

REPLACEMENT AGENDA

REGENERATION, LIVEABILITY AND HOUSING PORTFOLIO DECISION SCHEDULE



Friday 20th April 2007

at 10.00am

in Training Room 4,
Municipal Buildings, Hartlepool

The Mayor Stuart Drummond responsible for Regeneration, Liveability and Housing will consider the following items.

1. KEY DECISIONS

- 1.1 NDC Area Neighbourhood Action Plan (NAP)(for endorsement) – *Programme Director, New Deal for Communities (NDC)*

2. OTHER ITEMS REQUIRING DECISION

- 2.1 Choice Based Lettings – Director of Regeneration and Planning Services
- 2.2 Conservation Policy Review – *Director of Regeneration and Planning Services*
- 2.3 Update on Conservation Grant Scheme – *Director of Regeneration and Planning Services*
- 2.4 Update of the Coastal Arc Strategy – *Head of Regeneration*
- 2.5 Progress Report on Strengthening Communities Best Value Review – *Head of Regeneration*
- 2.6 Draft One: Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update – *Head of Regeneration*
- 2.7 Domestic Violence Strategy 2007 – 2010 – *Head of Community Safety and Prevention*
- 2.8 Pride in Hartlepool Proposals – *Head of Public Protection*
- 2.9 Housing Capital Programme 2006/08 - *Strategic Housing Manager*

REPLACEMENT AGENDA

- 2.10 Untidy Land and Derelict Buildings – A Co-ordinated Approach to their Improvement – *Assistant Director (Planning and Economic Development), Director of Neighbourhood Services and Chief Solicitor*
- 2.11 Proposed Residents only Parking Scheme – Collingwood Road/Walk and Brook Street – *Head of Technical Services*
- 2.12 Ashwood Close – *Director of Neighbourhood Services*

3. **ITEMS FOR INFORMATION**

No items

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

No items

**REGENERATION, LIVEABILITY & HOUSING
PORTFOLIO**

Report To Portfolio Holder
Friday 20 April 2007



Report of: Programme Director, New Deal for Communities (NDC)

Subject NDC AREA NEIGHBOURHOOD ACTION PLAN (NAP) (FOR ENDORSEMENT)

SUMMARY

1.0 PURPOSE OF REPORT

1.1 To seek endorsement of the Neighbourhood Action Plan (NAP) for the NDC area. A copy of the plan is attached (Appendix 1).

2.0 SUMMARY OF CONTENTS

2.1 The report describes the background to NAPs with a specific focus on the NAP for the NDC area. It outlines the consultation process undertaken to develop the NAP from the initial community consultation event to the consultation process on the draft NAP, all of which have enabled the final version to be produced. The report then highlights the implementation procedure along with the financial implications of the NAP, the significant issues raised in the NDC NAP with potential resource implications for HBC and, a consideration of the possible risks associated with the NAP process.

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 NAPs fall within the remit of the Regeneration, Liveability and Housing Portfolio Holder. The NAP for the NDC area will have an impact on service delivery and will potentially influence future funding opportunities in the NDC area.

4.0 TYPE OF DECISION

4.1 Key decision, test ii applies.

5.0 DECISION MAKING ROUTE

- 5.1 The NAP for the NDC area has been endorsed by the NDC Neighbourhood Panel on 31 January 2007 and the Hartlepool Partnership on Friday 23 March 2007. The NAP will also be taken to the Central Neighbourhood Consultative Forum on Thursday 14 June 2007, to request endorsement of the plan.

6.0 DECISION REQUIRED

- 6.1 The Regeneration, Liveability and Housing Portfolio Holder is requested to endorse the NAP for the NDC area subject to endorsement from the Central Neighbourhood Consultative Forum.

Report of: Programme Director, New Deal for Communities (NDC)

Subject: NDC AREA NEIGHBOURHOOD ACTION PLAN (NAP) (FOR ENDORSEMENT)

1.0 PURPOSE OF REPORT

- 1.1 To seek endorsement of the Neighbourhood Action Plan (NAP) for the NDC area. A copy of the plan is attached (**Appendix 1**).

2.0 BACKGROUND

- 2.1 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.
- 2.2 The NDC area Neighbourhood Action Plan is the final NAP to be prepared for Neighbourhood Renewal Areas across the town.
- 2.3 The Hartlepool NDC Partnership has agreed to allocate £55,000 per annum over the next four years (2007-11) for the Neighbourhood Panel to address some of the residents' priorities.

3.0 CONSULTATION PROCESS AND CURRENT POSITION

- 3.1 The NDC neighbourhood which is covered by the NAP is situated to the west of Hartlepool Town Centre, and covers parts of four wards (Foggy Furze, Stranton, Burn Valley and Grange). The NAP area is illustrated on a map within the plan.
- 3.2 The NAP 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 conference 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 2006) and other baseline data and statistics have also provided an understanding of the conditions in the area.

- 3.3 The draft NAP resulting from the Community Conference was circulated to all Residents Associations, Ward Councillors and agencies for comment. This ‘finalised’ Neighbourhood Action Plan, which includes all of the amendments suggested by consultees, has been considered and endorsed by the NDC Neighbourhood Panel, which comprises elected Councillors and Resident Representatives.
- 3.4 The final version will be placed on the Hartlepool Partnership and Hartlepool Borough Council's websites for future reference.

4.0 IMPLEMENTATION

- 4.1 The Council's Neighbourhood Services Department has adopted a neighbourhood management role to assist in the implementation of all NAPs. The NDC Programme has established a dedicated Neighbourhood Management project based at the Community Safety office at 173 York Road. The NDC area NAP will be overseen at a local level by the Neighbourhood Panel, and managed by both the NDC Neighbourhood Manager and HBC's Central Neighbourhood Manager. 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.

5.0 FINANCIAL IMPLICATIONS AND RISK

- 5.1 In addition to the Neighbourhood Panel budget, the NAP will also be influential in the future allocation of resources. The NAP 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.
- 5.2 As previously outlined in paragraph 2.3, the Hartlepool NDC Partnership has agreed to allocate £55,000 per annum over the next four years (2007-11) for the Neighbourhood Panel to address some of the residents' priorities, along with any subsequent match funding.
- 5.3 It is anticipated that the NDC NAP will be a working document over the next two years. The significant issues raised in the NDC NAP with potential resource implications for HBC are as follows:

- Improve transport links throughout the area, especially to Industrial Estate by exploring the potential of the 'Urban Bus Challenge' bid through the local authority and developing existing services e.g. with Tesco (page 7).
- Improve educational attainment at KS2 and KS4 by mainstreaming successful interventions from NDC 'Educational Achievement' project (page 11).
- Support children from challenging or chaotic households by securing mainstream funding for the 'Social Inclusion Staff' at Stranton and Lynnfield Primary Schools (page 12).
- Promote physical activity, especially amongst children by reducing car access and speed in residential areas (to promote walking/cycling) by implementing measures identified in the Community Housing Plan (page 16).
- Develop more initiatives to tackle Anti-Social Behaviour by developing an 'Acceptable Behaviour Campaign', seeking to sustain and continue the COOL Project beyond NDC funding and tackling noise nuisance/illegal burning by businesses in the South area (page 22).
- Tackle traffic and pedestrian safety issues by introducing traffic calming measures and reducing industrial traffic in residential areas (page 25).
- Develop the Community Safety Project at 173 York Road through securing commitment to mainstream funding (page 25).
- Improve the management of the Private Rented Sector by establishing a Landlord Licensing and Tenant Referencing Scheme and strengthening links between NDC Community and Private Sector Housing Team (page 28).
- Tackle litter in the NDC area by developing an education and enforcement campaign, undertaking operation cleansweep activity, undertaking the 'Reclaim Your Back Lane' initiative and reviewing street cleansing services in preparation for the reduction/unavailability of NDC funding (page 29).
- Drive forward the Community Housing Plan by securing resources to continue progress via strategic acquisition/selective demolition where possible in site 3, Dalton Street and Belle Vue and completing traffic and environmental improvements (page 30).
- Seek ways to green the area e.g. more trees, by seeking to incorporate trees where possible in any scheme and explore the potential for open space (or improved access to cemetery) when reviewing site 3, Carr Street area (page 32).
- Support residents to improve housing circumstances by ensuring energy efficiency information is more readily accessible (page 33).

5.4 There are no substantial risks in the Neighbourhood Action Plan process as the NDC Neighbourhood Panel 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 NDC monies. The Neighbourhood Panel and the relevant officers will however be continually working in partnership with other

service providers/organisations to ensure that every funding opportunity is utilised.

6.0 RECOMMENDATIONS

- 6.1 The Regeneration, Liveability and Housing Portfolio Holder is requested to endorse the NDC area NAP subject to endorsement from the Central Neighbourhood Consultative Forum.



NDC Neighbourhood Action Plan

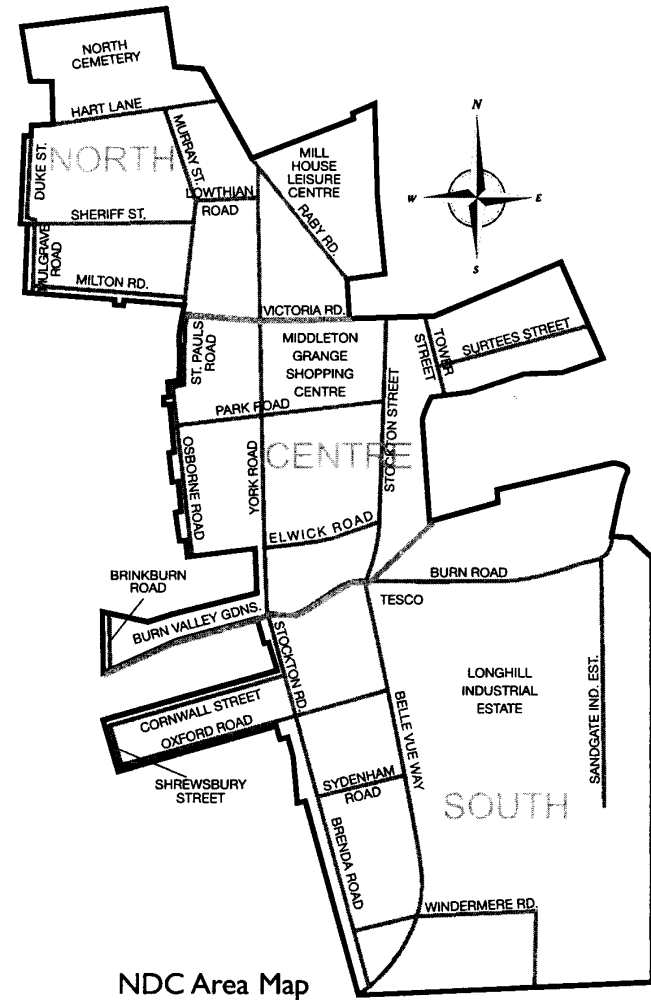
March 2007

HARTLEPOOL NEW DEAL FOR COMMUNITIES

NEIGHBOURHOOD ACTION PLAN

CONTENTS

	PAGE
1 Introduction	2
2 Jobs and Economy	3
3 Lifelong Learning and Skills	9
4 Health and Care	15
5 Community Safety	21
6 Environment and Housing	27
7 Culture and Leisure	36
8 Strengthening Communities	42
9 Appendix 1 Key Resources and Programmes	46
a) Jobs and Economy	
b) Lifelong Learning and Skills	
c) Community and Safety	
d) Environment and Housing	
e) Culture and Leisure	
f) Strengthening Communities	
g) Health and Care	

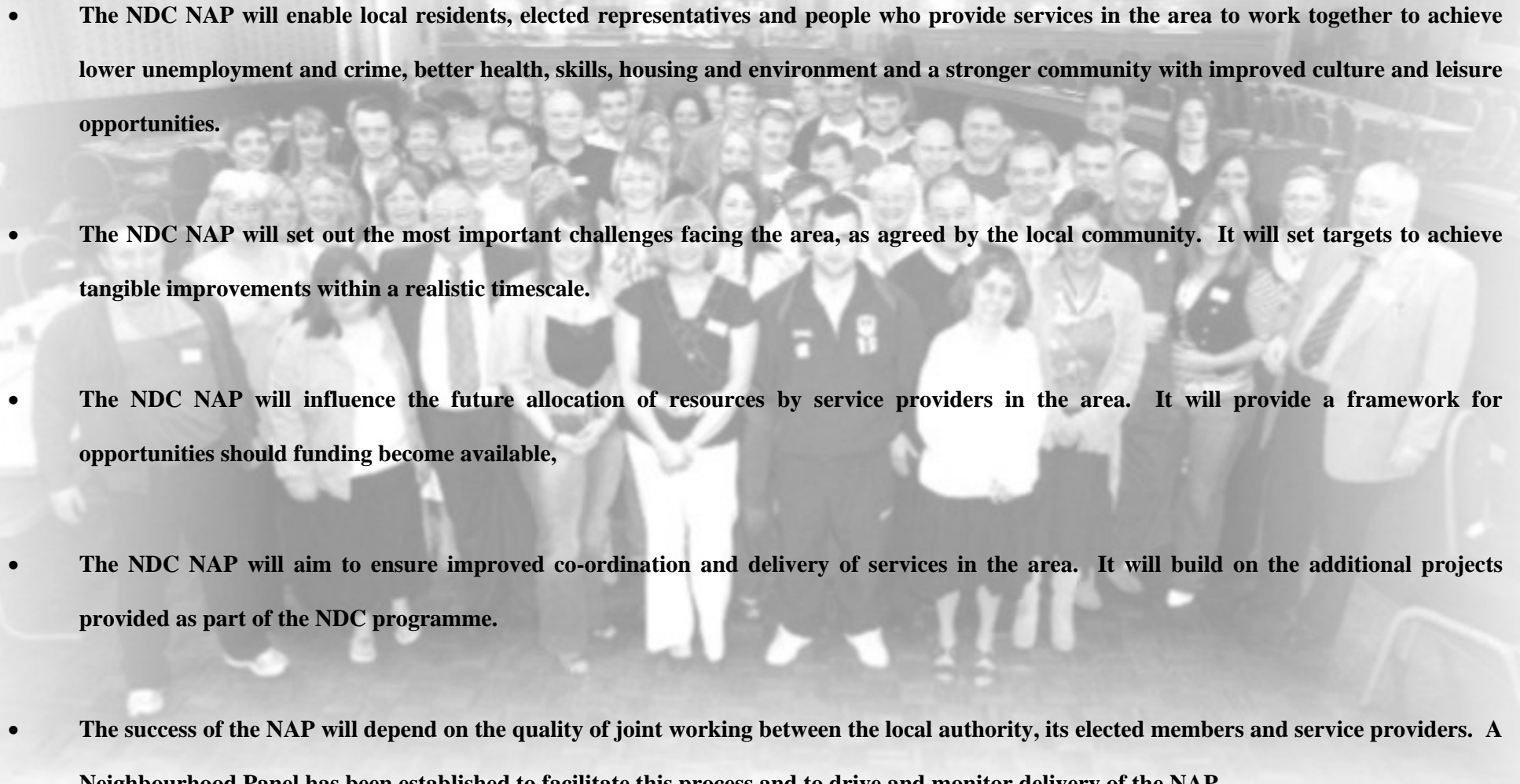


NDC Area Map

INTRODUCTION

WHAT IS THE NEW DEAL FOR COMMUNITIES (NDC)

NEIGHBOURHOOD ACTION PLAN (NAP)

- 
- **The NDC NAP will enable local residents, elected representatives and people who provide services in the area to work together to achieve lower unemployment and crime, better health, skills, housing and environment and a stronger community with improved culture and leisure opportunities.**
 - **The NDC NAP will set out the most important challenges facing the area, as agreed by the local community. It will set targets to achieve tangible improvements within a realistic timescale.**
 - **The NDC NAP will influence the future allocation of resources by service providers in the area. It will provide a framework for opportunities should funding become available,**
 - **The NDC NAP will aim to ensure improved co-ordination and delivery of services in the area. It will build on the additional projects provided as part of the NDC programme.**
 - **The success of the NAP will depend on the quality of joint working between the local authority, its elected members and service providers. A Neighbourhood Panel has been established to facilitate this process and to drive and monitor delivery of the NAP.**



JOBS AND ECONOMY

COMMUNITY PRIORITIES FOR ACTION

- 1 Increase the employability of the hardest to reach (eg: long-term unemployed, incapacity benefit claimants, people with mental health problems, ex-offenders).**
- 2 Increase range of opportunities for under 25's eg: apprenticeships.**
- 3 Develop more volunteering opportunities as a potential route to employment.**
- 4 Encourage and support more business start-ups.**
- 5 Improve transport links throughout the area eg: to Longhill Industrial Estate.**

JOBS AND ECONOMY - WHAT IS THERE TO KNOW ABOUT THE AREA?

STATISTICS

- 31% of the population in the NDC area has a limiting long-term illness compared to 25% in Hartlepool (MORI 2006)
- The claimant unemployment rate is 6.5% in the NDC area compared to 3.9% in Hartlepool (JSU March 2005)
- The joblessness rate is 41.4% in the NDC area compared to 34.1% for Hartlepool (JSU March 2005)
- 18.8% of the working population is incapable of work compared to 14.7% for Hartlepool (JSU March 2005)
- 42% of people are in paid work in the NDC area compared to 48% in Hartlepool (MORI 2006)
- The proportion of people of working age that are economically inactive has remained at 49% in the NDC area in 2002, 2004 and 2006.
- 47% of households in the NDC area have a gross income of less than £200 per week compared to 39% of Borough wide households (MORI 2006)

STRENGTHS AND WEAKNESSES

- The NDC area is close to sources of employment in the Town Centre and Longhill/Sandgate Industrial estates.
- The Longhill Industrial Estate Regeneration Strategy has resulted in more new businesses and job opportunities.
- The Commercial Areas Improvements have assisted existing and new businesses throughout the area.
- High levels of worklessness persist, with high numbers of residents dependent on Incapacity Benefit.
- Many NDC residents rely on a relatively low income.
- There are poor levels of literacy and numeracy.

