Examples of key current programmes / projects	Description
Continued ...	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.
Hartlepool Borough Council: Youth Opportunities Fund / Youth Capital Fund.	<p>The aim of the Youth Opportunity Fund / Youth Capital Fund is to involve young people aged between 13 and 19 years, especially those who are hard to reach, in identifying positive activities and things to do, and to support their role as decision makers, grant givers and project leaders. They should be encouraged to consider local needs and circumstances as a part of their role in shaping provision for young people in Hartlepool, beyond their immediate group.</p> <p>The fund aims to:</p> <ul style="list-style-type: none"> <li>▪ Give a voice to young people, particularly disadvantaged young people, in relation to things to do and places to go, conveying a powerful message to young people that their needs and aspirations are important.</li> <li>▪ Change the way that local authorities and their partners provide activities and facilities for young people, especially in deprived neighbourhoods, increasing the responsiveness of providers to what young people want.</li> <li>▪ Improve things to do and places to go in line with what young people want in their neighbourhoods.</li> <li>▪ Provide opportunities for young people to develop their confidence, knowledge, skills and abilities, gaining recognition and accreditation.</li> <li>▪ Increase the well-being of young people.</li> <li>▪ Increase young people's engagement with services and with the democratic process at local level.</li> </ul> <p>Tel. 01429 284044 for further information and / or an application pack.</p>
Hartlepool Snooker and Social Club.	13 Green Street, Hartlepool, TS24 7LD. The club is open 7 days per week from 10.00am to 12.00am.

Examples of key current programmes / projects	Description
Continued ...	<p>Regular tournaments are held for individuals aged 9+ years and a program is held each month. Café facilities are available along with a licensed bar. The club sponsors two Sunday league teams.</p> <p>For further information Tel. 01429 865500.</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>
Parent and Toddler Care in 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> <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 Community Learning Centre, next to Stranton Primary School every</p>

Examples of key current programmes / projects	Description
Continued ...	<p>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>
Stranton All Saints Church – ‘Be Free’ Youth Group.	'Be Free' is a Youth Group, attached to Stranton All Saints Church. Tel. 01429 263190 for more information.
Stranton All Saints Church.	Stranton All Saints Church is located on Church Row in Hartlepool. Tel. 01429 263190 for more information.
Stranton Community Learning Centre.	<p>The Stranton Community Learning Centre is located next to Stranton Primary School, Southburn Terrace which is in close proximity to the Burbank NAP area. The Stranton Community Learning 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>

Examples of key current programmes / projects	Description
Continued ...	<p data-bbox="1062 175 1919 358"><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 data-bbox="1062 396 1919 579"><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 data-bbox="1062 617 1919 735"><u>Brownies</u> The 27<sup>th</sup> Hartlepool Brownies meet every Tuesday 5.30pm - 7.00pm at the Stranton Community Learning Centre. Tel. 01429 5183661 for more information.</p> <p data-bbox="1062 773 1919 924"><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 961 1919 1144"><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 1182 1919 1300"><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 1338 1919 1424"><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</p>

Examples of key current programmes / projects	Description
Continued ...	<p data-bbox="1054 177 1929 204">£2.50. For more information Tel. 01429 231329.</p> <p data-bbox="1054 240 1929 423"><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="1054 459 1929 613"><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> <p data-bbox="1054 649 1929 833"><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 data-bbox="1054 868 1929 1023"><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 data-bbox="1054 1058 1929 1242"><u>Stranton Football Club (Stranton F.C.)</u> The Stranton Football Club trains every Saturday from 10.00am - 12.00noon at the Stranton Community Learning 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 data-bbox="1054 1278 1929 1424"><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>



Examples of key current programmes / projects	Description
Continued ...	<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 - 12.15pm. 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>
The Havelock Centre.	The Havelock Day Centre caters for people with physical disabilities who have a developmental need. Service Users achieve their aims and aspirations that could include setting up their own business, developing skills, learning and achieving qualifications, setting up group social enterprises, developing confidence and positive relationships and, networks with other agencies and professionals who can support them to achieve their goals. They find support and aspiration from other service users and the staff team. There is an emphasis on ability rather than disability. Tel. 01429 869028 for more information.

#### GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Increase the activities and organised trips for the local community, particularly for young children.
2.	Raise awareness of the facilities / activities provided throughout the area.
3.	Consult with children and young people to identify what facilities / activities they would like to see in the Burbank area.
4.	Develop a play ground area and provide appropriate play equipment e.g. an adventure play ground and / or a playing field.
5.	Identify and address the barriers which local residents face in utilising local community facilities.
6.	Investigate why the Hartlepool Safe Sports Play Area (Multi Use Games Area – MUGA) 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).
9.	Look at the possibility of the inclusion of Burbank in long term projects / strategies such as the Coastal Arc.

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>						
Lack of activities and organised trips for the local community, particularly for young children.	<ul style="list-style-type: none"> <li data-bbox="373 375 779 597">▪ Increase and provide a more diverse range of activities in the Burbank area particularly on an evening and outside of term time, and develop an internet café / provide access to the internet. In consultation with children and young people.</li> <li data-bbox="373 662 779 769">▪ Increase organised day trips and residentials for local residents from the Burbank area, e.g. trips to the cinema and the pantomime.</li> <li data-bbox="373 862 779 1057">▪ 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.</li> </ul>	<p data-bbox="810 375 877 423">Short Term.</p> <p data-bbox="810 662 877 711">Short Term.</p> <p data-bbox="810 862 877 911">Short Term.</p>	<p data-bbox="968 375 1142 1344">HBC Children's Services. Community / Voluntary Sector. BURT 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. Housing Hartlepool.</p>	<p data-bbox="1165 375 1346 451">More activities provided in the area.</p> <p data-bbox="1165 488 1346 597">Increased participation and promote existing facilities.</p> <p data-bbox="1165 634 1346 683">Youth Forum established.</p>	<ul style="list-style-type: none"> <li data-bbox="1375 375 1766 456">▪ All agencies to discuss with the Burbank Forum and local youth organisations.</li> </ul> <p data-bbox="1409 488 1732 537">Neighbourhood Policing Scheme developing activities.</p> <p data-bbox="1409 574 1745 623">Community Safety Partnership holding workshops.</p> <ul style="list-style-type: none"> <li data-bbox="1375 662 1766 711">▪ All agencies to discuss with the Burbank Forum.</li> </ul> <p data-bbox="1409 748 1745 829">Housing Hartlepool to continue to support Burbank Uniting Residents Together (BURT).</p> <ul style="list-style-type: none"> <li data-bbox="1375 862 1766 976">▪ Burbank Forum, local schools and youth organisations to discuss the formation of a Youth Forum.</li> </ul> <p data-bbox="1409 1008 1745 1117">Youth Opportunities Fund (13 to 19 years) administered by HBC Youth Services. Tel. 01429 523900.</p>	<p data-bbox="1801 375 2032 483">Increased proportion of people satisfied with their local area as a place to live.</p> <p data-bbox="1801 521 2032 630">Increased proportion of people undertaking community activity.</p> <p data-bbox="1801 667 2032 776">Reduced proportion of people feeling no involvement in the community.</p> <p data-bbox="1801 813 2032 971">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. BURT. Burbank Forum. FAST Project. COOL Project. Community Network. Central Library.	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 / facilities.	<ul style="list-style-type: none"> <li>Conference for children and young people to identify their needs and requirements and at the same time, identify the barriers in relation to access to the Multi Use Games Area (MUGA).</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. BURT. HBC Children's Services. Residents. Local Schools. Central Library.	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 additional convenient play areas (play ground area or local playing field) for children and young	<ul style="list-style-type: none"> <li>Create a play area in Burbank Community Garden. Also look at provision with regard to football pitches / basketball courts in the Burbank area.</li> </ul>	Medium Term.	Burbank Forum. HBC Youth Services. Community /	Play area provided.	<ul style="list-style-type: none"> <li>A feasibility study has been undertaken which identifies the need for such a facility. Burbank Forum currently discussing. Subject to funding</li> </ul>	<p>Increased 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
people, and existing open spaces are underused mainly due to unsuitability.	See previous page. <ul style="list-style-type: none"> <li>Look at the possibility of making the Youth Pod within Burbank Community Garden permanent. The design however would need to be altered and security e.g. CCTV camera would need to be installed.</li> </ul>	See previous page.	Voluntary Sector. Residents. Local Schools. BURT.	See previous page.	and resources for construction and maintenance. <ul style="list-style-type: none"> <li>Subject to funding and resources.</li> </ul>	Increased residents' satisfaction with 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 as these are often expensive.</li> <li>Raise awareness of the concessionary pricing policy for HBC services.</li> <li>Address the issues with regards to the physical access to local venues / facilities.</li> <li>Look at the possibility of upgrading venues / facilities / equipment where required.</li> </ul>	<p>Short Term.</p> <p>Medium Term.</p> <p>Short Term.</p> <p>Medium Term.</p> <p>Medium - Long Term</p>	Community / Voluntary Sector. BURT. Burbank Forum. Residents. HBC Adult and Community Services. HBC Access Officer. Hartlepool Access Group. Central Library.	<p>Increased residents' satisfaction.</p> <p>Increased community involvement.</p>	<ul style="list-style-type: none"> <li>All partners to discuss.</li> <li>HBC operate a concessionary pricing policy across all services.</li> <li>Hartlepool Borough Council: Sport and Recreation (Adult and Community Services).</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 Hartlepool Safe Sports Play Area (Multi Use Games Area - MUGA) underused.	<ul style="list-style-type: none"> <li>Identify barriers in relation to access to the MUGA e.g. look at staffing issues, address the reported problems around the surface being tarmacked and not turfed as</li> </ul>	Short - Medium Term.	HBC Youth Services. HBC Adult and Community	Increased residents' satisfaction with MUGA.	<ul style="list-style-type: none"> <li>Burbank Uniting Residents Together (BURT) and relevant agencies to discuss.</li> </ul>	Increased number of individuals trained to deliver activities within clubs and the community.