Priority for Action	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
1. Increase the employability of the hardest to reach.	<p>(a) Promote and support the 'Pathways to Work' initiative in the NDC area.</p> <p>(b) Provide further training grants from the bursary fund.</p>	<p>Job Centre Plus.</p> <p>NDC Bursary Fund Manager.</p>	Increased take-up by NDC residents.	<p>NDC (eg: Communications budget).</p> <p>NDC.</p>	<p>Increase employment rate and decrease unemployment rate.</p> <p>Increase the number of new Skills for Life qualifications.</p> <p>Increase number of learners participating in Adult Education programmes.</p> <p>Increase the number of adults who are supported in achieving at least a full first level 2 qualification or equivalent.</p>

Priority for Action	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
2. Increase the opportunities for under 25's.	<p>(a) Develop vocational training opportunities through the Raising Aspirations project.</p> <p>(b) Develop opportunities and other employment opportunities linked to Housing Regeneration programme.</p> <p>(c) Provide opportunities for 'hard to reach' young people through the 'Opening Doors' project.</p>	<p>Raising Aspirations Project Co-ordinator.</p> <p>Hartlepool Revival.</p> <p>Hartlepool Revival/ Community Campus.</p>	<p>Training for 40 young people per year for NDC area.</p> <p>Number of NDC young people into employment.</p> <p>Number of NDC young people recruited to scheme.</p>	<p>LA/NDC funded project.</p> <p>Housing Regeneration funding.</p> <p>NDC funded project.</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 School.</p>

	<p>(d) Promote awareness of 'enterprise opportunities' for young people eg: through developing links between Café 177/Big Boost programme etc.</p>	<p>Café 177.</p>	<p>Number of events/publicity. Number of grants accessed by NDC young people.</p>	<p>Variety of grants.</p>	<p>Ensure all key stage 4 pupils undertake work related learning and useful work experience.</p> <p>Ensure career education and guidance is provided to all young people aged 13-19.</p> <p>Ensure provision is planned to ensure the numbers of young people classified as Not in Education Employment or Training (NEET) is reduced.</p> <p>Increase number of Modern Apprenticeships Framework completions.</p>
--	--	------------------	---	---------------------------	--

Priority for Action	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
<p>3. Develop more volunteering opportunities as a potential route to employment.</p>	<p>(a) Link volunteer centre to employment project at York Road base.</p> <p>(b) Work with voluntary organisations in NDC area to further promote volunteering opportunities eg: through resource centres/newsletters etc.</p>	<p>Volunteer Centre and Assistant Programme Director</p> <p>NDC Capacity Building Officer.</p>	<p>Increase in volunteers identified in MORI Survey 2008.</p>	<p>To be identified.</p> <p>NDC funded post.</p>	<p>Increase employment rate and decrease unemployment rate.</p> <p>Increase the number of new Skills for Life qualifications.</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 School.</p> <p>Ensure all key stage 4 pupils undertake work related learning and useful work experience.</p> <p>Ensure career education and guidance is provided to all young people aged 13-19.</p> <p>Ensure provision is planned to ensure the numbers of young people classified as Not in Education Employment or Training (NEET) is reduced.</p>

Priority for Action	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
4. Encourage and support more business start-ups.	<p>(a) Continue to work of the Enterprise Support project.</p> <p>(b) Develop a 'sustainability plan' to ensure support after project funding ceases.</p>	<p>NDC Enterprise Development Officer.</p> <p>NDC Assistant Programme Director.</p>	<p>Number of new business start-ups.</p> <p>Plan provided by September 2007.</p>	<p>NDC funded project.</p> <p>NDC.</p>	<p>Increase employment rate and decrease unemployment rate.</p> <p>Increase number of new businesses created.</p> <p>Increase number of VAT registrations.</p> <p>Reduce number of de-registrations.</p>

Priority for Action	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
5. Improve transport links throughout the area eg: to Industrial Estate.	<p>(a) Explore potential of 'Urban Bus Challenge' bid through local authority.</p> <p>(b) Explore potential for developing existing services eg: with Tesco.</p>	<p>HBC.</p> <p>HBC.</p>	<p>Bids to be submitted by Summer 2008.</p> <p>Considered by relevant groups by June 2008.</p>	<p>HBC.</p>	<p>Increase employment rate and decrease unemployment rate.</p>



LIFELONG LEARNING AND SKILLS

COMMUNITY PRIORITIES FOR ACTION

- 1 Raise the aspirations of young people.**
- 2 Improve the educational attainment of children from the area.**
- 3 Support children from challenging/chaotic households.**
- 4 Provide more locally based training opportunities (eg: in Local Learning Centres).**

LIFELONG LEARNING AND SKILLS - WHAT IS THERE TO KNOW ABOUT THE AREA?

STATISTICS

- In the NDC area, 26% of residents have no qualifications. The Hartlepool figure is 19% (MORI 2006)
- The proportion of residents of working age that are qualified to levels 1, 2 or 3 and above is 80% in Hartlepool and 73% in the NDC area (MORI 2006)
- 72% of NDC residents do not think they need to improve their reading, writing, maths or spelling skills. The Hartlepool figure is 77% (MORI 2006)
- At KS2 (age 11 years) the NDC average point score is 26.9, whilst the Hartlepool KS2 average point score is 28 therefore the NDC area is 3.9% below the Hartlepool average (Hartlepool Children's Service Performance Unit 2006)
- At KS3 (aged 14) the NDC average point score is 32.6, whilst the Hartlepool average point score at KS3 is 34.2 therefore the NDC area is 4.7% below the Hartlepool average (Hartlepool Children's Service Performance Unit 2006)
- At KS4 (GCSE aged 16 years) the NDC average points score is 38.7 whilst Hartlepool KS4 (GCSE) average points score is 46.7 therefore the NDC is 17.1% below the Hartlepool average (Hartlepool Children's Service Performance Unit 2006)

STRENGTHS AND WEAKNESSES

- Attainment levels of NDC pupils are improving at both KS2 and KS4 levels.
- Community Learning Centres at both Lynnfield and Stranton Primary Schools are established and providing a range of learning opportunities.
- NDC area parents have increasing confidence in local schools.
- Population transience is affecting school numbers at both Stranton and Lynnfield Primary Schools.
- Low aspirations of adults is reflected in children and young people.

Priority for Action	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
1. Raise the aspirations of young people.	<p>(a) Promote more positive stories/role models eg: Youth Forum, range of children/youth projects, newsletters etc.</p> <p>(b) Raise aspirations of KS4 pupils unlikely to achieve GCSE success through vocational training.</p>	<p>NDC Programme Manager.</p> <p>Raising Aspirations Project Co-ordinator.</p>	<p>Number of press releases etc.</p> <p>40 young people benefiting from training per year.</p>	<p>N/A.</p> <p>LA/NDC funded project.</p>	<p>Improve children's communication, social and emotional development (Early Years).</p> <p>Ensure young people are supported in developing self confidence, team working skills and enterprise.</p> <p>Ensure career education and guidance is provided to all young people aged 13-19.</p> <p>Ensure all key stage 4 pupils undertake work related learning and useful work experience.</p> <p>Ensure Hartlepool enterprise activities are available to all key stage 4 pupils in Hartlepool Secondary School.</p> <p>Increase achievement at Key Stage 4.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
2. Improve Educational Attainment at KS2 and KS4.	<p>(a) Need to ‘mainstream’ successful interventions from NDC ‘Educational Achievement’ project and re-appraise new targeted NDC funded project in this area.</p> <p>(b) Ensure KS3 transition project is effective in sustaining improvements in Brierton and Dyke House schools.</p> <p>(c) Develop attainment based activities and Stranton and Lynnfield Learning Centres.</p>	<p>HBC.</p> <p>HBC.</p> <p>NDC and Learning Centre Managers.</p>	<p>Evaluation completed February 2007. Recommendations implemented for September 2007.</p> <p>Improved KS3 performance.</p> <p>Number of activities developed for Summer term.</p>	<p>HBC Education funding.</p> <p>NDC funded project.</p> <p>Children’s Centres.</p>	<p>Increase achievement at Key Stage 2 and 4.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
<p>3. Support children from challenging or chaotic households.</p>	<p>(a) Secure mainstream funding for the 'Social Inclusion staff' at Lynnfield and Stranton (NDC funding expires in July 2007 – the project has positively addressed this issue).</p>	<p>HBC/Schools.</p>	<p>Funding identified by April 2007 improving attendance rate at Lynnfield and Stranton schools.</p>	<p>HBC/School budgets.</p>	<p>Ensure young people are supported in developing self confidence, team working skills and enterprise.</p> <p>Improve children's communication, social and emotional development (Early Years).</p>
	<p>(b) Establish Children's Emotional Well-Being project.</p>	<p>Barnardos/Schools/ NDC Programme Manager.</p>	<p>Project on target by April 2007.</p>	<p>NDC funded project.</p>	<p>Improve the long term stability of placements for Looked After Children.</p>
	<p>(c) Research the scope and impact of this issue in the NDC area.</p>	<p>NDC Evaluation Manager.</p>	<p>Report to Steering Group by December 2007.</p>	<p>NDC.</p>	

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
4. Provide more locally based training activities.	<p>(a) Conduct audit of current provision in NDC area.</p> <p>(b) Publicise current provision.</p> <p>(c) Provide encouragement and support for residents to express desired 'classes' and assist in funding/arranging in local centres.</p>	<p>NDC Education Bursary Officer.</p> <p>NDC Education Bursary Officer/Avanticom.</p> <p>NDC Capacity Building Officer/Learning Centre staff/key voluntary organisations eg: Belle Vue Centre and Peoples Centre.</p>	<p>Audit complete by July 2007.</p> <p>On-going.</p> <p>New classes piloted in September 2007.</p>	<p>NDC.</p> <p>NDC.</p>	<p>Increase number of residents gaining Level 1, 2 and 3 qualifications.</p> <p>Increase number of Modern Apprenticeships Framework completions.</p> <p>Increase the number of new Skills for Life qualifications.</p> <p>Increase number of learners participating in Adult Education programmes.</p>

HEALTH AND CARE

COMMUNITY PRIORITIES FOR ACTION

- 1 Promote physical activity – especially amongst children.**
- 2 Address the high levels of chronic disease, including alcohol and drug problems.**
- 3 Enable residents to lead healthier lifestyles.**
- 4 Recognise the impact of social capital, housing, the environment and worklessness on health improvement.**
- 5 Improve access to and use of GP's and Health Centres.**

HEALTH AND CARE - WHAT IS THERE TO KNOW ABOUT THE AREA?

STATISTICS

- In the NDC area 27% of residents say their health on the whole has not been good, compared to 20% Borough wide (MORI 2006)
- In the NDC area 22% of residents say they never eat on average five portions of fruit and vegetables a day compared to 15% in Hartlepool (MORI 2006)
- In the NDC area 43% of residents say they smoke cigarettes compared to 31% in Hartlepool (MORI 2006)
- In the NDC area 23% of residents say a member of their household has a problem with either anxiety, problems with nerves, depression or stress, compared to 18% in Hartlepool (MORI 2006)
- 31% of the population in the NDC area has a limiting long-term illness compared to 25% in Hartlepool (MORI 2006)

STRENGTHS AND WEAKNESSES

- There is a concentration of GP practices and pharmacies in the NDC area giving good access to primary health care.
- There are a wide range of voluntary organisations providing services in the NDC area.
- Active NDC residents are committed to improving health in the area.
- There are profound levels of health inequality in the NDC area.
- There is a relatively low uptake of health services by NDC residents in relation to levels of need.
- There are high levels of NDC residents with limiting long-term conditions.
- Smoking levels are very high in the area.
- There are high levels of substance misuse in the NDC area.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
1. Promote physical activity – especially amongst children.	<p>(a) Further develop out of school use of Primary School fields.</p> <p>(b) Reduce car access and speed in residential areas (to promote walking/cycling) by implementing measures identified in Community Housing Plan.</p> <p>(c) Develop a play area at Lynnfield Schools for children and young people.</p> <p>(d) Develop more exercise programmes in Community Centres.</p>	<p>NDC Programme Manager.</p> <p>HBC Highways.</p> <p>NDC Programme Manager/School Head.</p> <p>NDC Programme Manager/Access to Health Co-ordinator.</p>	<p>Report to Neighbourhood Panel by July 2007.</p> <p>Number of schemes implemented in 2007.</p> <p>Play area developed by December 2007.</p> <p>Number of additional activities developed by May 2007.</p>	<p>To be explored.</p> <p>NDC/HBC.</p> <p>NDC funded project.</p> <p>NDC/other.</p>	<p>Increase annual Leisure Centre attendances.</p> <p>Number of individuals trained to deliver activities within clubs and the community.</p> <p>Reduce number of traffic related deaths and serious injuries.</p> <p>Increase residents' satisfaction with public parks and open spaces.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
<p>2. Address the high levels of chronic disease, including alcohol and drug problems, and enable people to remain independent.</p>	<p>(a) Sustain and develop the 'Peoples Access to Health' PATH project.</p> <p>(b) Sustain the 'Drugs Outreach' project run by DISC.</p> <p>(c) Sustain and develop Carers 'Low Level Support' project.</p> <p>(d) Collaborate with the 'Pathways to Work' initiative to maximise benefit in the NDC area.</p>	<p>NDC Programme Manager/MIND.</p> <p>NDC Programme Manager/DISC.</p> <p>NDC Programme Manager/Hartlepool Carers.</p> <p>NDC Assistant Programme Director/ Job Centre Plus.</p> <p>NDC Programme Manager/School Head.</p> <p>NDC Programme Manager/Access to Health Co-ordinator.</p>		<p>NDC funded project.</p> <p>NDC funded project.</p> <p>NDC funded project.</p> <p>Job Centre Plus.</p>	<p>Increase life expectancy of both males and females.</p> <p>Decrease mortality rates from heart disease, stroke and related diseases in people under 75.</p> <p>Decrease mortality rate from cancer amongst people aged under 75.</p> <p>Increase the number of problem drug users in treatment.</p> <p>Increase number of vulnerable adults helped to live at home.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
3. Enable residents to lead healthier lifestyles.	(a) Provide more community based weight management and self-care courses.	MIND 'PATH' Co-ordinator.	Number of classes developed during 2007.	NDC funded project.	Increase life expectancy of both males and females. Decrease the prevalence of smoking amongst adults. Increase the number of problem drug users in treatment.
	(b) Provide more locally based smoking cessation programmes.	MIND 'PATH' Co-ordinator.	Number of sessions arranged during 2007.	NDC funded project.	
	(c) Provide more guided walk programmes.	MIND 'PATH' Co-ordinator.	Number of walks organised during 2007.	NDC funded project.	
	(d) Develop further support 'alcohol' groups.	MIND 'PATH' Co-ordinator.	One new group established.	NDC funded project.	

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
4. Recognise the impact of social, capital, housing, environment and worklessness in health improvements.	There are no additional actions in this section. All actions identified in this NAP have a potential impact on health improvement.				Increase life expectancy of both males and females.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
5. Improve access to and use of GP's and Health Centres.	(a) Contribute to the process of planning the new Town Health Centre.	NDC Programme Manager/NDC Capacity Building Officer/Primary Care Trust/Neighbourhood Manager.	Special meetings arranged for: (a) local residents (b) local community and voluntary organisations.	NDC/PCT.	<p>Increase life expectancy of both males and females.</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> <p>Increase the percentage of adults who feel that they can affect decisions that affect their own area.</p>

COMMUNITY SAFETY

COMMUNITY PRIORITIES FOR ACTION

- 1 Develop more initiatives to tackle anti-social behaviour.**
- 2 Further tackle drug dealing and drug use issues.**
- 3 Continue to develop the high profile role of police and wardens in the community.**
- 4 Tackle traffic and pedestrian safety issues.**
- 5 Sustain Neighbourhood Management approaches to reducing crime by developing the Community Safety project at 173 York Road.**

COMMUNITY SAFETY - WHAT IS THERE TO KNOW ABOUT THE AREA?

STATISTICS

- Drug dealing and drug abuse are considered a problem by almost a third of residents in Hartlepool (29%), rising to 58% in the NDC area (MORI 2006)
- The overall crime rate in the NDC area is 66% above the average for Hartlepool (JSU 2005/06)
- The burglary rate in the NDC area is 94% above the average for Hartlepool (JSU 2005/06)
- The anti-social behaviour incidence rate in the NDC area is 90% above the average for Hartlepool (JSU 2005/06)
- 47% of NDC residents do not feel safe walking alone in the area at night compared to 38% in the NRF area and 34% in Hartlepool (MORI 2006)

STRENGTHS AND WEAKNESSES

- There is a well-established NDC Community Safety Strategy, with strong partnership working, and effective delivery of a number of NDC funded projects.
- There have been significant decreases in house burglary and deliberate fires.
- There is a high level of satisfaction with Community Wardens and Neighbourhood Policing.
- An effective Neighbourhood Management approach to tackling local issues has been established.
- Crime and anti-social behaviour levels remain high.
- Anti-Social behaviour has been particularly linked to the private rented sector.
- Drug dealing and use are still a significant problem.
- There is a need to mainstream successful projects and initiatives.
- More needs to be done to promote reassurance and confidence amongst residents.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
<p>1. Develop more initiatives to tackle Anti-Social Behaviour.</p>	<p>(a) Develop operations tailored in response to problems through the weekly 'problem solving team' meetings.</p> <p>(b) Develop an 'Acceptable Behaviour Campaign'.</p> <p>(c) Implement Landlord Licensing and Tenant Referencing Scheme in NDC area.</p> <p>(d) Further develop NDC funded Anti-Social Behaviour project, including special focus on Private Rented Sector.</p> <p>(e) Seek to sustain and continue COOL project beyond NDC funding.</p> <p>(f) Tackle noise nuisance/illegal burning by businesses in South area.</p>	<p>Neighbourhood Manager/Police Sergeant/HBC Public Protection.</p> <p>HBC ASB Unit.</p> <p>HBC Private Sector Housing Unit.</p> <p>Neighbourhood Manager.</p> <p>Neighbourhood Manager/Belle Vue.</p> <p>HBC/Public Protection.</p>	<p>Number of tailored operations. Reduction in incidents of ASB.</p> <p>Campaign planned by December 2007.</p> <p>Scheme to be implemented in 2007.</p> <p>Officer hours to be extended by April 2007.</p> <p>New project to be approved by October 2007.</p> <p>New funding identified by October 2007.</p> <p>Environmental action taken as appropriate.</p>	<p>Inter Agency staff time.</p> <p>HBC/NDC</p> <p>To be further explored.</p> <p>NDC funded project.</p> <p>HBC.</p>	<p>Reduce level of total crime.</p> <p>Increase percentage of residents who feel very or fairly safe out in their neighbourhood after dark.</p> <p>Reduce level of criminal damage. Reduce number of deliberate fires.</p> <p>Reduce personal, social and community disorder reported to the Police.</p> <p>Reduce percentage of residents stating that 'teenagers hanging around on the streets' is a problem'.</p> <p>Increase percentage of residents who feel very or fairly well informed about what is being done to tackle anti-social behaviour in their local area.</p> <p>Reduce percentage of residents who feel that parents in their local area are not taking responsibility for the behaviour of their children is a very or fairly big problem.</p> <p>Reduce the percentage of residents who have high level of perceived anti-social behaviour in their local area.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
2. Further tackle drug dealing and drug use.	<p>(a) Maintain Police Drugs Enforcement Unit to continue targeted police operations to reduce drug dealing.</p> <p>(b) Continue outreach work to increase numbers entering drug treatment.</p> <p>(c) Develop publicity operations to increase community awareness and confidence in agencies tackling drug issues.</p> <p>(d) Seek to move the Oxford Street telephone box (drop off point for drugs).</p>	<p>Police District Commander.</p> <p>DISC.</p> <p>Neighbourhood Manager/Police Drug Unit.</p> <p>Neighbourhood Manager.</p>	<p>Project evaluation completed by March 2007. Operations continue through 07/08.</p> <p>Four publicity operations during 2007.</p> <p>Telephone box to be re-sited by early 2007.</p>	<p>Police.</p> <p>NDC funded project.</p> <p>Police/NDC.</p> <p>Neighbourhood Panel budget.</p>	<p>Increase number of problem drug users in treatment.</p> <p>Increase percentage of problem drug users retained in treatment for 12 weeks or more.</p> <p>Development of action plans following the Alcohol Harm Reduction Strategy.</p> <p>Increase percentage of people who are satisfied with the quality of service provided by the Police.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
3. Continue to develop the high profile of police and wardens in the community.	<p>(a) Develop more co-ordinated patrols with Police, PCSO's and wardens through weekly problem solving meetings.</p> <p>(b) Increase awareness of residents of role/contact details of wardens/PCSO's/Police through publicity and attendance at community meetings.</p> <p>(c) Increase the number of PCSO's dedicated to the NDC area through developing a new NDC funded project.</p>	<p>Police Sergeant/Neighbourhood Manager.</p> <p>NDC Capacity Building Officer/Warden's Supervisor.</p> <p>Neighbourhood Manager/Police District Commander.</p>	<p>Number of joint operations.</p> <p>Number of publicity operations. Attendance at community meetings.</p> <p>Project to be approved by May 2007. Additional PCSO's to be in place by September 2007.</p>	<p>Existing resources.</p> <p>Existing resources.</p> <p>NDC funded project.</p>	<p>Increase percentage of people who are satisfied with the quality of service provided by the Police.</p> <p>Reduce level of total crime.</p> <p>Increase percentage of residents who feel very or fairly safe out in their neighbourhood after dark.</p> <p>Reduce percentage of people who are worried about having their home broken in to.</p> <p>Reduce percentage of people who are worried about being mugged on the street.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
4. Tackle traffic and pedestrian safety issues.	<p>(a) Introduce traffic calming measures as identified by residents in the Community Housing Plan.</p> <p>(b) Reduce industrial traffic in residential areas (eg: Waldon Street/Cameron's Brewery).</p>	<p>HBC Highways/Hartlepool Revival/Neighbourhood Manager.</p> <p>Neighbourhood Manager/HBC/Businesses.</p>	<p>Three schemes to be implemented by end 2007.</p> <p>Negotiation with businesses by April 2007.</p>	HBC/NDC/	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce number of traffic related deaths and serious injuries.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
5. Develop the Community Safety Project at 173 York Road.	(a) Secure commitment to mainstream funding for administration and running costs to maintain Neighbourhood Management Project at 173 York Road.	Neighbourhood Manager/Head of Community Safety and Prevention.	Mainstream funding report prepared by November 2007.	HBC/Community Safety Partnership.	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase percentage of people who are satisfied with the quality of service provided by the Police.</p>



ENVIRONMENT AND HOUSING

COMMUNITY PRIORITIES FOR ACTION

- 1 Improve management of the Private Rented Sector.**
- 2 Tackle litter in the area.**
- 3 Drive forward the Community Housing Plan to sustain and attract residents.**
- 4 Generate investment to improve remaining older housing.**
- 5 Seek ways to green (eg: more trees) the area.**
- 6 Support residents to improve housing.**
- 7 Minimise the negative impact of hot food takeaways/licensed premises on residential areas.**

ENVIRONMENT AND HOUSING - WHAT IS THERE TO KNOW ABOUT THE AREA?