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>requested (current surface damages footwear and clothing), inadequate goals and requires floodlights.</p> <ul style="list-style-type: none"> <li>Encourage use of the MUGA through establishing a programme of events and activities, in consultation with local residents.</li> <li>Increase publicity around the availability of the MUGA.</li> </ul>	<p>See previous page.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>Services.</p> <p>Local Schools.</p> <p>Burbank Forum.</p>	<p>Increased community involvement.</p>	<p>See previous page.</p> <ul style="list-style-type: none"> <li>Burbank Uniting Residents Together (BURT) and relevant agencies to discuss.</li> <li>Burbank Uniting Residents Together (BURT) and relevant agencies to discuss.</li> </ul>	<p>Increased residents' satisfaction with public parks and open spaces.</p> <p>Increased proportion of people satisfied with their local area as a place to live.</p>
Closure of the Bridge Youth Centre.	<ul style="list-style-type: none"> <li>Ensure existing activities are transferred to alternative venues (e.g. snooker tables, gym equipment etc.) which are of a high standard / specification, 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) and upgrade the centre where required.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p>	<p>HBC Adult and Community Services.</p> <p>Community / Voluntary Sector.</p>	<p>Burbank Community House developed effectively.</p>	<ul style="list-style-type: none"> <li>All partners to discuss.</li> <li>All partners to discuss.</li> </ul>	<p>Increased proportion of people satisfied with their local area as a place to live.</p>
Lack of local retail units, particularly for healthy food (opening hours of Burbank and Stranton Food Co-op are 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 Co-op.</li> </ul>	<p>Medium Term.</p> <p>Short Term.</p>	<p>Burbank Forum.</p> <p>Burbank Food Co-op.</p> <p>Stranton Food Co-op.</p> <p>Local Retailers.</p>	<p>Increased residents' satisfaction.</p>	<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>	<p>Increased 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
Inclusion of the Burbank area in long term projects / strategies.	<ul style="list-style-type: none"> <li>▪ Look at the possibility of considering Burbank in future developments arising from the Coastal Arc.</li> </ul>	Long Term.	Coastal Arc Co-ordinator. HBC Regeneration and Planning Services. Burbank Forum. Community / Voluntary Sector. BURT. Residents.	Increased residents' satisfaction.	<ul style="list-style-type: none"> <li>▪ All agencies to discuss, as and when opportunities arise – 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 29% NRF Area and 42% Borough wide (MORI 2004).
- 22% of residents consider themselves to have a very good quality of life, in comparison to 31% NRF Area and 38% Borough wide (MORI 2004).
- 26% of residents do not feel part of the community, in comparison to 18% NRF Area and 13% Borough wide (MORI 2004).
- 31% of residents feel that they could influence a decision in the area, in comparison to 27% NRF Area and 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, friendly community.
- Successful integration of refugees.
- Burbank Food Co-op.
- Stranton Community Learning Centre (CLC) Food Co-op.
- Burbank Community Church.
- Stranton Church, which is in close proximity to the Burbank NAP area.
- Stranton Community Learning Centre, which is in close proximity to the Burbank NAP area.
- Burbank Court Common Room.
- Burbank Community Garden, Burbank Street 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

#### **Weaknesses**

- Lack of commitment and communication between generations in the area.
- Hard to engage young people (13 years and above) in the Barnardo's 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.
- Perceived lack of consultation especially in relation to the demolition of the Bridge Youth Centre.
- Lack of internet access in the Burbank area for the local community.

<p><b>Strengths</b></p> <p>Partnership (LSP); Hartlepool Partnership.</p> <ul style="list-style-type: none"> <li>▪ A training session for local residents has been undertaken, organised by the Community Safety Initiative, supported by the Community Empowerment Network (CEN).</li> <li>▪ Two local reviews of the Burbank Neighbourhood Action Plan (NAP) held and report produced, January 2006.</li> <li>▪ The development of a FAST Project through the Families Accessing Support Team 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> <li>▪ Anchor Trust (Community Development Team) working with elderly residents in the area.</li> <li>▪ Burbank Men's Club.</li> <li>▪ Burbank Online.</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>
Anchor Trust (Community Development Team).	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. 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> .
Barnardo's B76 Project.	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



Examples of key current programmes / projects	Description
Continued ...	<p>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>
Black and Minority Ethnic (BME) Reference Group.	<p>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.</p>
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.	<p>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>.</p>
Burbank Community Garden.	<p>Burbank Community Garden was completed in December 2004. It provides a focal point for the local community.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
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 Forum.	<p>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.</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</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>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>
Burbank Neighbourhood Watch.	<p>The Burbank Neighbourhood Watch Group meet monthly with the local Neighbourhood Police Officer in Burbank Community House. The group would welcome any individual from the Burbank area to get involved. Tel. 01429 278504 for further information and meeting dates / times.</p>
Burbank Online.	<p><a href="http://www.freewebs.com/burbankonline">www.freewebs.com/burbankonline</a> is a website developed by a local resident from the Burbank area.</p>
Burbank Parents Forum.	<p>The Burbank Parents Forum meets every Thursday from 11.00am until 1.00pm in the Children's Centre at Ward Jackson Primary School. The aim of the Forum is to encourage parents and children who are pre-school age, to meet and take part in activities such as reading sessions, arts and crafts etc. to develop the skills of children before attending school. Tel. 01429 278504 for further information.</p>
Burbank Uniting Residents Together (BURT).	<p>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>.</p>
Circle of Life Group.	<p>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.</p>
Cleveland Police: Hartlepool Neighbourhood Policing Scheme.	<p>The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, police will be visible and accessible</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>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>
Community Empowerment Network (CEN).	Community Empowerment Fund Agencies were developed in 2001 to manage the Community Empowerment Fund (CEF) in the 88 Neighbourhood Renewal Areas across England, 14 of which were in the North East.