STATISTICS

- 27% of tenure is private rented, compared to 15% in the NRF area and 12% Borough wide (MORI 2006).
- The majority of houses are terraced properties (76%), compared to the national average of 26% (Census 2001).
- 85% of residents living in the NDC area are satisfied with their accommodation, compared to 90% in the NRF area and 93% in Hartlepool (MORI 2006).
- 65% of residents in the NDC area are satisfied with their area as a place to live, compared to 78% in the NRF area and 83% of residents living in Hartlepool (MORI 2006).
- 68% of residents in the NDC area identify litter and rubbish in the street as a problem in their area, compared to 57% in the NRF area and 46% of Hartlepool residents (MORI 2006).
- Problems with neighbours appear to be more of an issue with NDC residents with 22% saying this is a problem compared to 16% in the NRF area and 12% in Hartlepool (MORI 2006).
- 15% of Hartlepool's residents identify run down or boarded up properties as a problem, rising to 23% in the NRF area and 49% in the NDC area (MORI 2006).
- 44% of Hartlepool's residents say that the speed and volume of traffic in their area is a problem, rising to 56% in the NDC area (MORI 2006).
- Almost a quarter of town residents (24%) say the poor quality or lack of open spaces is a problem for their area. This appears to be a greater problem for those living in the NRF area (33%) and NDC area (44%) (MORI 2006).
- Vandalism, graffiti and other deliberate damage to property is considered a problem by 47% in the NDC area compared to 33% of Hartlepool residents (MORI 2006).

STRENGTHS AND WEAKNESSES

- The area is close to the Town Centre and a range of services.
- There are generally good bus links through the Town Centre.
- A range of landlords provide housing in the area.
- Much housing is of relatively poor quality.
- The area attracts 'bad neighbour' tenants and suffers from high levels of anti-social behaviour.
- The area suffers from negative effects of the 'night-time economy' – pubs, clubs and take-aways.
- Traffic and pedestrian safety is an issue in some areas.
- Some Landlords/Tenancies create problems.
- Rear alleys have been made safer and cleaner.
- Burn Valley Gardens and North Cemetery have been improved.
- Relatively high population turnover affects Community spirit.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
1. Improve the management of the Private Rented Sector.	<p>(a) Establish a Landlord Licensing and tenant referencing scheme for the NDC area.</p> <p>(b) Strengthen links between NDC Community and Private Sector Housing team.</p> <p>(c) Develop NDC planning policies in relation to Private Rented Sector.</p>	<p>HBC Private Sector team.</p> <p>HBC Private Sector Team.</p> <p>HBC Planners/NDC Programme Manager</p>	<p>Scheme established in 2007.</p> <p>Team member to attend Neighbourhood Management Panel meetings from March 2007.</p> <p>NDC policy agreed by April 2007.</p>	<p>To be explored.</p> <p>HBC.</p> <p>NDC.</p>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Achieve decent homes standard in private housing sector.</p> <p>Increase the number of people receiving floating support services.</p> <p>Increase the percentage of registered social landlord tenants evicted without personal contact from their landlord.</p> <p>Reduce personal, social and community disorder reported to the Police.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
2. Tackle litter in the NDC area.	<p>(a) Develop education and enforcement campaign across the NDC area.</p> <p>(b) Undertake operation cleansweep activity in the area.</p> <p>(c) Undertake 'Reclaim Your Back Lane' initiative.</p> <p>(d) Review street cleansing services in Town Centre/NDC area, in preparation for reduction/unavailability of NDC funding.</p>	<p>HBC Environmental Manager/Neighbourhood Manager.</p> <p>HBC Head of Neighbourhood Management.</p> <p>Neighbourhood Manager.</p> <p>HBC Neighbourhood Services.</p>	<p>Number of campaigns and prosecutions.</p> <p>Two operations in 2007/2008.</p> <p>Campaign during Summer 2007.</p> <p>Review completed and presented to Council by September 2007.</p>	<p>NDC Task Force/Wardens/HBC Neighbourhood Services.</p> <p>HBC.</p> <p>HBC/NDC.</p> <p>HBC Neighbourhood Services. Neighbourhood Management Panel.</p>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce the percentage of people who think litter and rubbish in the streets is a problem in their area.</p> <p>Improve the cleanliness of the neighbourhood.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
3. Drive forward the Community Housing Plan.	<p>(a) Develop vision and plan for Dalton Street/Titan House in preparation for funding availability during 2008-2010.</p> <p>(b) Review with owners plans for sites 3a and 3b and amend Community Housing Plan appropriately.</p> <p>(c) Complete Thornton Street improvements.</p> <p>(d) Secure priority and resources to continue progress via strategic acquisition/selective demolition where possible in Site 3, Dalton Street and Belle Vue.</p> <p>(e) Secure funding to further develop plan for Belle Vue.</p> <p>(f) Continue to work with RSL partners to deliver new housing especially on key sites (eg: Odeon).</p> <p>(g) Complete traffic and environmental improvements.</p>	<p>Hartlepool Revival Director.</p> <p>Hartlepool Revival Director.</p> <p>Hartlepool Revival Project Manager.</p> <p>Hartlepool Revival Director.</p> <p>Hartlepool Revival/Housing Hartlepool RSL's/Hartlepool Revival.</p> <p>Hartlepool Revival Project Manager.</p>	<p>Vision and Plan approved by November 2007.</p> <p>Community Housing Plan amended by September 2007.</p> <p>Park completed by December 2007. Resources identified by Summer 2007.</p> <p>Plan approved by December 2007. On-going.</p> <p>Completed during 2007/2008.</p>	<p>NDC/Revival.</p> <p>Hartlepool Revival.</p> <p>HBC.</p> <p>Housing Hartlepool. RSL's/Hartlepool Revival.</p> <p>NDC/HBC.</p>	<p>Ensure the number of houses cleared in HMR intervention area.</p> <p>Ensure the number of new homes constructed in HMR intervention area.</p> <p>Achieve decent homes standard in private housing sector.</p> <p>Achieve decent homes standard in social housing sector.</p> <p>Increase the number of people receiving floating support services.</p> <p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase residents' satisfaction with public parks and open spaces.</p> <p>Reduce number of traffic related deaths and serious injuries.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
4. Generate investment to improve remaining older property.	<p>(a) Develop 'Investing in Housing' phase 2 project.</p> <p>(b) Increase interest in investment through positive publicity about improvements/future of area.</p> <p>(c) Explore other incentives/opportunities to generate investment in older housing (eg: energy efficiency).</p>	<p>Hartlepool Revival Director.</p> <p>NDC Programme Manager/Avanticom.</p> <p>NDC Programme Manager/HBC</p> <p>Private Rented Sector Team.</p>	<p>Scheme to be approved by June 2007 and launched during Autumn 2007.</p> <p>Publicity campaign developed by Autumn 2007.</p> <p>Report to Neighbourhood Management Panel by September 2007.</p>	<p>NDC funded project.</p> <p>NDC.</p>	<p>Achieve decent homes standard in private housing sector.</p> <p>Achieve decent homes standard in social housing sector.</p> <p>Increase the proportion of people satisfied with their local area as a place to live.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
5. Seek ways to Green the area (eg: more trees).	(a) Complete Thornton Street.	Hartlepool Revival Director.	Completed by December 2007.	NDC	Ensure the number of houses cleared in HMR intervention area.
	(b) Complete 1 st phase of improvements to Stranton Garth.	HBC Regeneration Team.	Completed by April 2007.	NDC	Increase the proportion of people satisfied with their local area as a place to live.
	(c) Seek to incorporate trees where possible in any scheme (eg: security schemes/traffic calming schemes etc).	Hartlepool Revival/HBC.	NDC/HBC.	NDC/HBC.	Increase residents' satisfaction with public parks and open spaces.
	(d) Explore potential for open space (or improved access to cemetery) when reviewing site 3 (Carr Street area).	Hartlepool Revival/HBC.	Review of site 3 by May 2007.	NDC/HBC.	

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
7. Minimise the impact of hot food takeaways licensed premises on residential areas.	(a) Develop a project team to explore potential for further actions eg: influencing planning policy/decisions; enforcement/education actions etc.	Neighbourhood Manager.	Report to Neighbourhood Panel by September 2007.	To be explored.	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce the percentage of people who think litter and rubbish in the streets is a problem in their area.</p> <p>Reduce the percentage of residents who have high level of perceived anti-social behaviour in their local area.</p> <p>Reduce the percentage of residents who feel that people in their area are not treating them with respect and consideration is very or fairly big problem.</p> <p>Reduce the level of personal, social and community disorder reported to the police.</p>



CULTURE AND LEISURE

COMMUNITY PRIORITIES

- 1 Create safe play facilities (especially in the North of the NDC area), including space to play football outdoors.**
- 2 Encourage greater understanding of different cultures.**
- 3 Young people would like an ice-skating rink for Hartlepool.**
- 4 Develop more arts activities and events.**
- 5 More publicity for existing opportunities to attract more NDC residents.**
- 6 Provide seating (eg: in the Burn Valley Bowling Green).**

CULTURE AND LEISURE - WHAT IS THERE TO KNOW ABOUT THE AREA?

STATISTICS

- High levels of satisfaction with Museums and Art Galleries, 56% NDC area, 59% Hartlepool, 54% NRF area (MORI 2006)
- High levels of satisfaction with Libraries, 71% NDC area, 70% NRF area (MORI 2006)
- High levels of satisfaction with Sports Clubs and Facilities, 59% NDC area, 55% Hartlepool (MORI 2006)
- Low levels of satisfaction with children's play areas, 27% NDC area, 34% NRF area, 39% Hartlepool (MORI 2006).
- Low levels of satisfaction with local parks and open spaces, 51% NDC area, 60% NRF area, 69% Hartlepool (MORI 2006)
- Around a quarter of town residents (24%) say the poor quality or lack of open spaces is a problem for their area. This appears to be a greater problem for those living in the NDC area (44%) and in the NRF area (33%) (MORI 2006).
- Teenagers hanging around on the streets is a serious problem in the NDC area 28% when compared with 20% in Hartlepool and 16% Nationally (MORI 2006).

STRENGTHS AND WEAKNESSES

- High quality of community facilities and resource centres have been established throughout the area.
- Café 177 provides 'state of the art' facilities for young people.
- Burn Valley Gardens have been improved. • The area is close to a wide range of leisure facilities.
- A number of arts related groups and projects have been supported.
- There is a lack of safe play space for children.
- There is a lack of open spaces for public use.
- There is a need for more intercultural and intergenerational opportunities.
- Funding is needed to sustain culture and leisure activities.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
1 Create space play facilities (including space to play football outdoors).	<p>(a) Develop new play facility at Lynnfield School.</p> <p>(b) Explore potential to further develop use of Primary School fields for play/sport use.</p> <p>(c) Due to large interest in football, review existing provision and explore potential for further development.</p> <p>(d) Complete Thornton Street.</p>	<p>NDC Programme Manager/HBC/ Lynnfield School.</p> <p>NDC Programme Manager/Schools.</p> <p>NDC Programme Manager.</p> <p>Hartlepool Revival.</p>	<p>Plan to be approved by Autumn 2007 and implemented before Summer 2008.</p> <p>Meeting arranged with all parties, including HUFC prior to 2007/2008 season.</p> <p>Completed by Autumn 2007.</p>	<p>To be explored.</p> <p>NDC/other.</p> <p>NDC.</p>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Ensure number of houses cleared in the Housing Market Renewal area.</p> <p>Increase residents' satisfaction with public parks and open spaces.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
2 Encourage greater understanding of different cultures.	<p>(a) Develop a multi-cultural centre for Hartlepool.</p> <p>(b) Deliver 'connecting cultures' programme.</p> <p>(c) Encourage take up of community projects by BME communities.</p> <p>(d) Explore potential of regular 'multi-cultural' slot in the Mail.</p>	<p>NDC Assistant Programme Director.</p> <p>NDC Programme Manager.</p> <p>NDC Programme Manager/NDC Capacity Building Officer.</p> <p>NDC Assistant Programme Director/Avanticom.</p>	<p>Project to be approved by September 2007.</p> <p>Programme to be delivered by Autumn 2007.</p> <p>Quarterly monitoring report to NDC Steering Group.</p> <p>Negotiation with Mail by April 2007.</p>	<p>NDC/Lottery and others.</p> <p>NDC.</p> <p>NDC.</p> <p>NDC.</p>	<p>Reduce the proportion of people feeling no involvement in the community.</p> <p>Increase the percentage of people who feel that their local area is a place where people from different backgrounds get on well together.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
3 Young people would like to see an ice-skating rink for Hartlepool.	<p>(a) Promote aspirations of young people via mayor, MP, youth parliament, Hartlepool Mail, Economic Forum, LSP etc.</p>	<p>NDC Programme Manager</p>	<p>Correspondence and publicity circulated by April 2007.</p>	<p>To be explored.</p>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Ensure young people are supported in developing self confidence, team working skills and enterprise.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
4 Develop more arts activities and events.	(a) Further promote the NDC events budget.	NDC Capacity Building Officer.	Publicity out to organisations by May 2007.	NDC.	Increase the proportion of residents satisfied with museums / arts.
	(b) Further develop the arts facilitator project.	Belle Vue Community Sports and Youth Centre.	Funding sought by March 2007.	Grants.	

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
5 Attract more NDC residents to existing activities.	(a) Produce tailored publicity action plans with key projects.	NDC Programme Manager/Avanticom/NDC Capacity Building Officer.	Action Plans for six local organisations agreed by September 2007.	NDC Communications budget.	Increase the number of individuals trained to deliver activities within clubs and the community.
	(b) Work with 12-19 age group to produce publicity aimed at that age group.	NDC Programme Manager/Café 177 /Youth Forum/ Avanticom.	Publicity produced by July 2007.	NDC Communications budget.	Increase the proportion of people undertaking voluntary work / community activity.
	(c) Explore potential for concessions for NDC residents to leisure facilities.	NDC Capacity Building Officer.	Report to be produced by June 2007.	To be explored.	Reduce the proportion of people feeling no involvement in the community. Increase Leisure Card Holders attendance.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
6 Provide seating in the area.	(a) Provide seating as part of Stranton Garth and Thornton Street Park Schemes. (b) Explore potential for provision of seating in the Burn Valley Bowling Green.	Revival/HBC. NDC Capacity Building Officer/Burn Valley Community.	Schemes to be completed by December 2007. Report to Neighbourhood Panel by June 2007.	NDC. To be explored.	Increase the proportion of people satisfied with their local area as a place to live. Increase residents' satisfaction with public parks and open spaces.



STRENGTHENING COMMUNITIES

COMMUNITY PRIORITIES FOR ACTION

- 1 Continue to support and encourage Residents Associations and Community Groups.**
- 2 Continue to involve residents, especially young people.**
- 3 Increase the involvement of ‘hard to reach groups’ – encourage integration.**
- 4 Reduce population transience – retain people in the area.**

STRENGTHENING COMMUNITIES - WHAT IS THERE TO KNOW ABOUT THE AREA?

STATISTICS

- 3% of the total population in the NDC area is Asian, the highest concentration of any Black and Ethnic Minority Group in Hartlepool (MORI 2006).
- Racial harassment is not considered a problem by the majority of residents in Hartlepool (3% say it is a problem) however, residents living in the NDC area are more likely than average to say they feel racial harassment is a problem (5%) (MORI 2006).
- Just under half (45%) of Hartlepool residents say that they do not feel part of the community, rising to 58% in the NDC area (MORI 2006).
- Over a quarter (27%) of NDC area residents feel they can influence decisions that affect their area, compared to 23% in the NRF area and 28% in Hartlepool (MORI 2006).
- 47% of NDC residents feel that there is not a lot of community spirit in the area compared to 40% in the NRF area and 42% in Hartlepool (MORI 2006).
- Problems with neighbours appear to be more of an issue with NDC residents with 22% saying this is a problem compared to 16% in the NRF area and 12% town wide (MORI 2006).
- Residents in the NDC area are very/fairly satisfied with the area as a place to live (65%) compared to 83% in Hartlepool (MORI 2006).

STRENGTHS AND WEAKNESSES

- Many residents have a commitment to the area, and some get involved in the growing number of community groups.
- Residents take opportunities to influence local services.
- A wide range of community and voluntary organisations operate in the area.
- The NDC newsletter promotes local activities and resources.
- There are relatively high levels of population transience.
- The Housing Renewal programme causes uncertainty amongst residents about the future of the area.
- There are a high level of neighbour disputes. • Some residents feel that racism is a problem.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
2. Continue to support and encourage Residents Associations and Community Groups.	(a) Provide advice and assistance through local resource centres and the NDC Capacity Building team.	NDC Capacity Building Officer.	On-going.	NDC funded project.	Increase the percentage of adults who feel that they can affect decisions that affect their own area.
	(b) Develop tailored training programme(s) for Residents Groups.	NDC Capacity Building Officer/SkillShare.	Programme to start October 2007.	NDC funded project	Increase the proportion of people undertaking voluntary work / community activity.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
3. Continue to involve residents in decision making, especially young people.	(a) Encourage greater resident involvement in the Neighbourhood Management Panel.	Neighbourhood Manager.	Increased attendance at Panel meetings.	N/A.	Increase the percentage of adults who feel that they can affect decisions that affect their own area.
	(b) Develop stronger links between Neighbourhood Panel and Youth Forum.	NDC Capacity Building Officer.	Report on this issue to Youth Forum and Neighbourhood Panel by April 2007.	N/A.	Increase the proportion of people undertaking voluntary work / community activity.
	(c) Develop new Community Involvement Strategy and NDC Constitution.	NDC Capacity Building Officer/Programme Manager.	Agreed by Neighbourhood Management Panel and NDC Steering Group by September 2007.		Reduce the proportion of people feeling no involvement in the community. Ensure young people are supported in developing self confidence, team working skills and enterprise.

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
4. Increase the involvement of 'hard to reach' groups.	<p>(a) Seek funding to continue Salaam Centre as a resource to reach BME communities..</p> <p>(b) Implement and monitor NDC Race Equality and Disability Strategies.</p>	<p>NDC Assistant Programme Director.</p> <p>NDC Programme Manager.</p>	<p>New funding to be identified by March 2007.</p> <p>Report to NDC Steering Group October 2007.</p>	<p>NDC/Trusts.</p> <p>N/A.</p>	<p>Increase the percentage of adults who feel that they can affect decisions that affect their own area.</p> <p>Increase the proportion of people undertaking voluntary work / community activity.</p> <p>Increase the percentage of people who feel that their local area is a place where people from different backgrounds get on well together.</p> <p>Reduce the proportion of people feeling no involvement in the community.</p>

Community Priority	Potential Actions	Lead	Measures/Milestones	Resources	Local Area Agreement (LAA) Indicators
5. Reduce population transience.	All actions identified in this plan, especially those relating to implementation of the Community Housing Plan and management of the Private Rented Sector will contribute to this priority.	All	Next MORI survey 2008	N/A	Increase the proportion of people who are satisfied with their local area as a place to live.

JOBS AND ECONOMY

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:	
Examples of key current programmes / projects	Description
At Work.	<p>Based at their Internet cafe in York Road, At Work provides support in job searches and employment advice. After a short interview At Work will match up an individuals' profile of skills with existing vacancies or hold the details in their system and inform clients when a suitable position comes up. At Work also provides a full recruitment service for employers, and this service is free if you recruit from the NDC area.</p> <p>Tel. 01642 802999.</p>
NDC: Opening Doors Project.	<p>House refurbishment project by social enterprise offering work-based training in construction & allied trades (pilot).</p> <p>Refurbishing two houses in Thornton Street.</p> <p>Tel: 01642 357364.</p>
Brewery Heritage, Visitor and Exhibition Centre.	<p>This project provided a one off capital grant to the applicant to meet a proportion of the capital costs that were involved with the refurbishment and redevelopment of the Stranton Hotel Public House to provide a Brewery Heritage Visitor and Exhibition Centre. The new centre is organised and run by the brewery, which will meet the ongoing costs of the venture, as well as contributing to the capital costs. The premises are not operated as a Public House.</p> <p>For further information please telephone HBC's Economic Development Manager on 01429 523503.</p>
Childcare Training.	<p>More help with childcare for working parents means increased demand for childcare and more work for qualified childcare workers. This NDC project provides childcare training for women NDC residents, increasing their chances of finding rewarding work and increasing the childcare places available to other working parents.</p> <p>For further information Tel. 01429 523513.</p>

NDC: Commercial Areas: Commercial Areas Improvement Scheme.	The Commercial Areas Improvement Scheme will ensure that the Commercial and Retail sectors in the centre of town continue to be sustainable, attractive places to work and shop. The overall project has been developed to improve the general environment of the NDC commercial areas as well as providing business support and assistance to the local businesses especially those affected by the remodelling of the residential parts of the town centre through the Community Housing Plan. NDC are currently exploring ways to use the large, but key strategic buildings that are currently vacant. This will be achieved through a number of projects (see NDC Commercial Areas projects below).
NDC: Commercial Areas: Business Liaison Manager.	The project employs an individual to be the single point of contact for the businesses in the Commercial Areas of NDC, providing help, advice and support to businesses as well as assisting with rolling out the overall Commercial Areas Improvement Scheme and Longhill / Sandgate Improvement Scheme. Please contact the Business Liaison Manager on Tel. 01429 284304
NDC: Commercial Areas: Environmental Improvements to Commercial Areas.	This involves the development of a number of phased environmental and highway improvements to the recognised key roads in the Commercial Areas. Tel. 01429 284099.
NDC: Commercial Areas: Business Modernisation Grant.	The projects offers grants of up to £20,000 to businesses identified in the priority areas that want to invest in their premises to improve the external appearance of the buildings. This can include replacing shop fronts, new roofing, windows, as well as external decoration that will enhance the overall environmental quality of the Commercial Areas. Tel. 01429 523531.
NDC: Commercial Areas: Business Security Grant.	A grant covering up to 75% of costs (max £2,000) for businesses with 10 or less employees or 50% of costs (max £3,000) for business with 11+ employees to improve the security of their individual premises. This includes CCTV, shutters, alarm, fencing, window and door grilles. Tel. 01429 523505.

NDC: Enterprise Development Project.	<p>This is a grant support scheme to encourage new business start-ups by Hartlepool New Deal residents or those located in the New Deal area. New businesses can get a grant for equipment as well as advice and training.</p> <p>Please Tel. 01429 404017 for further information.</p>
NDC: Flexible Childcare Fund.	<p>Individuals or groups from the NDC area can apply to this fund to cover childcare costs whilst attending courses, job interviews or to cover a return to work before the Childcare Tax Credits kick in.</p> <p>Please Tel. 01429 894046.</p>
NDC: Longhill / Sandgate Improvement Scheme.	<p>The Longhill / Sandgate Improvement Scheme has been developed as a direct result of concerns raised by local businesses and extensive consultation that lead to a 'Vision' for the area being developed. This vision sees the area as being a thriving area for economic activity providing much needed employment opportunities for NDC residents. To achieve this vision a number of projects have been identified that form the overall Improvement Strategy.</p>
NDC: Longhill / Sandgate Improvement Scheme: Public Realm Improvements.	<p>Designed to complement the improvements to individual sites and premises by transforming the prominent public areas through landscaping and other improvements.</p> <p>Tel. 01429 523505.</p>
NDC: Longhill / Sandgate Improvement Scheme: Commercial Improvement Area Grant.	<p>A grant fund has been available providing 60% grant up to a maximum of £40,000 for external works in the priority areas. Works that improve and enhance the environment of the estates including boundary treatments, building face-lifts, roofs, guttering. Car parking has been previously funded however no further applications are being invited at present as the budget is fully committed.</p> <p>Tel. 01429 523505.</p>
NDC: Longhill / Sandgate Improvement Scheme: Business Security Grant.	<p>A grant covering 50% of costs up to a maximum of £3,500 for improving the security of individual sites and premises. This includes CCTV, shutters, alarm, fencing, window and door grilles.</p> <p>Tel. 01429 523505.</p>

NDC: Longhill / Sandgate Improvement Scheme: Street Lighting.	A targeted street lighting programme focusing on Longhill & Sandgate Industrial Estates and individual hotspots to reduce crime and the fear of crime. Tel. 01429 523505.
NDC: ILM Scheme.	The project provides both a small Environmental Task Force undertaking small scale improvement works to the estates as well as a compact that involves businesses supporting the ILM employees with opportunities for work placement. Tel. 01429 523505.
Volunteer Centre Hartlepool.	Volunteer Centre holds information on a wide range of volunteer opportunities and community activity. Information is sought on a comprehensive range of volunteer opportunities and potential volunteers are offered support and advice in matching their motivation to volunteer with appropriate programmes. For more information please Tel. 01429 262641.
Hartlepool Millennium Volunteers.	Millennium Volunteers is a government funded initiative aimed at all young people aged 16 to 24 to encourage, recruit and reward voluntary activity in their local community. All young people participating in voluntary activity through the MV programme are offered a wide range of free, varied and flexible training. For more information please Tel. 01429 262641.
Hartlepool Working Solutions: Jobs Build (NRF).	The project works in partnership with local employers to help promote local jobs for local people. Financial assistance can be offered to local residents and local employers where an employment opportunity is identified and subsequently filled. For more information please Tel. 01429 284482.

<p>Hartlepool Working Solutions: Work: Opportunities for Women (NRF).</p>	<p>Training is on offer, free of charge, to those women who are unemployed, lone parents or returners to work, of working age living in the Neighbourhood Renewal Area (NRF) area and in receipt of benefit. For most courses free crèche facilities are provided.</p> <p>The training offered focuses on the childcare sector with basic, introductory informal courses being offered but also Level 1 and Level 2 Certificate courses, for those who are keen to find employment in childcare.</p> <p>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.</p> <p>The project is also linked strongly with the Children's Information Service, Lone Parent Advisors at Job Centre Plus and the Action Team.</p> <p>For more information please Tel. 01429 284482.</p>
<p>Hartlepool Working Solutions: Work Route (NRF).</p>	<p>Work Route provides local residents with paid temporary employment with relevant vocational training, personal development and job search support that will assist with the transition to sustainable employment.</p> <p>The project currently has a wide range of construction and environmental opportunities available.</p> <p>For more information please Tel. 01429 284482.</p>
<p>Hartlepool Working Solutions: Targeted Training (NRF).</p>	<p>Working closely with employers, the Targeted Training project offers residents the opportunity to gain up to date relevant certificates and, in most instances guarantees interviews.</p> <p>Courses range from retail to personal safety and all include job search, information, advice and guidance.</p> <p>For more information please Tel. 01429 284482.</p>

Hartlepool Working Solutions: Work Smart (NRF).	<p>Business support service, which aims to offer better employment practices which will improve the employment offer to NRF residents.</p> <p>For more information please Tel. 01429 284305.</p>
Hartlepool Working Solution: Progression to Work.	<p>Progression to Work provides temporary paid employment for local people in receipt of incapacity benefit who wish to return to work. The project also provides training, personal development and job search assistance.</p> <p>For more information please Tel. 01429 284482.</p>
Hartlepool Working Solutions: Tees Valley Works.	<p>A sub-regional training programme funded by the Learning and Skills Council (LSC) Tees Valley.</p> <p>Tees Valley Works can offer vocational accredited training for unemployed men and women in community venues.</p> <p>For more information Hartlepool residents should Tel. 07920 743283 or 01429 297201.</p>
Connexions.	<p>Projects include: Supporting young people in E2E programmes and Modern Apprenticeships with local Work Based Learning providers.</p> <p>Kick Start Project (European Social Fund: EST funded): re-engaging young people and their carers in learning through one to one support for individuals and funds activity programmes delivered in partnership with statutory and voluntary agencies within the town.</p> <p>Delivering Positive Activities for Young People: available for those aged 8 to 19 years who are at risk of disengaging from mainstream provision, i.e. playing truant, school exclusions, anti-social behaviour. Delivers one to one support for young people and funds activity programmes for delivery by community and voluntary groups such as FAST (for more details on the FAST scheme please see the Community Safety resources section).</p> <p>One Stop Shop available on Tower Street for information, advice, guidance and personal support to young people.</p>

<p>Connexions: Business Ambassadors Task Force.</p>	<p>Business Ambassadors are volunteers from local companies who are willing to work with students of all ages on a wide range of School / Industry link activities.</p> <p>All Ambassadors undergo a training course focusing on communication and presentation skills.</p> <p>For more information please Tel. 01642 662531.</p>
<p>Connexions: Get Ready Task Force.</p>	<p>The “Get Ready” packages offer a series of innovative modules that can be offered individually or as a whole programme. Broken into two parts, First “Get Ready: Preparing for Work” and secondly “Get Ready2Go: Assessing Employment”.</p> <p>For more information please Tel. 01429 662531.</p>
<p>Connexions: Enterprise Task Force.</p>	<p>The Enterprise Taskforce has been established to develop and deliver exciting and engaging activities that meet both the enterprise entitlement and work related learning QCA Framework.</p> <p>The enterprise activities available to date are as follows, however we are happy to create bespoke packages to suit your particular needs.</p> <p>Enterprise Training for Teachers, Being the Best, Car Wars, Sainsbury’s at Bells Retail Trail, Curriculum Activities, The Real Thing, Being the Boss, Dream Team, Money Matters by Access 4 Business, Social Enterprise.</p> <p>For more information please Tel. 01429 662531.</p>

LIFELONG LEARNING AND SKILLS

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:	
Examples of key current programmes / projects	Description
NDC pupils attend around 12 different primary schools and 6 secondary schools, although just under 50% of them go to the main four schools that serve the area (Stranton and Lynnfield Primary Schools and Brierton and Dyke House Secondary schools).	These schools provide education services for NDC pupils, which is boosted by various NDC funded projects.
NDC Educational Achievement Project.	<p>Funding has extended to 19 schools in Hartlepool, all with significant numbers of NDC pupils. This funding will be used by each school differently, but is likely to pay for things like extra teachers, classroom assistants, teaching materials – in fact anything that the school can prove is improving the exam results of NDC pupils in the school. The project is aimed directly at influencing the NDC outcomes of increasing the average points at Key Stage 2 and at GCSE Level for NDC pupils. This project provides improved educational achievement by pupils from the NDC area by:</p> <p>(i) Providing direct funding to Primary and Secondary schools to substantial numbers of NDC pupils (in effect 21 or more pupils across the whole school) to deliver annual programmes of curriculum enhancement, study support and out of school learning activities. (In the case of Brierton and Dyke House Secondary Schools they now use this money to continue their Laptop and Residential Support projects funded as early pilots).</p> <p>(ii) Covering the costs of the LEA co-ordinating, monitoring and evaluating this activity on an annual basis, and providing central support to schools and governing bodies to develop their programmes to better achieve the aims of the project where necessary.</p> <p>The project now appears to be impacting upon results.</p> <p>For further details please Tel. 01429 523733.</p>

<p>NDC: Education Transition Project - Year 6 to 7.</p>	<p>Key Stage 2 to 3 and Transition - a project to support pupils in the move from Primary to Secondary school and ensure their educational attainment in this period continues to improve. The project enables Brierton and Stranton Schools and Dyke House and Lynnfield Schools to employ staff to work with children during the transition.</p> <p>For further details please Tel. 01429 894046.</p>
<p>NDC: Hoop Dreams.</p>	<p>The Hoop Dreams Project (formerly “Reach for Success”) builds on a pilot sports education project working in two NDC schools Brierton and Dyke House. The project is different from the other work being undertaken in the NDC area by Hoop Dreams linked to good citizenship and crime prevention. The project provides a programme of activities focussed on education and personal and social development for young people to help them enjoy healthy, crime free, fulfilled lifestyles through mentoring, education and participation in sport, particularly basketball. The activities are run by qualified coaching mentors and target young people aged 11-16 years in the NDC area who are attending participating school(s).</p> <p>For further details please Tel. 01642 447706.</p>
<p>Lynnfield Community Learning Centre.</p>	<p>Building work is now complete on the Lynnfield Community Learning Centre. The Centre is now officially open and provides a purpose-built nursery, community room, and facilities and space for wider community use. The aim is to promote the school as a place for the whole family to participate in learning, not just Primary school pupils. The Centre provides a focal point for early years provision, family and individual learning and study support.</p> <p>For further details please Tel. 01429 232946.</p>

Stranton Community Learning Centre.	<p>The Centre is now officially open and again is a focal point for early years provision, family and individual learning and study support. Specific services and facilities at Stranton include a self-contained pre-school nursery for up to 39 children, access to high quality play opportunities for pre-school children, full day (wraparound) care for nursery children, crèche facilities for parents/carers enrolling in centre promoted training activities, after school study support, out of school childcare for 5-11 year olds. The aim is to promote the school as a place for the whole family to participate in learning, not just Primary school pupils.</p> <p>For further details please Tel. 01429 231329.</p>
NDC: Bursary Fund / Continuing Education and Vocational Project.	<p>This project concentrates on providing bursaries for NDC residents who want to undertake any form of training which leads to a qualification. Bursary grants of up to £500 per year are available to NDC residents to encourage adults to continue in education or training.</p> <p>For further details please Tel. 01429 894046.</p>
NDC: Residential Support Project.	<p>A residential support project has been established at Dyke House Comprehensive School, helping to motivate youngsters as they enter a crucial stage of their education. This project gives financial assistance to take pupils away on residential experiences, including study support.</p> <p>For further details please contact John Taylor on 01429 266377.</p>
NDC: School Sports Co-ordinator.	<p>The project will involve an NDC funding contribution towards the borough-wide School Sports Co-ordinators programme to ensure that resident pupils from the NDC area attending the participating schools will benefit from the activities the wider programme will offer.</p> <p>For further details please Tel. 01429 284237 / 287506.</p>

NDC: Social Inclusion Project.	<p>The project operates in Lynnfield and Stranton Primary Schools and employs two Social Inclusion Assistants to work within the schools with pupils and teachers. They aim to reintegrate disengaged pupils back into mainstream education and will work particularly on attendance, punctuality, behavioural issues and the effects of pupils transferring between schools. The project is delivering in line with or above predictions and attendance at both schools has improved.</p> <p>For further details Tel. 01429 275122.</p>
NRF funding.	<p>Over the last four years schools in the area have also received additional financial support from the NRF programme, which has been used to target additional resources at NRF pupils (who are also NDC pupils). It is not yet clear whether this additional support will be continued beyond March 2006.</p>
Hartlepool Action Team for Jobs / Job Centre Plus.	<p>Mainstream Jobcentre Plus services are accessible to all residents of the NDC area from Ward Jackson House, Wesley Square, Hartlepool. This opens daily from Monday to Friday.</p> <p>For more information please Tel. 01429 890996.</p>
Forthcoming Project: NDC Targeted work in the Community Learning Centres Project.	<p>A project to develop a programme of support for NDC pupils to improve their educational attainment e.g. Summer and Easter Schools, Homework Clubs etc.</p>
HBC: Children's Services	<p>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 Hartlepool relating to children and young people which were formerly provided through Social Services and Community Services.</p>
Hartlepool College of Further Education (HCFE).	<p>HCFE specialises in full and part time education for 14+ years of age. Level 2 Entitlement: training provided in conjunction with Learning and Skills Council (LSC) Tees Valley for people aged 19 years and over. 'Access IT': outreach IT training provided at Titan House on York Road in conjunction with Learn Direct. The college also engages with the 14 to 16 age group.</p> <p>For more information please Tel. 01429 295000.</p>

Hartlepool Sixth Form College.	<p>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 and the College works in close partnership with St Hild's Church of England School.</p> <p>For more information please Tel. 01429 294444.</p>
Cleveland College of Art and Design.	<p>Provide specialist further and higher education programmes in art and design and related areas.</p> <p>For more information please Tel. 01429 422000.</p>
Teesside University: Meteor Programme.	<p>This programme involves students from Teesside University going into schools to raise the awareness and aspirations of school children from Year 6 and upwards with regards to entering higher education. Activities include a school lecture series, discovery days, a student mentor scheme and residential summer schools.</p> <p>For more information Tel. 01642 384272.</p>
HBC Adult and Community Services: Adult Education.	<p>Provides community based learning including ICT / literacy and languages, Early Years Childcare, arts and crafts, business administration online testing, information advice and general guidance. Adult Education Development Workers will try and engage with priority groups e.g. people with mental health difficulties.</p> <p>For more information please Tel. 01429 868616.</p>