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<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. In Hartlepool, the CEN team will be providing a programme of capacity building training to those operating in the Voluntary and Community Sector and will involve organisations including the Community Development Foundation (CDF), SkillShare North East Ltd and the Headland Development Trust in the delivery of training. The CEN team is also looking to organise attendance at a British Association of Settlement &amp; Social Action Centres conference as part of this programme of capacity building training.</p> <p>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.	<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 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.</p>
Friends of Stranton.	<p>Meets weekly at the Stranton Community Learning 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.</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Headland Development Trust.	<p>Operating from within the Headland area, this charitable trust was formed in 2001 and provides a base for social and economic regeneration. The Trust, through its Community Legal Learning Programme has responded to the community's needs with a view to building capacity. The programme ultimately strengthens communities through those groups within the voluntary and community sector becoming informed and able to lead with increased professionalism. The programme looks to the very real issues that individuals and groups face and assists them to understand the reasons why decisions are made, the process by which those decisions are reached and the responsibilities and liabilities they incur in doing so. As a consequence of this understanding, the individuals themselves become empowered and therefore take part in those same discussions. The Community Legal Learning Programme goes a long way to strengthening communities and to create social capital. The Trust also invests heavily in young people aged between 11-19 years via its Sigma Youth Project through the delivery of a wide range of high quality accredited training, courses and activities that assist young people in their development. As a member of the Open College Network the Headland Development Trust through its pool of qualified tutors can not only deliver OCN accredited training but support the development of bespoke training as required, this could be from helping a group put together a half-day seminar through to the development of their own training initiative. For more information Tel. 01429 420302.</p>
Housing Hartlepool.	<p>Housing Hartlepool are the largest Housing Association in Hartlepool and have their own Resident Participation Team. The Team have a small office at Chatham House in the Dyke House Area of Hartlepool but they provide support to many Residents Associations and Groups throughout the town including those in the Burbank area.</p>
SkillShare North East Ltd.	<p>SkillShare North East Ltd, based in the Belle Vue Community, Sports and Youth Centre provides capacity building training and community development support enabling people to play a more active and influential role in the regeneration of their communities. The 6-12 most requested sessions each quarter are put into a quarterly training diary and these sessions are available free of charge to voluntary and community groups. However, due to funding limitations this service is currently suspended until at least April 2007 (depending on the</p>

Examples of key current programmes / projects	Description
Continued ...	<p>availability of funding). Sessions can be bought-in, however, and include assertiveness and confidence building; business planning; communication skills; effective meetings; event planning and organisation; funding strategies; group-work skills; leadership skills; newsletter production; personal safety; report writing; roles and responsibilities; social inclusion and; vision setting. Sessions are available to groups by request and SkillShare will work to local needs in terms of venue and timings. Groups can apply for single sessions or develop a number of sessions into a training programme which can be locally accredited if required. SkillShare also offer a number of qualifications such as the Take The Lead (OCN Level 1) for people who are involved in representing their communities; Effective Community Involvement &amp; Leadership programme (OCN Level 2 for people who are recognised as leaders in their community / community groups; Community Development Work (OCN Level 2 / 3); Managing Voluntary &amp; Community Organisations (OCN Level 2). For more information Tel. 01429 868353.</p>
Stranton Community Learning Centre (CLC).	<p>The Stranton Community Learning Centre is located next to Stranton Primary School, Southburn Terrace which is in close proximity to the Burbank NAP area. The Stranton Community Learning 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</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>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 Community Learning 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. 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>



Examples of key current programmes / projects	Description
Continued ...	<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>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><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> <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 - 12.00noon at the Stranton Community Learning 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</p>

<b>Examples of key current programmes / projects</b>	<b>Description</b>
Continued ...	<p>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 - 12.15pm. 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 All Saints Church.	Stranton All Saints Church is located on Church Row in Hartlepool. Tel. 01429 263190 for more information.
SureStart Central.	<p>The overall aim of SureStart 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 SureStart. 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 SureStart 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 SureStart 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

<b>Service delivery issues needing attention</b>	
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.	Continue to 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.	Build upon intergenerational activities.
7.	Explore the feasibility of building a multi purpose neighbourhood 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 and Community House.
8.	Effectively redress the numerous bad press reports surrounding the Burbank area which have been published in the press.