<p>Learning and Skills Council (LSC) Tees Valley.</p>	<p>The Learning and Skills Council (LSC) Tees Valley aims to:</p> <ul style="list-style-type: none"> Ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities. Make learning truly demand-led so that it better meets the needs of employers, young people and adults. Transform the learning and skills sector through <i>Agenda for Change</i>. Strengthen its role in economic development to provide the skills needed to help all individuals into jobs. Improve the skills of the workers who are delivering public services. Strengthen the capacity of the LSC to lead change nationally, regionally and locally. <p>Specific priorities are to:</p> <ul style="list-style-type: none"> Increase the proportion of young people achieving a Level 2 qualification. Reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification. Improve the basic skills of adults, including increasing the number of Skills for Life qualifications, which count towards the national Skills for Life target. Increase the number of Apprenticeship completions. <p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> Increase the proportion of young people and adults achieving a Level 3 qualification. Reduce the proportion of young people not in education, employment or training. Increase participation in Higher Education towards 50 per cent of those aged 18 to 30.
---	--

<p>Connexions: Personal Advisor Service.</p>	<p>Connexions operate a personal advisor service within St Hild's Church of England School. The advisors are available for information, advice, guidance and support to young people in the school aged 13-16 years approximately two days per week each. The service is aimed at supporting young people to make a successful transition to post 16 learning in education, employment or training, and supporting young people to overcome personal, social and health barriers.</p> <p>For more information please Tel. 01642 662531.</p>
<p>Connexions: Delivering Positive Activities for Young People.</p>	<p>The Delivering Positive Activities for Young People Programme is available for those aged 8-19 years who are at risk of disengaging from mainstream provision, i.e. playing truant, school exclusions, anti-social behaviour. It delivers one to one support for young people and funds activity programmes for delivery by community and voluntary groups such as FAST (for more details on the FAST scheme please see the Community Safety resources section).</p> <p>For more information please Tel. 01642 662531.</p>
<p>Connexions: Kick Start Project.</p>	<p>The Kick Start Project (European Social Fund: ESF funded) aims to re-engage young people and their carers in learning through one to one support for individuals and funds activity.</p> <p>For more information please Tel. 01642 662531.</p>

<p>Connexions: Business Ambassadors Task Force.</p>	<p>The Business Ambassadors Task Force is made up of volunteers from local companies who are willing to work with students of all ages on a wide range of School / Industry link activities. Business Ambassadors are employed by a wide variety of organisations and they represent many of the occupations available within the local area. All Ambassadors have undergone a training course focusing on communication and presentation skills. The training deals with issues in schools today and gives a brief overview of the National Curriculum.</p> <p>Business Ambassadors can enhance work related learning activities in the classroom. They are willing to work with small groups of pupils to help them learn about their places of work, recruitment and selection.</p> <p>For more information please Tel. 01642 662531.</p>
<p>Connexions: Primary Task Force.</p>	<p>The Regional Economic Development plan identifies the need to “raise the aspirations of young people in Key Stage 3” but it is equally important to raise the awareness of pupils in Primary Schools of the “world of work” thus raising their aspirations. There are three Primary Task Force projects that have been developed for years 4, 5 and 6.</p> <p>For more information please Tel. 01642 662531.</p>
<p>Hartlepool Working Solutions: Jobs Build (NRF).</p>	<p>The project works in partnership with local employers to help promote local jobs for local people. Financial assistance can be offered to local residents and local employers where an employment opportunity is identified and subsequently filled.</p> <p>For more information please Tel. 01429 284482.</p>

<p>Hartlepool Working Solutions: Opportunities for Women (NRF).</p>	<p>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 and in receipt of benefit. For most courses free crèche facilities are 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.</p> <p>The training offered at the present moment in time focuses on the childcare sector with basic, introductory informal courses being offered but also Level 1 and Level 2 Certificate courses, for those who are keen to find employment in childcare.</p> <p>Other training involves courses that would be useful if you are looking for work e.g. Retail and Service Sector training. There are other useful courses if you are thinking about returning to work and need to update your CV. These include short, one day certificate courses in baby resuscitation, first aid, food hygiene and also training in confidence building and assertiveness training.</p> <p>The Women's Development Fund is directed towards women who are setting up their own business or new form of self-employment and they can apply for a grant of up to £500 for advertising and publicity to launch their new business. The WDF Panel makes decisions in individual applications. Opportunities for Women is part of the Hartlepool Working Solutions team and has close links in the community with Sure Start, and other community and voluntary organisations. The project is also linked strongly with the Children's Information Service, Lone Parent Advisors at Job Centre Plus and the Action Team.</p> <p>For more information please Tel. 01429 284482.</p>
---	--

<p>Hartlepool Working Solutions: Targeted Training (NRF).</p>	<p>Working closely with employers, the Targeted Training project offers residents the opportunity to gain up to date relevant certificates and, in most instances guarantees interviews.</p> <p>Courses range from retail to personal safety and all include job search, information, advice and guidance.</p> <p>For more information please Tel. 01429 284482.</p>
<p>Hartlepool Working Solutions: Work Route (NRF).</p>	<p>Work Route provides local residents with paid temporary employment with relevant vocational training, personal development and job search support that will assist with the transition to sustainable employment.</p> <p>The project currently has a wide range of construction and environmental opportunities available.</p> <p>For more information please Tel. 01429 284482.</p>

HEALTH AND CARE

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:	
Examples of key current programmes / projects	Description
NDC: Drugs Outreach Project.	Drug dealing, drug taking, and associated problems of anti-social behaviour are a real concern for local residents. NDC is tackling these issues by contributing to the establishment of a drugs enforcement unit (run by Hartlepool Police), and the appointment of two drug outreach workers.
NDC, NRF, Cleveland Police, National Probation Service Teesside, PCT: Dordrecht Project.	The Dordrecht project is making good progress in working with repeat offenders, some of whom are now leading drug free lives and have gained full-time employment. For further information please Tel. 01429 854063.
NDC: Football Development Project.	As in many areas, football is a key passion for many NDC residents. Through working in partnership with Hartlepool Borough Council, NDC is currently contributing towards funding a football development officer to complement 1.3 million worth of funding from the Football Foundation to redevelop a local football recreation ground. Football development focuses on creating the quantity and quality of opportunities to, play, coach and officiate football through schools, community, and club and league organisations including gaining FA Charter Mark. For further information please Tel. 01429 284050.

<p>NDC: Health Bus 'Drop in for Health'.</p>	<p>The service provided by the 'drop in for health' bus enhances opportunities for health improvement and the uptake of mainstream services. Qualified community nurses provide advice and a number of services on the bus including a blood pressure testing. This outreach service is provided by a local voluntary agency called Hartlepool Families First and is popular with local residents who like drop-in service where no appointment is needed. The bus has proved to be particularly effective in engaging residents who would not ordinarily or find difficulty in accessing mainstream services. It is anticipated that the facility will help promote access to local primary care community facilities and in doing so contribute to work which aims to improve access to appropriate services at neighbourhood level.</p> <p>For further information please Tel. 01429 867016.</p>
<p>NDC: Health Development Workers.</p>	<p>Health development is a key project with the health theme. The aim of the project is to improve resident's health and well being though providing community based access to health activities such as: -</p> <ul style="list-style-type: none"> Smoking cessation support Walking groups Tai Chi classes Community based weight management Healthy eating skills and Food Co-op <p>NDC residents are being encouraged to take up training opportunities provided by the project. The scheme is run by Hartlepool Primary Care Trust works in close partnership with local residents and other agencies to deliver the projects activities. The project is working towards lowering levels of smoking and reducing deaths from Coronary Heart Disease in the under 75's key which are outcomes for the NDC health theme.</p> <p>For further information please Tel. 01429 287376.</p>

NDC: Practical Low Level Support Project.	<p>This project is delivered in partnership with Hartlepool Carers.</p> <p>For further information please Tel. 01429 283095.</p>
NDC: Mental Health Support Project.	<p>This innovative project is run by Hartlepool MIND aims to improve the mental health and well being of local residents through using a 'recovery model' which empowers residents improve their mental health. Through running practical self-development courses and providing one to one support the project has contributed to promoting social inclusion and significantly lowering levels of stress depression and anxiety in the NDC area. The initiative has received local regional and national recognition for its work and is working closely with the local NHS and Social Service providers to mainstream its activity as part of core mental health service delivery.</p> <p>For further information please Tel. 01429 269303.</p>
Sure Start Extension	<p>NDC supports an extension of the Sure Start Central Programme to the Belle Vue / Oxford Road area. Sure Start works with parents, carers and families with children under the age of 4. It offers many services that promote health, play, and learning as well as training opportunities for parents. The service also helps parents and carers to become involved in the planning and delivery of services to children and families. The Sure Start Central programme services are now available across the NDC area.</p> <p>For further information please Tel. 01429 285137.</p>
Forthcoming Project: NDC “Access to Health” - addressing limiting long-term conditions.	<p>A third of Hartlepool NDC residents have limiting, long term conditions. Work is underway to consider how we can help people better manage such conditions and enjoy and participate in life as fully as possible.</p> <p>For further information please Tel. 01429 894046</p>
Forthcoming Project: NDC Children's Emotional Well Being Project.	<p>Mentoring, family support and both children's and parents group work to be available at Lynnfield and Sranton Primary Schools.</p> <p>For further information please Tel. 01429 894046.</p>

Forthcoming Project: Young People's Emotional Well Being Project.	Pilot project at Dyke House Comprehensive School including weekly counselling sessions and peer mentoring of vulnerable year 7 pupils by year 9's. For further information please Tel 01429 894046.
Hartlepool Primary Care Trust (PCT).	Hartlepool PCT is developing an Estate Strategy in order to look at the relocation of primary care services. In addition, the PCT are currently mapping 'natural communities' to look at locating multi-agency teams in more compact neighbourhoods close to home.
Hartlepool Borough Council: Healthy Food Co-ordinator funded by Hartlepool PCT until June 2006.	The Healthy Food Co-ordinator works across the town to facilitate and co-ordinate healthy food initiatives that look to increase intake of fruit and vegetables and initiating and supporting food co-operatives.
Hartlepool Teenage Pregnancy Partnership.	Delivery and co-ordination of the 10 year Teenage Pregnancy Strategy and annual action plans to half the under 18 conception rate by 2010. The 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.
Health Inequalities Community Chest (NRF).	Organisations can apply for up to £5,000 for activities that contribute to male life expectancy. For more information contact Hartlepool Voluntary Development Agency (HVDA) on Tel. 01429 262641.
APAUSE (Added Power and Understanding Sex Education).	APAUSE is a behaviourally effective, Secondary School based sex and relationship education programme that promotes social inclusion and school improvement by encouraging healthier relationships. It aims to provide information and skills to empower young people to make responsible choices.
Lucinda and Godfrey Primary School Resource.	The Lucinda and Godfrey resource is a Sex and Relationship whole school scheme of work for KS1 and KS2 pupils. It is based on two characters, Lucinda and Godfrey, who begin nursery school together. The scheme follows the characters through their primary school years growing, and changing with them.

Family Planning Service: ‘Wise Up’ Clinics.	<p>‘Wise Up’ Clinics are specialised contraception and sexual health clinics provided by the Family Planning Service for young people, which have been developed in non-clinical settings. The aim of the clinic is to provide young people with free, confidential advice and information regarding their contraception and sexual health needs.</p> <p>For more information please Tel 01429 267901.</p>
Connexions.	<p>Connexions have the following services operating within Secondary Schools:</p> <p>Personal Advisors available for information, advice and guidance and support to young people aged 13 to 16 years in school approximately two days per week (each aimed at supporting young people to make a successful transition to post 16 years learning in education, employment or training and supporting young people to overcome personal, social or health problems).</p>
50+ Forum.	<p>50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of Statutory and Voluntary bodies in Hartlepool. The group meets on regular occasions.</p> <p>For further information please contact the Anchor Trust Community Development Team on Tel. 01429 224466.</p>

COMMUNITY SAFETY

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:	
Examples of key current programmes / projects	Description
Anti-Social Behaviour Unit (ASB Unit)	The Council's Anti-Social Behaviour Unit is based at Jutland Road and can be contacted on 01429 296582.
Cleveland Police	<p>Hartlepool Neighbourhood Policing Scheme. The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improved public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour.</p> <p>Through Neighbourhood Policing, police will be visible and accessible to members of the public. Community Involvement is key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward. 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 Teams for the NDC area are based in the Community Safety Office, 173 York Road and also in the Church Street Police Office, 8-9 Church Street. These teams are 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 (HBC 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 NDC area (in Lynnfield Community Learning Centre, York Road Community Safety Office and Church Street Police Office). Call the Single Point of Contact Number for more information regarding the details of the drop in sessions. Members of the team are also available at the main offices (Community Safety Office, 173 York Road and the Church Street Police Office, 8-9 Church Street) at times when drop in surgeries are unstaffed. Connexions. Delivering positive activities for young people: available for those 8 to 19 years who are at risk of disengaging from mainstream provision, i.e. playing truant, school exclusion and anti-social behaviour.</p>
Connexions	<p>Connexions can deliver one to one support for young people and can fund activity programmes for delivery by Community/Voluntary Organisations such as FAST (Families Accessing Support Team).</p>
COOL (Community Organised Outdoor Leisure) Project	<p>The COOL Project uses sport and education as a diversionary tool when dealing with problems such as drugs and alcohol amongst young people.</p>
Drug Interventions Programme (DIP)	<p>DIP was introduced to Hartlepool in April 2004 and continues to be a major part of the Government's drug strategy to reduce drug-related crime. The initiative provides treatment and support structures that identify, engage with and track drug misusing offenders anywhere in the criminal justice system.</p> <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 also provide a 24/7 Single Point of Contact Service which gives people in drug treatment a telephone contact for support and advice. Addaction are commissioned to provide the service due to their knowledge of treatment services and information on the criminal justice system process.</p> <p>The 24/7 Single Point of Contact Service Tel. 08081880247.</p>
FAST (Families Accessing Support Team)	<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. The FAST project operates a service where individual young people and their families can receive individual and intense support surrounding issues of anti-social behaviour and make sure they are aware of the consequences of</p>

	<p>involvement in anti-social behaviour.</p> <p>The FAST project can also provide a ‘street outreach service’ which involves detached youth workers working with groups of young people who are involved in anti-social behaviour/causing a nuisance throughout areas or hot spots where anti-social behaviour is believed to be occurring. FAST attempts to engage with groups of youth and their communities to try to develop working relations and to assess the difficulties and solutions to the anti-social behaviour. Contact the Project Co-ordinator on Tel. 01429 271571 for more information.</p>
Hartlepool Borough Council’s Lighting Maintenance Plan	The Council has a 3 to 4 year plan to implement more efficient lighting across the town.
Hartlepool Borough Council’s Neighbourhood Service’s Minor Works Budget	This budget is for minor works such as drop crossings, lighting, security works, environmental improvements and maintenance. The budget is managed by the Neighbourhood Manager and works are discussed and approved through the Neighbourhood Consultative Forum.
Housing Hartlepool	Housing Hartlepool’s Tenancy Relations and Enforcement Manager can be contacted on Tel. 01429 525230 to deal with anti-social behaviour/problem tenants. The door and security programme is commencing in 2006.
HYPED	The HYPED Team offer young people a discreet 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 please Tel. 01429 860333.
NDC and Cleveland Police: Drugs Enforcement Unit Project	The project establishes and maintains a Dedicated Drugs Unit within Hartlepool Policing District that is responsible for tackling those persons engaged in the illegal supply of drugs and drug use by disrupting the drugs market. The Unit will use an intelligence led approach to gather evidence, arrest, bring to justice or otherwise disrupt the activities of those involved. The Unit, whilst responsible for the whole of Hartlepool Policing District, will have specific responsibilities for Drug Enforcement across the NDC area. For further information please Tel. 01429 855560.
NDC, NRF, Cleveland Police, National Probation Service Teesside, PCT: Dordrecht Project	The Dordrecht project aims to address the problem of repeat offenders, particularly those committing house burglary, who may live and/or offend within the NDC area. It is a rehabilitation scheme dealing with some of the most prolific offenders aimed at addressing factors that may cause them to re-offend. For further information please Tel. 01429 405583.
NDC, Youth Offending Service, Children’s Fund: Family Support	Employment of Anti-Social Behaviour Officer and two Support Workers to work with

Project.	families causing problems around anti-social behaviour in the community. YOS contribute a project co-ordinator and the Children's Fund a small pot of money for activities. For further details please contact Tel. 01429 855560.
NDC, National Probation Service Teesside: Offender Mentoring Scheme.	The project is similar to Dordrecht. The project works with offenders the focus being on community reintegration of offenders. The scheme deals with low level offenders as opposed to prolific offenders under Dordrecht. The overall aim of the proposed scheme is to contribute to a reduction in crime and disorder by assisting in preventing offenders within the community from slipping back into a life of crime. For further information please the NDC Community Safety Premises on Tel. 01429 855560.
NDC: CCTV Implementation	This project implements the first phase of CCTV comprising the installation of a total of 4 cameras one in each of the specifically targeted residential areas plus a fourth at Murray Street. For further details please contact the NDC Community Safety Premises on Tel. 01429 855560.
NDC: Community Safety Grants Pool	Grants are now available to assist residents associations and other Community/Voluntary Organisations in the NDC area to deliver small scale crime reduction initiatives. For more information on how to apply contact the NDC Community Safety Premises on Tel. 01429 855560.
NDC: Community Safety Premises, 173 York Road	The NDC Community Safety Premises provides a community safety base, which accommodates the NDC Community Safety Staff and Community Safety related projects, the Police and staff from HBC. It is anticipated that the project will reduce crime and disorder by facilitating closer working relationships between agencies resulting in better co-ordination of services on the ground and a better targeted response to local issues around crime and disorder. The location of the premises will increase the visibility of uniformed agencies in the NDC area resulting in improved community relations and a reduction in the fear of crime. The NDC Community Safety premises can be located at 173 York Road. For further details please Tel. 01429 855560.
NDC: Community Wardens	12 Community Wardens provide a visible patrolling presence in the NDC area. The scheme aims to promote reassurance, deter criminal; activity and prevent crime, and tackle low level anti-social behaviour. NDC: Domestic Violence Project. A Domestic Violence Outreach worker provides support to victims of domestic violence in the NDC area. The project provides outreach services to victims and their children living with domestic violence. It aims to promote awareness and provide training in domestic violence to members of the community as well as statutory and voluntary agencies. For further information please Tel. 01429 270110.
NDC: Drugs Outreach Project	This project employs two Outreach Workers dedicated to the NDC area to proactively

	engage with drug users, and to engage and sustain them in treatment programmes.
NDC: Good Citizenship: the Cool Project	The Hoop Dreams Project and the COOL Project continue to provide young people in the area with a range of activities aimed at encouraging values of good citizenship, social skills awareness and self-worth. For further information please contact the Belle Vue Community, Sports and Youth Centre on Tel. 01429 221832.
NDC: Hoop Dreams (Crime) Project	This project involves a programme of activities for young people aged 8-14 to take place at schools in the NDC area and at other venues. The project aims to divert young people from criminal and anti-social activity, promote positive behaviour by providing disciplined activities, and challenge particular aspects of bad behaviour such as arson, raising false alarms and causing criminal damage. The initiative uses basketball and professional basket ball players as a vehicle to promote healthier lifestyles and nurture values of good citizenship. For further information please Tel. 01642 447706.
NDC: Safer Homes & Streets	Individual home and environmental security measures including street lighting to reduce crime, particularly dwelling house burglary, and the fear of crime. The scheme employs a Crime Prevention Advisor. Endeavour Home Improvement Agency fit security measures to individual homes. Partners involved include HBC Engineers. For further information tel: 01429 855560.
NDC: Street Lighting Project	The NDC Targeted Streetlighting Project continues to improve and bring up to standard lighting in streets throughout the area to help reduce crime, the fear of crime, and anti-social behaviour. A total of 315 new streetlights and columns have now been installed as a result of this initiative. For further information please contact HBC's Street Lighting Team Leader on Tel. 01429 523254.
NDC: Support for Victims of Crime	The project was developed in recognition of the devastating effects of crime and anti-social behaviour on individuals within the NDC community. Two Domestic Violence Outreach Workers and a Victim Support Worker have been appointed to support victims of domestic violence in the area. For further information Tel. 01429 221920.
NDC: Target Hardening	Making homes more secure is a top priority for local residents. Consequently alongside investment in CCTV, improved street lighting, and alleygates, NDC now has its own Crime Prevention Advisor and assistant who are responsible for arranging the fitting of free security measures to the homes of vulnerable people. This project has recently been awarded a national commendation for excellent partnership work in burglary reduction. Contact the Crime Prevention Advisor at the NDC Community Safety Premises on Tel. 01429 855560.
NDC: Targeted Police Operations	Hartlepool Police will provide additional (targeted) patrols in hot spot areas in the NDC area. The patrols will be a combination of overt (uniform) and covert (plain

	clothes) deployments. The operation is intended to improve public confidence and reduce crime and the fear of crime and reduce anti-social behaviour. For further information contact the NDC Community Safety Premises on Tel. 01429 855560
Neighbourhood Renewal Fund (NRF)	Community Safety Grants. The NDC area is eligible for Community Safety Grants, which are available mainly for community groups. For further information, contact HBC's Community Safety Team on Tel. 01429 405577.
Neighbourhood Watch	Helping 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, please contact the Neighbourhood Watch Scheme Co-ordinator. For more information Tel. 01429 405585.
Safer Hartlepool Partnership's Adult Treatment Plan - 2006/07 (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"> • Reducing supply and availability of drugs • Working with communities to limit the impact of drug misuse • Education and work to prevent young people taking drugs • Offering comprehensive treatment services to those who are taking drugs <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. There will be a continuation of analysis and mapping of numbers into treatment, offenders, drug litter etc. in 2006 and key priority areas for target action will continue to be identified. During 2006/07 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. For more information on the Drugs Strategy and services on offer, contact the Planning and Commissioning Manager on Tel. 01429 284593.</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. Tel. 01429 285000.
NACRO (National Association for Rehabilitation of Offenders)	Provides help with basic skills, education, training and employment opportunities. Tel. 01429 285000.
Albert Centre (part of the Hartlepool Community Drug Centre)	Provides counselling and support. Tel. 01429 285000.
Advance	A user and ex-user group. Tel. 01429 288113.
Parent and Family (PINS) Support Group	For further information tel: 01429 288302.

ENVIRONMENT AND HOUSING

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:	
Examples of key current programmes / projects	Description
L.A. Housing Assistance.	Assistance is available in the form of a part grant (70%) and part loan (30%) to owner occupiers if the property does not meet the Decent Homes Standard in any of the four categories (hazard rating, reasonable state of repair, reasonable modern facilities, reasonable degree of comfort). It is subject to resources (waiting list) and conditions (repayments required in some cases). But it is not means tested. There is equivalent assistance for private landlords at this time. In addition, the local authority may be able to access Central Government heating and energy efficiency grants, which from time to time become available.
Housing Corporation Investment.	This is made available through the Supporting People Initiative (a scheme for young people aged 16-25 with complex support needs is currently on site at Gainford Street, for Autumn 2006 opening) and as support to Registered Landlords (two of which hope to proceed with their schemes at Lowthian Road, Young Street, Dalton Street and / or Studley Road).
Homeswap Refurbishment Grants	A programme of refurbishment of properties for resale to households displaced by redevelopment plans has benefited 50 households, subject to conditions (repayments may be required).
Commercial Environmental Improvements	A programme of landscaping and visual improvements and works to improve access and also both vehicular and pedestrian movement, aimed at sustaining the local commercial areas, complementing the grant aided programme. Areas of benefit include Oxford Road, Murray Street, Stockton Road, York Road, Sydenham Road, Duke Street and Stranton.
Local Transport Plan Investment	Townwide programme of highways and other transport improvements which are currently benefiting Oxford Road, Murray Street and York Road in the NDC area.

<p>NDC: Area Remodelling Project.</p>	<p>This project is to re-shape the area as determined by the Community Housing Plan and establish the Housing Regeneration Company.</p> <p>For further information please telephone Hartlepool Revival on 01429 855840.</p>
<p>NDC: Burn Valley Gardens Rejuvenation Project.</p>	<p>Burn Valley Gardens is the only significant “park” in the NDC area. Recently residents and users have enthusiastically got together on the task of attracting enough funding to make a major difference to the park. This project has enabled phased physical improvements to the environment to take place by improving the facilities of the park.</p> <p>For further information please Tel. 01429 284124.</p>
<p>NDC: Community Housing Plan.</p>	<p>The Community Housing Plan is the residents and NDC’s way of tackling the housing market failure that parts of the area have suffered. Hundreds of households have been prepared to make the great sacrifice of their own home, in the interests of the community good, and trusting that NDC will indeed “treat residents well”.</p> <p>The Plan is summarised in a separate document and the full plan can be consulted at the Library or in the offices of Hartlepool Revival, the community-owned Company set up to put the Plan into action. The staff of Hartlepool Revival are involved in discussing individual households needs and wishes, and they have already met with most of the 500 households likely to be affected directly.</p> <p>For further information please Tel. the NDC Office on 01429 894046.</p>

<p>NDC: Environmental Task Force.</p>	<p>Two dedicated teams of operatives have been added to the workforce to ensure a rapid response to environmental issues in the NDC area.</p> <p>The main aims of the project are to improve street cleaning, open spaces and landscaped areas, help manage empty properties, and link with residents, wardens and other agencies working in the NDC area.</p> <p>Recently the team has developed a number of new areas of work, including working with residents to keep back lanes clean, working with the Council's enforcement team, and on alley-gate management. The team has also developed links with council initiatives such as "Pride In Hartlepool" and "Reclaim Your Back Lane" working on dog-related issues and tackling graffiti. The work of the team has been well received by local residents and has improved the immediate environment.</p> <p>For further information please the Central Neighbourhood Manager on 01429 855560.</p>
<p>NDC: Hartlepool Landlord Registration Scheme.</p>	<p>The project aims to improve private rented housing conditions and standards, through a voluntary landlord registration scheme, and to provide practical support to landlords and tenants.</p> <p>For further information please Tel. 01429 8284333.</p>
<p>Hartlepool Revival Housing Regeneration Company.</p>	<p>Hartlepool Revival is now set up and running as the Housing Regeneration Company. The Company's main activity is to implement the Community Housing Plan. The Plan will involve a programme of options, decided by residents but endorsed by partners and funders, to tackle the failing housing markets over NDC lifetime and beyond, as appropriate. The Housing Regeneration Company is based at 41 Park Road. In the longer term, Hartlepool Revival could deliver broader regeneration activities and is the successor body for the NDC Partnership.</p> <p>For further information please Tel. Hartlepool Revival on 01429 855840.</p>

Neighbourhood Management.	<p>Neighbourhood Management is about giving residents of particular neighbourhoods more of a say in the standard and type of services provided to them, particularly, but not exclusively, relating to the state of the environment and crime/community safety.</p> <p>In the NDC area there are two Neighbourhood Managers who are based at the Community Safety Premises at 173 York Road.</p> <p>A Neighbourhood Management Panel will soon be set up to include resident representatives, to guide the work of the Neighbourhood Management project and monitor this Neighbourhood Action Plan (NAP). A budget of £55,000 per annum is attached to the project to tackle priorities identified in the NAP.</p> <p>For further information please Tel. 01429 855560.</p>
NDC: Tenancy Support Project.	<p>Many problems in the NDC area have come to be associated with Private Rented housing. NDC has supported work by the Citizens Advice Bureau and the Council to give advice to nearly 1000 tenants on tenancy related matters and to help around 200 landlords who wish to improve the service they give to tenants, the way they control tenant behaviour, and how they look after their empty properties. A landlord register is being established, and the Council has been given some extra Government funding to help tackle this problem.</p> <p>For further information please Tel 01429 273223.</p>
Neighbourhood Services' Minor Works Budget.	<p>This budget is for minor works such as drop crossings, lighting, security works, environmental improvements and maintenance.</p> <p>The budget is managed by the Neighbourhood Manager and works are discussed and approved through the Neighbourhood Consultative Forum.</p> <p>For further information tel: 01429 855560.</p>
Housing Hartlepool.	<p>Housing Hartlepool manage a number of properties, concentrated in the Belle Vue / Stranton area. Housing Hartlepool is continuing investment programming to meet Decent Homes Standards by 2010. This will include modernisation of many Housing Hartlepool's properties and also environmental improvements (estate layout and car parking) in partnership with HBC and Community Safety Funding.</p> <p>For further information tel: 01429 525252.</p>

<p>Hartlepool Borough Council's Strategic Housing Section.</p>	<p>The Strategic Housing Section is responsible for the production and implementation of the Housing Strategy. The section is split into three teams – Private Sector Housing Team which deals with enforcement of housing standards, landlord accreditation scheme, renovation and repair of homes in the private sector.</p> <p>HBC Private Sector Housing Team (Tel. 01429 523324).</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).</p> <p>Emergency assistance is available at all times (Tel. 01429 284117).</p> <p>The Supporting People Team help to maintain people in their homes by offering Disabled Facilities Grants (including showers and stair lifts) and fund housing related support services such as through the Home Improvement Agency and Warden services to sheltered housing schemes. They also offer advice on thermal and energy efficiency in homes.</p>
<p>Local Transport Plan.</p>	<p>The current Local Transport Plan (2001-2006) contains various transport strategies. These include bus, cycling, walking, maintenance, traffic management, road safety and other strategies that look to improve the movement of people and vehicles around the highway network.</p> <p>The second LTP will come into force in April 2006. This will incorporate, where possible, proposals to tackle problems identified through various forums. This second LTP will set out how HBC will reduce barriers for people to access jobs, education, training and health care, particularly for people from disadvantaged areas and groups. This includes widening travel choices, travel horizons, increasing physical accessibility and reducing the cost of travel. The plan will also look at personal safety and security in and around transport. Priorities for parking will be identified through the Highways Verge Strategy (town wide).</p> <p>A 5 year strategy for dropped crossings on a town wide basis, which has been allocated £25,000 LTP Funding per annum, which will be continued until 2011 subject to resources.</p>

	<p>HBC Dropped Crossing Strategy is eligible for Local Transport Plan funding and Minor Works Budget subject to funding.</p> <p>The Local Transport Plan is a current and future resource for traffic and transportation issues.</p>
Hartlepool Borough Council's Safer Streets Booklet.	<p>Booklet advising on traffic calming schemes and reducing speeding. Residents can discuss with Traffic Team Leader appropriate schemes. £25,000 is available each year for the whole town.</p> <p>For more information please Tel. 01429 523200.</p>
HBC: Environmental Action Team.	<p>Can use enforcement to tackle illegal parking issues, off road parking, litter and dog fouling.</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.</p> <p>For more information, please call HBC's Community Environmental Action Officer on Tel. 01429 284172.</p>
Hartlepool Access Group.	<p>Hartlepool Access Group (HAG) has an Access Audit Group that has experience of partnership working with HBC to identify and assist in prioritising work for paving, for example tactile markings, dropped kerbs and other areas of work around the built environment.</p> <p>For more information please Tel. 01429 891881.</p>

CULTURE AND LEISURE

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:	
Examples of key current programmes / projects	Description
NDC: Children's Activities Project.	<p>Various children's activities take place through this project mainly at the Lynnfield and Stranton Community Learning Centres. A small project development fund allows one off activities particularly for children most in need. A funding contribution to the Central Library helps provide children's activities during the school holidays. A project co-ordinator oversees the project and coordinates all out of school activities for children over the NDC area.</p> <p>For details please Tel. 01429 862177.</p>
NDC: Children and Young People's Participation Project.	<p>The project aims to ensure that the voices of children and young people are heard within NDC - and wider, a participation worker is employed by local Barnardos project, Hartbeat. A Youth Forum has been established, project evaluations contributed to, a video produced and an election organised for the town's youth M.P. The Hartlepool Youth Forum are currently constructing their own website: www.ndcyouthforum.org.uk.</p> <p>For further details please Tel. 01429 271571.</p>
NDC: HUFC Family Enclosure Project	<p>The project sponsors the Family Enclosure section of HUFC for two seasons. This sponsorship entitles us to 24 free tickets per home match, publicity in the match day programme, six coaching sessions per season for up to 16 children followed by hospitality at the ground and selection of a club mascot from the NDC area twice per season and specific access to players and H'Angus mascot.</p> <p>For details please contact the NDC Office Tel. 01429 894046.</p>

<p>Parent and Toddler Care in Hartlepool (PATCH).</p>	<p>Parent and Toddler Care in Hartlepool (PATCH) run parent support groups within the NDC area, which provide a variety of play activities in safe and stimulating environments with a range of play equipment. PATCH also loan home safety equipment and equipment for teenage parents.</p> <p>For further details concerning PATCH please Tel. 01429 862727.</p>
<p>NDC: Youth Project ‘C@fé 177’.</p>	<p>This project has transformed derelict premises in York Road, Hartlepool into a Youth Cafe, housing an internet suite, a ‘chill out’ area, and advice and guidance facilities.</p> <p>The project, known as ‘C@fé 177’, is important not only for the young people, but for the whole NDC programme. It provides a means for young people to ensure their voice is heard and enable them to play an active and leading role in the development of the NDC programme.</p> <p>Young people have led the project from the start, with the design team working on building layout, whilst others have taken an active part on the Board of the newly formed company, Hartlepool Youth Limited.</p> <p>Young people from NDC worked with interior design company Big Blue on ideas for their cafe. They visited other cafes, clubs and venues in Hartlepool and Teesside, and were given creative guidance and encouraged to put their own design ideas forward. These design workshops produced a set of concepts that have been incorporated into the final design created in York Road.</p> <p>For further details please contact the Café Manager on 01429 862177.</p>

<p>NDC: Arts Facilitator.</p>	<p>An Arts Facilitator has been appointed to work closely with NDC residents and community groups to raise awareness of the benefit of arts and make available relevant specialist skills and knowledge of a wide range of arts to all parts of the NDC resident profile.</p> <p>There are many arts based projects and activities within the NDC area, with whom the Arts Facilitator has had contact and to which he has offered support. One of these is Artrium in Park Road, which has been open since June 2005. Artrium is an independent company with funding from various sources including New Deal for Communities.</p> <p>For further information please Tel the Arts Facilitator on Tel. 01429 523444.</p>
<p>Belle Vue Community, Sports and Youth Centre.</p>	<p>The NDC funded an extension to this well known Centre in Kendal Road has added a young person's wing – including a full sized gym, a fitness suite, advice centre, kitchen, cafe and reception area, new changing rooms, dance studio, IT suite, conference facilities and offices. The stunning Centre was formally opened by Prime Minister Tony Blair in February 2003 and is now in full swing.</p> <p>For further information please contact the Centre Manager on 01429 221832.</p>
<p>Lynnfield Community Learning Centre.</p>	<p>Building work is now complete on the Lynnfield Community Learning Centre (attached to Lynnfield School). The Centre is now officially open and provides a purpose-built nursery, community room, and facilities and space for wider community use including an outdoor play area, large hall for community events and offers a range of activities. The aim is to promote the school as a place for the whole family to participate in learning, not just Primary school pupils. The Centre provides a focal point for early years provision, family and individual learning and study support.</p> <p>For further details please Tel. 01429 232946.</p>

Stranton Community Learning Centre.	<p>Attached to Stranton School. The Centre is open and again like the Lynnfield Centre, a focal point for early years provision, family and individual learning and study support. Specific services and facilities at Stranton include a self-contained pre-school nursery for up to 39 children, access to high quality play opportunities for pre-school children, full day (wraparound) care for nursery children, crèche facilities for parents/carers enrolling in centre promoted training activities, after school study support, out of school childcare for 5-11 year olds. The aim is to promote the school as a place for the whole family to participate in learning, not just Primary school pupils. The new facility also includes a sports hall plus performing arts suite. The Centre can also cater for a range of culture and leisure activities.</p> <p>For further details please Tel. 01429 231329.</p>
Central Library - Sunday Opening Project.	<p>The project aims to provide increased opportunities for library use to children and adults in the NDC area by opening the Central Library between 11.30 am to 3.30 pm each Sunday. The library opens each Sunday to provide craft sessions and other activities for children.</p> <p>For further information please contact the Central Library Manager 01429 272905.</p>
NDC: Events Project.	<p>This project involves Service Providers and local residents working together in organising Fundays, Christmas parties and a variety of other events to be held in the New Deal area with a view to engaging local people for their participation in the development and support of this and other projects.</p> <p>For further information please contact the NDC Office on 01429 855560.</p>

Grange Road Methodist Church Resource Centre.	<p>A large community resource centre situated in Tankerville Street which offers a wide range of cultural and leisure pursuits for all age groups. The Centre Co-ordinator is funded by NDC to develop the community facility to its full potential. Already a focal point for education, training, social events, children's clubs, advice and much more – the Centre is also invaluable in assisting the local neighbourhood's communities to come together, work together and understand one another better.</p> <p>For further information please contact the Centre Manager on 01429 420288.</p>
Horizon Centre.	<p>Based in Murray Street, the project provides a resource centre to enable north area NDC residents to access information and services in education, health, community development, crime prevention, economic advice and training as well as social leisure activities. The Centre provides photocopying facilities, internet access, IT access, general and local information, meeting facilities and social inclusion opportunities for local residents. The Centre is based at 22 Murray Street, Hartlepool.</p> <p>For further information please contact the Centre Manager on 01429 233741.</p>
Osborne Road Community Centre ("The Oz").	<p>Through the support of NDC there are now improved facilities in the Osborne Road Community Centre, Osbourne Road. The improvements are to enable the continuing development of existing community and arts uses and to encourage the development of new activities, which will benefit the community. The Osbourne Hall provides a programme of leisure activities and also benefits from having the community garden.</p> <p>For further information please Tel. The Grange Road Methodist Church Resource Centre Manager on 01429 420288 or Tel. "The Oz" Centre on 01429 866836.</p>

The ORB Centre.	<p>This project funds a 'Caretaker / Administrator' for the Community Resource Centre for residents. The ORB Centre is situated on the corner of Shrewsbury Street the centre offers leisure activities for youths and adults. The Centre is open 4 afternoons a week (Monday, Wednesday, Thursday and Friday).</p> <p>For further information please contact the Centre Manager on 01429 282334.</p>
People Centre (Hartlepool).	<p>The project aims to facilitate the improvement of the work of the Hartlepool People, Raby Road in the delivery of its services and facilities to residents of the NDC area. The project alleviates the difficulties presently faced by the Centre through the provision of additional staffing and an immediate upgrade of the premises. This will include improving disability access and the provision of a community café. The Centre also boasts a fully functioning photography suite and offers a range of leisure activities to suit all age groups.</p> <p>For further information please contact the Centre Manager on 01429 861144.</p>
Salaam Centre.	<p>Based in Murray Street the Centre provides opportunities to engage residents in leisure activities, multicultural events and celebrations. The Centre meets the needs of the black and minority ethnic communities in Hartlepool. Employing a multicultural staff team it is ideally placed to give information, advice and guidance and is managed with the support of the Hartlepool Asian Association.</p> <p>For further information please contact the Centre Manager at the NDC Office on Tel. 01429 894046 or at the Salaam Centre on tel. 01429 284297.</p>
NDC: Burn Valley Gardens Rejuvenation Project .	<p>Burn Valley Gardens is the only significant “park” in the NDC area. Recently residents and users have enthusiastically got together on the task of attracting enough funding to make a major difference to the park. The newly refurbished gardens offer play facilities for children and young people.</p>