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 statutory and community / voluntary sector 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. BURT. Residents. Hartlepool Community Network. HBC N'hood Manager. Burbank Forum. Housing Hartlepool.	Resident Satisfaction.	<ul style="list-style-type: none"> <li>Burbank Forum, HBC Neighbourhood Manager, Hartlepool 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. BURT. Residents. Hartlepool	Increased resident participation and satisfaction.	<ul style="list-style-type: none"> <li>Housing Hartlepool, Hartlepool Community Network and relevant partners to consider.</li> </ul>	<p>Maintained involvement of the Community Network.</p> <p>Increased proportion of people</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>Continue to support the Burbank Forum, existing residents association and community / voluntary groups plus any new groups which are developed in the future to strengthen the role of residents in the decision making process.</li> </ul>	Short Term.	Community Network. HBC N'hood Manager. Burbank Forum. HBC N'hood Development Officer. Housing Hartlepool.	Increased resident participation and satisfaction.	<ul style="list-style-type: none"> <li>Hartlepool Community Network and HBC Neighbourhood Development Officer.</li> </ul>	<p>undertaking voluntary work/ community activity.</p> <p>Increased percentage of adults who feel they can affect decisions that affect their own area.</p>
Build upon 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.</li> </ul>	Short Term.  Short Term.	Community / Voluntary Sector. Residents. Burbank Forum. BURT. Children and Young People. Local Schools. HBC Youth Service. Community Network. Stranton Church.	<p>Increased resident satisfaction.</p> <p>Increased number of activities.</p> <p>Youth Forum established.</p>	<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 neighbourhood centre within the area which is open regularly and would be a focal point for the local community, in addition	<ul style="list-style-type: none"> <li>Explore the feasibility of building a multi purpose community centre within the area to include internet access.</li> </ul>	Long Term.	Community / Voluntary Sector. Residents. Burbank Forum. BURT.	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>	<p>Increased 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
to the Burbank Community Garden and Community House.	<ul style="list-style-type: none"> <li>▪ Develop an existing facility to include internet access.</li> </ul>	Medium Term.	Children and Young People. HBC Youth Service. Hartlepool 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 in the past which need to be effectively redressed.	<ul style="list-style-type: none"> <li>▪ Continue to increase the number of 'good news stories' and promote the area in the local press.</li> </ul>	Short Term.	Residents. Burbank Forum. BURT. HBC N'hood Manager. Central N'hood Consultative Forum.	Improve people's perceptions of the Burbank area.	<ul style="list-style-type: none"> <li>▪ Local residents, residents association e.g. Burbank Uniting Residents Together (BURT), 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** – a short term plan of action with targets and milestones.

**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.

**Community Strategy** – the plan that has been produced by law to promote and improve the economic, social and environmental well being of the community and sustainable development.

**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.

**Diversions activities** – activities to attract people away from crime.

**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** – an exercise before implementation to assess whether an action is likely to achieve its objective.

**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** – important stages or events with date – used to indicate the progress a partnership is making towards its aims.

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

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

**Neighbourhood Renewal Fund** – special funding initiative to help Councils point main programme activity to neighbourhoods most in need.

**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.

**Outcome** – something that follows from an action. The long-term effects you want to see created by a strategy or programme.

**Output** – something produced directly as a result of an action and usually more easily counted.

**Participation** – a two way process involving the sharing of information and ideas, where residents are able to influence decisions and take part in what is happening.

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

**PC** – Police Constable.

**PCSO** – Police Community Safety Officer.

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

**Primary Care** – health care given outside hospital, often in community.

**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.