<p>50+ Forum.</p>	<p>50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of Statutory and Voluntary bodies in Hartlepool.</p> <p>The group meets on regular occasions and for further information please contact the Anchor Trust Community Development Team on Tel. 01429 224466.</p>
-------------------	--

STRENGTHENING COMMUNITIES

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:	
Examples of key current programmes / projects	Description
NDC: Arts Facilitator.	<p>An Arts Facilitator has been appointed to work closely with NDC residents and community groups to raise awareness of the benefit of arts and make available relevant specialist skills and knowledge of a wide range of arts to all parts of the NDC resident profile.</p> <p>There are many arts based projects and activities within the NDC area, with whom the Arts Facilitator has had contact and to which he has offered support. One of these is Artrium in Park Road, which has been open since June 2005. Artrium is an independent company with funding from various sources including New Deal for Communities.</p> <p>For further information please Tel the Arts Facilitator on Tel. 01429 523444.</p>
Belle Vue Community, Sports and Youth Centre.	<p>The Centre is a multi-faceted community facility with sporting, learning and social facilities. The NDC funded an extension to this well known Centre has added a young person's wing – including a full sized gym, a fitness suite, advice centre, kitchen, cafe and reception area, new changing rooms, dance studio, IT suite, conference facilities and offices.</p> <p>For further information please contact the Centre Manager on 01429 221832.</p>
NDC: Capacity Building Project.	<p>This project employs Community Development workers to provide grassroots support for local community activity and strengthen linkages between the NDC programme, projects and local residents.</p> <p>NDC Steering Group Members are connected to the NDC IT network.</p> <p>For further information tel: 01429 855560.</p>

Central Library - Sunday Opening Project.	<p>The project aims to provide increased opportunities for library use to children and adults in the NDC area by opening the Central Library between 11.30 am to 3.30 pm each Sunday.</p> <p>For further information please contact the Central Library Manager 01429 272905.</p>
NDC: Community Chest.	<p>The Community Chest provides a grant pool for NDC residents and community groups.</p> <p>For further information please contact the Hartlepool Voluntary Development Agency (HVDA) Manager on 01429 262641.</p>
NDC: Communications Project.	<p>This project supports a broad communication strategy for the remaining lifetime of the NDC programme by funding a number of components including: newsletters, leaflets, bulletins, website, annual reports, video / CD-Roms, press and media management, advertising, sponsorship, promotional materials, promotional / events, communications training (e.g. for NDC projects) and various neighbourhood based initiatives using local shops, services, community centres and the activities of Resident Associations.</p> <p>For further information please the NDC Office on 01429 894046.</p>
NDC: Community Transport Project.	<p>The project aims to provide a community transport service which enables all NDC residents to have fair and equal access to the full range of activities and processes connected to a resident-led regeneration programme such as New Deal.</p> <p>The transport service enables NDC residents (groups and individuals) to easily access NDC functions, meetings, projects and associated activities. Transport is free of charge to users and is to be used for NDC purposes only.</p> <p>For further information please contact the NDC Office on 01429 894046.</p>

NDC: Events Project.	<p>This project involves Service Providers and local residents working together in organising Fundays, Christmas parties and a variety of other events to be held in the New Deal area with a view to engaging local people for their participation in the development and support of this and other projects.</p> <p>For further information please contact the NDC Office on 01429 894046.</p>
NDC Community Safety Premises Project.	<p>Community Safety Premises are at 173 York Road, provides a base for Police, PCSO's, Wardens, Neighbourhood Managers, Victim Support and the Crime Prevention Officer.</p> <p>For further information tel: 01429 855560.</p>
NDC Neighbourhood Management Project.	<p>Neighbourhood Management is about giving residents of particular neighbourhoods more of a say in the standard and type of services provided to them, particularly, but not exclusively, relating to the state of the environment and crime/community safety.</p> <p>In the NDC area there are two Neighbourhood Managers who are based at the Community Safety Premises at 173 York Road.</p> <p>A Neighbourhood Management Panel will soon be set up to include resident representatives, to guide the work of the Neighbourhood Management project and monitor this Neighbourhood Action Plan (NAP). A budget of £55,000 per annum is attached to the project to tackle priorities identified in the NAP.</p> <p>For further information please Tel. 01429 855560.</p>
Grange Road Methodist Church Resource Centre.	<p>The Centre Co-ordinator is funded by NDC to develop the community facility to its full potential. Already a focal point for education, training, social events, children's clubs, advice and much more – the Centre is also invaluable in assisting the local neighbourhood's communities to come together, work together and understand one another better.</p> <p>For further information please contact the Centre Manager on 01429</p>

	420288.
--	---------

Horizon Centre.	<p>The project provides a resource centre to enable north area NDC residents to access information and services in education, health, community development, crime prevention, economic advice and training as well as social leisure activities. The Centre provides photocopying facilities, internet access, IT access, general and local information, meeting facilities and social inclusion opportunities for local residents. The Centre is based at 22 Murray Street, Hartlepool.</p> <p>For further information please contact the Centre Manager on 01429 233741.</p>
Money Advice & Debt Counselling Service.	<p>The project provides a targeted Money Advice and Debt Counselling service to NDC residents. This service is provided from the Citizen Advice Bureau offices in Park Road, Hartlepool which is located centrally within the NDC area.</p> <p>For more information Tel. 01429 273223.</p>

<p>Moneywise Community Banking.</p>	<p>Hartlepool Credit Union is a non-profit making savings and loans cooperative, owned and run by its members. It offers an easy way to save and a cheap way to borrow at a local base in your community.</p> <p>Membership is open to everyone who lives or works in Hartlepool, regardless of circumstance. Benefits, wages and any other direct payments can be paid into an account, standing orders can be set up from another bank account, or you can just make deposits of a few pounds whenever you have it to spare.</p> <p>The Moneywise Community Banking premises in Avenue Road has been sponsored by Hartlepool New Deal for Communities to promote their services in the New Deal area of the town and to act as a 'head office' for town-wide members. There are numerous collection points around the town, including all the Housing Hartlepool offices, where members can save and apply for withdrawals and loans. There are collections for Junior Savers in some schools and Moneywise also work in partnership with Sure Start to offer their services at some of Sure Start's clinics and drop-in centres across the town.</p> <p>For more information and details on how to join or where your nearest collection point is, call in at: - Units 3/4 Avenue Road Hartlepool TS24 8AT.</p> <p>Open Monday to Friday 10.00am to 4.00pm or Tel. 01429 863542.</p>
<p>Osborne Road Community Centre ("The Oz").</p>	<p>Through the support of NDC there are now improved facilities in the Osborne Road Community Centre. The improvements are to enable the continuing development of existing community and arts uses and to encourage the development of new activities, which will benefit the community.</p> <p>For further information please Tel. The Grange Road Methodist Church Resource Centre Manager on 01429 420288 or Tel. "The Oz" Centre on 01429 866836.</p>
<p>The ORB Centre.</p>	<p>This project funds a 'Caretaker / Administrator' for the Community Resource Centre for residents. The ORB Centre is situated on the corner of Shrewsbury Street the centre offers leisure activities for youths and adults. The Centre is open 4 afternoons</p>

	<p>a week (Monday, Wednesday, Thursday and Friday).</p> <p>For further information please contact the Centre Manager on 01429 282334.</p>
People Centre (Hartlepool).	<p>The project aims to facilitate the improvement of the work of the Hartlepool People in the delivery of its services and facilities to residents of the NDC area. The project will alleviate the difficulties presently faced by the Centre through the provision of additional staffing and an immediate upgrade of the premises. This will include improving disability access and the provision of a community café.</p> <p>For further information please contact the Centre Manager on 01429 861144.</p>
Salaam Centre.	<p>The Centre is an NDC funded project. The Centre meets the needs of the black and minority ethnic communities in Hartlepool. Employing a multicultural staff team it is ideally placed to give information, advice and guidance and is managed with the support of the Hartlepool Asian Association.</p> <p>The Salaam Centre is based in Murray Street, Hartlepool.</p> <p>For further information please contact the Centre Manager at the NDC Office on Tel. 01429 894046 or at the Salaam Centre on tel. 01429 284297.</p>

<p>Voluntary Sector Premises Pool (VSPP) Grant Fund.</p>	<p>The Voluntary Sector Premises Pool (VSPP) Grant Fund aims to facilitate the improvement of properties used by community and voluntary groups that are not for profit, in the delivery of services and facilities to residents of the NDC area.</p> <p>Community / voluntary groups located within the NDC area, or serving residents from the NDC area can apply for up to 100% contributions towards eligible building works. Community / voluntary groups can apply as many times in the year as they wish but the maximum annual grant is £15,000, although this can be flexible in exceptional circumstances</p> <p>Please contact HBC's Regeneration Team on Tel: 01429 523598 for further information.</p>
<p>NDC: Race Equality Strategy.</p>	<p>Programme of action to address race inequality – including an ethnic monitoring process.</p> <p>For further information tel: Julian Penton 01429 894046.</p>
<p>NDC: Disability Strategy.</p>	<p>Programme of action to encourage engagement of people with disabilities.</p> <p>For further information tel: Julian Penton 01429 894046.</p>
<p>50+ Forum.</p>	<p>50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of Statutory and Voluntary bodies in Hartlepool.</p> <p>For further information please contact the Anchor Trust Community Development Team on Tel. 01429 224466.</p>
<p>Cleveland Police: Hartlepool Neighbourhood Policing Scheme.</p>	<p>The Neighbourhood Policing scheme is based around local policing for local neighbourhoods, responding to the needs of those local communities.</p> <p>Each council ward will have a named, dedicated 'ringfenced' neighbourhood officer and neighbourhood Police Community Support Officer (PCSO).</p> <p>These officers will be deployed solely to their ward and not pulled away from their areas to police other parts of Hartlepool. They will be based locally in existing premises, will be accessible to the local community and will respond to the priorities of local residents.</p>

	<p>This should lead to increased police visibility and improved public reassurance.</p> <p>For further information tel: 01642 302100.</p>
Children's Information Network.	<p>Provides information on a wide of Children's services.</p> <p>For further information tel: 01429 266522.</p>

NDC Offices
The Arches
79 Park Road
Hartlepool
TS24 7PW
Tel: 01429 894046
Fax: 01429 890235

NDC Community Safety Office
173 York Road
Hartlepool
TS26 9EQ
Tel: 01429 855560

**For further information please contact the
NDC Neighbourhood Manager on 01429 855560**



REGENERATION, LIVE ABILITY & HOUSING

Report to Portfolio Holder
20th April 2007



Report of: Director of Regeneration and Planning Services

Subject CHOICE BASED LETTINGS

SUMMARY

1. PURPOSE OF REPORT

- 1.1 To provide up to date information to the Portfolio Holder on the development and implementation of Choice Based Lettings in Hartlepool and participation in a sub-regional Choice Based Letting scheme for the Tees Valley.

2. SUMMARY OF CONTENTS

- 2.1 This report explains the concept of Choice Based Lettings and the requirement for all Local Housing Authorities to have a Choice Based Lettings scheme implemented by 2010. The Government have also indicated that they would prefer to see cross authority schemes to be developed into regional or sub-regional schemes and the report provides information on our participation in a feasibility study to develop a Tees Valley Choice Based Lettings scheme for the sub-region. The Council has already agreed to be involved in the sub-regional proposals and significant interest has already been made in this.
- 2.2 The sub regional CBL proposal is now at a critical stage where strategic and financial decisions will need to be made. This includes whether we participate in the sub-regional scheme, the procurement of an ICT system and the revision of the existing allocations policy, with a view to introducing a Common Housing Register and a Common Allocation Policy, which allows for local lettings policies.

3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The report relates to statutory aspects of the Council's role as Housing Authority.

4. TYPE OF DECISION

- 4.1 Non key.

5. DECISION MAKING ROUTE

5.1 Portfolio Holder.

6. DECISION(S) REQUIRED

6.1 The Portfolio Holder is requested to note the report.

Report of: Director of Regeneration and Planning Services

Subject: CHOICE BASED LETTINGS

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide up to date information to the Portfolio Holder about the required implementation of Choice Based Lettings by the government's target of 2010 and participation in the sub regional Choice Based Lettings (CBL) scheme for the Tees Valley. A further report will be brought to seek final endorsement of the scheme in May 2007.

2. BACKGROUND TO CHOICE BASED LETTINGS

- 2.1 In the Housing Green Paper "Quality and Choice: A Decent Home for All", published in 2000, the Government promoted the idea of Choice Based Lettings as a new approach to the allocation of social housing. The concept of Choice Based Lettings is a radical step away from traditional allocations systems which rely on social landlords selecting properties to offer to the applicants at the top of their waiting list, prioritised according to their Allocations Policy based on housing needs.
- 2.2 The Government concluded that traditional allocations systems often contributed to exclusion and un-sustainability in that although the applicant is given a choice of the type and location of housing they require, the actual offer of accommodation made to them seldom met their individual preferences. Often the "Hobson's Choice" provided by social housing resulted in offers of accommodation in properties and neighbourhoods which they found unsuitable, thus contributing to the instability and un-sustainability of neighbourhoods.
- 2.3 The operation of traditional allocations systems also turned the applicant into a recipient being almost passive in the process. They could of course refuse the offer, but if they were homeless for example refusal often had serious consequences. It was considered that traditional allocations systems were stigmatising social housing rather than making it an attractive alternative for those who could not access homeownership.
- 2.4 In contrast Choice Based Lettings systems turn the traditional allocations process on its head by advertising all available properties and inviting applicants to bid for the property of their choice through a selection of mediums. The successful bidder is then selected from those expressing an interest in the property and the property offered to the bidder with the highest priority according to the allocations policy. During the bidding process

applicants are advised of the number of bids made on the property and their relative position amongst all those bidding for the property.

2.5 The Government believe that Choice Based Lettings schemes;

- Meet housing needs which are sustainable for both the individual and the community
- Adopt a simple customer centred approach which empowers applicants and existing tenants to choose the housing that meets their requirements
- Make better use of the national housing stock by transfers between local authority boundaries and between local authorities and Registered Social Landlords
- Give local authorities more flexibility to build sustainable communities within the context of variations in local housing markets.

2.6 In 2001/2 the Government selected 27 local authorities, and provided funding, to run pilot Choice Based Lettings schemes. By the end of 2004 78 Local Authorities in England were running CBL systems and a further 100 were planning to introduce one during 2005. In January 2005, the former Office of the Deputy Prime Minister (ODPM) published *Sustainable Communities: Homes for All*, the Government's five year housing plan for England. This document sets out the Government's plans for taking forward its CBL policy for all local authorities to have CBL in place by 2010. The aim is to have a nationwide system of choice and to extend CBL to cover not only local authority and housing association properties, but also low cost home ownership options and properties for rent from private landlords.

2.7 In November 2006 the Department for Communities and Local Government published a study into the longer term impact of CBL. Overall, the research findings reveal some positive impacts of CBL which the Government believe should help to underpin CBL's ongoing rollout, a summary of the results of this research are listed below;

a. More LAs are now participating in CBL (By the end of 2005 90 local authorities were offering CBL).

b. Contrary to concerns that CBL might result in formerly homeless households being increasingly concentrated in low demand neighbourhoods, the evidence suggests they are less likely to be housed in such areas than under pre-CBL arrangements. Similarly, CBL has increased the propensity for formerly homeless households to be accommodated in high demand estates.

c. In none of the areas examined was there any tendency towards greater spatial concentration of minority ethnic lettings under CBL than previously. On the contrary, most of the case study areas have seen some diffusion of minority ethnic settlement away from existing areas of concentration and towards 'non-traditional areas'. Such trends have been quite strong in Northern cities such as Bolton, Bradford and Leeds.

d. CBL usually generates improved tenancy sustainment and would suggest that CBL is effective in better matching people to properties and improving service user satisfaction with letting outcomes.

e. In some areas, recently housed applicants are typically moving longer distances than previously. This suggests that, where applicants have the opportunity to see details about all available vacancies, they will consider moving to areas beyond their immediate locality and beyond areas which, under a traditional allocations system, they would have specified as their 'preferred area'.

f. As CBL schemes become more established and familiar, there is a tendency for average numbers of bids to grow faster in initially 'less popular' areas than in initially 'more popular' areas. This confirms the view that CBL can be effective in generating additional demand for vacancies in previously problematic, or low demand, areas.

g. Case study landlords recognised the need for active measures to protect the interests of groups potentially disadvantaged by the 'active participation' required under CBL (e.g. people with learning difficulties or for whom English is not their first language). It was standard practice to maintain lists of applicants in need of special assistance. Support for potentially disadvantaged groups was very much welcomed by applicants/tenants when it was available.

h. Applicants generally understood the bidding system and bidding was seen by many as a positive, proactive way of looking for housing. For some who had been waiting a long time, however, bidding was viewed negatively, and the old system was deemed preferable as bidding and being unsuccessful over a long period could be depressing and demoralising.

i. Whilst most CBL landlords see their systems as 'simplified and transparent' by comparison with previous approaches, many applicants reportedly remain confused on how competing bidders are ranked by priority. There was a feeling that 'ordinary' people, that is, those not eligible for priority, were losing out in the system.

j. Feedback on unsuccessful bids was one aspect of the system frequently perceived as inadequate. It was felt that more personalised feedback would improve people's experience of the system, and encourage people who had not so far been successful to continue. Where more personalised feedback was available people felt very positive about the system.

k. CBL often helps to speed up the re-letting of empty properties as a result of reduced delays due to tenancy offer refusals, and greater time-management discipline associated with the advertising cycle. Although 'already efficient' landlords are less likely to see faster re-letting as a result of CBL, those with poorer performance at the outset can record significant gains through lower void rent losses.

l. CBL set-up costs can be substantial and depend on the IT system developed to facilitate the lettings process, the number of participating landlords, and the extent to which the distinct allocations policies of partner LAs/HAs are accommodated. However, the set-up costs borne by individual landlords may be reduced where shared with others in a 'consortium scheme'.

m. When CBL led to gains in performance and tenancy sustainability this led to savings which help to offset the set-up costs. In 'already efficient' organisations CBL's greater running costs were acknowledged as resulting in a more costly service in net terms. At the same time, this was regarded as easily justified by the non-quantifiable benefits arising through enhanced customer satisfaction and/or enabling front-line housing staff to focus more single-mindedly on core estate management tasks.

- 2.8 HBC and Housing Hartlepool currently operate a Joint Allocations Policy based on a traditional points based system. Housing Hartlepool manage the Housing Register on behalf of HBC. The ICT cost of transferring to a single CBL system will be in the region of £20K together with additional running costs of approximately £5K p.a.

3. REGIONAL/SUB-REGIONAL CHOICE BASED LETTINGS SCHEMES

- 3.1 The Government's policy objective is for CBL schemes to develop on a regional and/or sub regional basis, involving partnership of local authorities and registered social landlords and where possible with private landlords in order to achieve the greatest choice and flexibility in meeting housing need.
- 3.2 The Government believes that there are a number of benefits from larger, cross-local authority schemes:
- they bring together a larger pool of available housing, giving people more choice and helping to ease localised problems of high demand
 - they break down artificial boundaries and recognise existing housing and labour markets
 - they enable greater mobility
 - For RSL's, they reduce the costs and complexities associated with being involved in several different schemes
 - they enable partners to share the costs associated with developing and implementing CBL schemes.

4. TEES VALLEY CHOICE BASED LETTINGS

- 4.1 The Tees Valley Sub Regional CBL Partnership was convened in early 2006 following the announcement by the Department of Government & Local Communities, formally the ODPM that it had been successful in receiving Government funding (£105,000) to explore the possibility of developing a sub regional CBL scheme, with a positive view to implementation by 2008. The partnership is made up of representatives from Middlesbrough Council,

Stockton Council, Redcar & Cleveland Council, Hartlepool Council, Darlington Council, Erimus Housing, Tristar Homes, Coast & Country Housing and Housing Hartlepool.

- 4.2 A feasibility study, which considered the issues in developing a sub regional scheme was undertaken and completed by the sub regional CBL co-ordinator in November 2006. A proportion of this study concentrates on the outcomes from Erimus Housing's CBL scheme, which is the only CBL scheme operating within the Tees Valley at the present time. A copy of the study can be found at Appendix 1.
- 4.3 The sub regional CBL proposal is now at a critical stage where strategic and financial decisions will need to be confirmed. This includes the procurement of an ICT system and the revision of the existing allocations policy, with a view to introducing a Common Housing Register and a Common Allocation Policy, which allows for local lettings policies.
- 4.4 In year 1 (2006/7), each of the 9 partners committed £5,000 (£45,000 in total) towards Government funding to explore the benefits of developing a sub regional scheme. To date, this funding has contributed to the co-ordinators' salary and expenses, admin, consultation, training and development. It is proposed that each partner contributes a further £23,152 in year 2 (2007/8). It is anticipated that Government funding and the additional contribution provided by the partners will cover the development and implementation costs in setting up the ICT system, together with any costs associated with training, development and consultation. A copy of the financial breakdown can be found at Appendix 2 for information.
- 4.5 Procuring ICT software that meets the needs of each Organisation, will prove to be the greatest expense in setting up the sub regional CBL scheme. The Tees Valley CBL Partnership has obtained estimated costs from the leading software suppliers offering a range of CBL solutions. The estimated cost of setting up and implementing a sub regional CBL system would be approximately £120K depending upon the functionality. This cost would be divided between the numbers of partners committing to the scheme. Additional costs would be incurred in terms of running costs i.e. hosting of the site, system support etc...at a cost of approximately £6K p.a. per partner organisation. There could be other additional running costs incurred if the partnership decides to procure a system, which offers additional functionality in terms of telephony and SMS (0845/0800 numbers and text messaging) or if they want the supplier to provide the management and maintenance of the back office systems. In any event, the partnership can expect to pay in the region of £120K+ for a sub regional ICT solution.

- 4.6 There are a range of options available to implement a sub regional CBL scheme. These are:
- Common policy , but partners use their own housing register
 - No common policy, partners use their own housing register
 - Common policy, which allows for local variations, partners use a common housing register
 - No common policy, but partners use a common housing register
- 4.7 The partnership has considered these options and recommends a single common policy for allocating properties, which allows for local variations, together with the development of a common housing register. The bid submission to the former ODPM indicates that the intention of the Tees Valley partnership is to develop a common policy and a common housing register.
- 4.8 The Tees Valley CBL Partnership is making these recommendations because the Government believes there are a number of advantages for local authorities and RSL partners and for applicants. For instance a single, common allocation scheme across all the participating authorities would:
- be more efficient and cost-effective for participating landlords
 - be more transparent and simpler to understand for applicants, particularly those seeking to move between local authority districts
 - promote greater mobility and therefore provides greater choice for applicants
- 4.9 The Government advocates the development of common housing registers and common allocation policies as they are seen to provide simpler and fairer access to housing than current systems, under which applicants need to apply to a large and increasing number of landlords. A common housing register can also promote mobility within and between landlords. This enhances the potential for social landlords to meet the needs and aspirations of existing tenants and new customers seeking to move. For applicants and tenants alike, the creation of a common housing register will also deliver greater choice of housing and areas in which they may wish to live and this in turn may lead to sustainable communities. A common housing register can also be used as reliable evidence to demonstrate the strength or lack of demand for different types of housing in different areas.
- 4.10 It is proposed that a common policy within the sub region would allow for variations, according to local lettings policies or local circumstances. The partners acknowledge that any variations to the common policy should be kept to a minimum to ensure consistency and to provide a simple and fair system for customers to understand. The common policy should also be robust enough to stand up to legal challenge and should be endorsed by the relevant Government departments. It should also be derived in consultation with service users and key stakeholders.

- 4.11 The development of a common housing register for the sub region is significantly cheaper than the development of individual housing registers for each partner organisation participating in the scheme. This is because the scope of the development is less intensive in terms of reconfiguring the software solution to meet the specification, branding and applications of individual organisations.
- 4.12 The Government advocates collaborative working with the more traditional RSL's and private landlords in developing sub regional and regional CBL schemes. A sub regional RSL group has been convened in order to seek the views of the more traditional RSL's and to give them the opportunity to provide feedback in the development of the scheme. Whilst some of the more traditional RSL's initially had some reservations about participating in the scheme, they do welcome the opportunity to contribute to the future development. The feasibility study provides a more detailed account of the traditional RSL's involvement in the scheme
- 4.13 The Tees Valley CBL Partnership is proposing to host a seminar for private landlords in the sub region to raise awareness of CBL to private landlords and to promote the benefits of partnership working with other social landlords. This event will also be used to raise awareness of accredited private landlord schemes. It is anticipated that the sub regional CBL scheme will advertise properties owned by accredited private landlords, which will create a larger pool of properties for applicants and help lead to sustainable communities.
- 4.14 It is proposed that responsibility for the operation of the front and back office systems, which involve shared / common ICT, should be retained by the individual organisations. This means that participating organisations would still have responsibility for managing applications received at their offices and registering them on to the scheme and for matching qualifying applicants to their own vacant stock, according to the overarching sub regional allocations policy and/or local lettings policies.
- 4.15 The initial set up costs for implementing the sub regional CBL scheme will relate mainly to procuring the ICT software and new literature, together with the costs involved in managing the review of the existing Housing Register.
- 4.16 Erimus have pioneered the setting up of the CBL scheme in the Tees Valley. In terms of set costs for Erimus Housing's CBL Scheme, the initial cost for the ICT software was £20K plus £22K for the production of literature (welcome folders, applications, scheme guide, bidding coupons, templates for window adverts, review and transfer of the existing register). These costs do not include staffing costs or office overheads as existing Erimus staff working from the Accommodation Agency in the town centre were deployed to the new One Stop Shop (Homechoice) when the scheme was launched.

- 4.17 Erimus Housing's CBL scheme advertises 50% of true voids that are owned and managed by traditional RSL's. There have also been enquiries from private landlords interested in advertising their properties on the scheme, for which they are charged a nominated fee. This service is being further developed so that private landlords are charged according to the level of service they require.
- 4.18 The sub regional partners are in the process of consulting with key stakeholders and service users on the development of the sub regional agenda and early indications are showing a positive response. There is a strong expectation that the scheme should go live across the Tees Valley in April 2008.

5. FINANCIAL IMPLICATIONS

- 5.1 The Budget includes £27k to cover the cost of the CBL Scheme in the current year. This will be sufficient to cover the ICT and set up costs. The new method of managing allocations will need the SLA with HH who currently manage the housing register to be re-negotiated and the full costs of the scheme have not yet been established. Further details will be provided in the next report.

5. RECOMMENDATIONS

- 5.1 It is recommended that the Portfolio Holder notes the report.

Tees Valley Sub Regional Choice Based Lettings Scheme

Feasibility Study

November 2006

Author of Document: Julia Kett, Sub Regional CBL Co-Ordinator

TABLE OF CONTENTS

INTRODUCTION	3
PURPOSE OF THE STUDY	4
INFORMATION	4
KEY FINDINGS – ERIMJSHOUSING CBL SCHEME	5
SETTING UP THE HOMECHOICE CBL SCHEME	6
CONSIDERING THE OPTIONS	12
PARTNERSHIP COMMITMENT TO THE SUB REGIONAL SCHEME	13
STRUCTURE FOR OPERATING THE SCHEME	14
COMMON ALLOCATION POLICY/REGISTER/SUSPENSION POLICY	15
ICT SOLUTION	16
TRADITIONAL REGISTERED SOCIAL LANDLORDS	17
PRIVATE LANDLORDS	18
HOMEBUY	19
DISABLED PERSONS HOUSING SERVICE	19
SUMMARY	20

SUB REGIONAL CHOICE BASED LETTINGS FEASIBILITY STUDY

INTRODUCTION

The sub regional CBL partnership was convened following the announcement by the former ODPM that the Tees Valley sub region had been successful in achieving Round 1 funding for the development of a sub regional CBL scheme.

The purpose of the Regional Fund is to support social landlords who are keen to work together to create sub regional and / or regional CBL schemes.

The bid submission made by the Tees Valley CBL partnership specifies: *“the main objectives of the scheme are to market available properties; to provide a transparent housing allocations system that is easily understood and accessible to all, which covers all tenure and provides true choice. The scheme will allocate properties irrespective of tenure, in low and no demand areas, targeting new client groups as well as potential new customers. It is proposed to explore the concept of a common suspension policy and common allocations policy ensuring social inclusion and equality. This will be reinforced by engaging with the BME community within the sub-region and developing markets that meet all the needs of the community. This will be achieved by expanding the option of low cost homeownership as well as marketing and regulating the private sector leading to a sustainable sub region.”*

The Government believes that, if people are to make the right choice about their housing, they must be given information and advice about all the housing options available to them, not just the properties that are available through CBL. A housing options approach is likely to involve:

- Promoting a wide range of housing options (e.g. shared ownership, low cost owner occupation, the private rented sector and mobility schemes)
- Making more and better information available about other related housing services e.g. care and repair/staying put initiatives and adaptation services
- One-stop shop and advice centres
- Marketing properties and neighbourhoods in low demand areas including targeting new groups of potential customers

By 2005 more than a quarter of English local authority landlords had adopted CBL; two thirds of remaining councils had firm plans to move to CBL. A number of these CBL schemes involve local authority landlords working in partnership with Housing Associations.

PURPOSE OF THE STUDY

The purpose of this study is to provide the sub regional CBL partnership with meaningful information, about the benefits of CBL including the longer term impact based on key findings from research commissioned by the DCLG. The partnership in turn will evaluate the project's potential for success in considering the options available, to enable decisions to be made on whether to give full support to the development of a sub regional CBL scheme.

INFORMATION

The sub regional CBL partnership is made up of Middlesbrough Council (lead partner), Stockton Council, Redcar & Cleveland Council, Hartlepool Council, Darlington Council, Erifmus Housing, Tristar Homes, Coast & Country Housing and Housing Hartlepool. A steering group made up of representatives from each of these organisations meets on a regular basis to consider the strategic objectives and to drive the agenda forward. The steering group is convened and chaired by a representative from the leading local authority – Middlesbrough Council (Gill Corbett). The traditional

RSL's are represented at this group, to ensure their views and recommendations are reflected in the sub regional CBL agenda.

Out of the 5 local authorities represented on the partnership, 3 of the authorities have undergone Large Scale Voluntary Transfer (LSVT) - Middlesbrough, Redcar & Cleveland and Hartlepool. In addition, 1 authority has set up an Arms Length Management Organisation (ALMO) - Stockton and 1 authority has retained its housing stock - Darlington. With the exception of Darlington, the housing allocation function and management of the housing register is carried out by the ALMO and LSVT organisations.

The sub regional CBL co-ordinator (and author of this document) Julia Kett, was appointed in April 2006 to explore the opportunities of implementing a sub regional CBL scheme across the Tees Valley. This study is based upon the key findings from Erimus Housing's CBL scheme, together with findings from other key documents and from my investigations into the options available for the successful implementation of the Tees Valley scheme. It will be the responsibility of the partners for deciding the preferred options based upon the findings, detailed in the remainder of this document.

I have evaluated the outcomes of Erimus Housing's CBL scheme and the key findings are reported in this document.

KEY FINDINGS – Erimus Housing's Homechoice CBL scheme

Erimus Housing is the only organisation operating CBL within the Tees Valley at the present time. The scheme was first launched in November 2005 following the opening of Homechoice, Erimus Housing's bespoke 'one stop shop'. The aim of Homechoice is to be the main point of contact for customers seeking affordable housing, irrespective of tenure. Erimus Housing is contracted to deliver the allocation function on behalf of Middlesbrough Council through the Homechoice CBL scheme.

The outputs from Erimus Housing's Homechoice CBL scheme are provided in this study, to enable the partners to consider the cost implications and impact on performance for their individual organisations. It should be noted that the Homechoice scheme has been operational for the past 11 months and is presently under review in line with the Service Level Agreement with Middlesbrough Council. Erimus Housing has identified key areas for improvement, based upon their own evaluation of the scheme and recommendations made by its key partners, stakeholders and service users, following a consistent period of consultation. These improvements are outlined further in this document.

Erimus Housing previously operated a points based allocations system, inherited from Middlesbrough Council, prior to the introduction of CBL. This system for allocating available properties meant that points were awarded to applicants on the Housing Register to reflect their degree of housing need, this in turn led to points chasing. This system was out of date, bureaucratic and did not provide customers with enough support in exercising their right to choose where they wanted to live. It also did not provide the transparency that CBL schemes offer, in that customers did not know what properties were available for letting, nor were they notified of lettings outcomes. This in turn led to suspicions about the process for allocating properties, as complaints from customers consistently increased. Whilst Homechoice did initially see a rise in customer complaints in the early days of CBL, these have dropped dramatically as customers have familiarised themselves with the transparent process for allocating properties under the new scheme. Although Erimus Housing did not previously measure customer satisfaction for allocations under the points based scheme, satisfaction surveys were introduced to Homechoice in the first couple of months of operation of the scheme. At this time, Homechoice received a 16% return of the total number of surveys sent out and out of these returns 77% of customers rated the scheme as either good or excellent, with the majority stating the advice they received easy to understand. This figure has increased consistently and the latest information produced in October 2006 shows that customer satisfaction levels have increased further to 86%.

A further survey has been carried out with 500 customers registered on the scheme, but not using it. At the time this survey was carried out, it was identified that 4,500 customers were not actively bidding on the system. Homechoice received a 10% return, which demonstrated that although some customers had not bid on the system because a suitable property had not been advertised in an area of their choice, the majority of returns concluded that customers had not bid on the system because they did not understand how it worked, 50% of these customers were over the age of 60 years. The

CBL Manager has engaged with Age Concern to identify elderly groups meeting in the area, to enable her to target them and arrange training sessions in the operation of the Homechoice scheme. In addition, separate training sessions have been arranged at Homechoice for customers who are having difficulty accessing the scheme. These customers have also been invited to attend the service user improvement group.

Setting up the Homechoice CBL scheme

The CBL project group was first convened in 2004 under MBC in the months prior to the transfer of its stock to Erimus Housing. This small group was initially made up of a range of officers working in housing management, allocations, ICT housing options and homelessness & housing need. During this period, officers visited a number of the pilot organisations operating CBL to learn from good practice in order to make the Middlesbrough scheme cost effective and efficient as it could, with the limited budget available. In addition, several demonstrations were arranged with ICT providers, with experience of CBL. A period of consultation also took place with council members, staff, stakeholders and customers in order to raise awareness of the proposed scheme and to seek their views and recommendations. With the impending stock transfer taking place, the project was deferred for several months until Erimus Housing became viable. The project team was re-established in January 2005, following stock transfer and the project continued to develop until it was fully implemented in November 2005. The initial project team later became the Homechoice CBL team. The team composition is detailed below. The partners should be mindful that the roles of the Manager and Senior Officer have temporarily changed as they are managing both the CBL and homeless and housing needs & advice teams, pending a best value review of the allocations service.

Homechoice Lettings/Homeless & Housing Needs Manager
Senior letting/Homeless & Housing Needs Officer
4 x fulltime CBL officers
1 x fulltime specialist CBL officer

Comino Connect (now Civica) was chosen as the preferred partner to provide the bespoke web based CBL system for Erimus Housing. The initial set up costs for providing the ICT solution amounted to £20K and the running costs for hosting the site with the provider amounts to £5K per annum. The ICT solution has been tweaked in the past 11 months, with added functionality at a cost of approximately £8K.

Having carried out research into the cost of purchasing a single CBL solution, I can confirm that the average cost for purchasing an off-the-shelf, basic single CBL web based solution is approximately £20K, together with running costs for hosting the site at approximately £5K. The partners should be mindful that the initial pilot CBL schemes, which have been running since 2001, received former ODPM funding in excess of the average cost to set up a basic CBL scheme. On this basis, the pilot schemes invested heavily in ICT, which provided them with the best web based solutions on the market at that time.

Whilst the Homechoice web based system allows the scheme to run adequately, there are some issues for the partners to consider. Comino Connect hosts the Homechoice CBL website, however the development of the site was sub-contracted to a provider of web based housing systems. Although this provider has experience of developing CBL solutions, he is literally a 'one man band' meaning that system support can be unreliable as he is often difficult to contact and at times fails to deliver on requests in given deadlines. Whilst the system is functional and provides the team with adequate information in terms of matching suitable properties to customers in housing need, it should be noted that it is basic in comparison to other web based solutions on the market today and that it does not interface with the current housing management system i.e. saffron. The reporting tools are inadequate in terms of the information required to complete Key Performance and Local Performance Indicators and because of this; an additional piece of software has had to be purchased i.e. Crystal Reports. The manager of the lettings team has been trained over a 2 day period in how to write the necessary reports to abstract the information from the web based system, to enable the necessary performance information to be completed. This can be a very time consuming process and not one which I would recommend in the development of a sub regional CBL web based system.

A fundamental part of the development stage was agreeing the allocations policy and providing a framework from which the website would operate. The partners should be mindful that the policy should be agreed at the earliest possible stage, as whilst the ICT provider can provide an off-the-shelf solution, it is the policy that will dictate how the scheme will work. The project group visited Bradford in early 2004 as it was recommended as a site of good practice and the lettings team had won awards for its innovation in CBL. The team also discovered during this visit that Comino Connect had provided the ICT solution and that Bradford's experience of working with them was very good. On this basis, Erimus Housing's allocations policy was framed to reflect Bradford's, with some minor changes made to reflect local circumstances.

The experience of developing the CBL scheme was extremely challenging to the officers involved with the project as the concept of CBL was still very new and the team had to stretch their interpersonal skills in terms of exploring new areas of work, previously unknown to them i.e. they gained a vast amount of experience in developing their ICT and marketing skills through research and they had to quickly learn the context of legislation and statutory guidance relating to housing law and allocations, to ensure that the policy was robust enough to stand up to challenge. The team also had to devise and provide intensive training programmes to members of staff across the organisation and to outside statutory and voluntary organisations. The team adapted further skills in liaising with the media and printing companies to ensure that the production of literature and advertising material was of good quality and that the process ran smoothly. The partners should note that staff involved with the development and implementation of the sub regional scheme, will be given the opportunity to develop their skills further due to the diverse areas of work involved with the scheme, however they should also be mindful that there will also be major changes to current working practices. I should also add that these skills and expertise are currently harnessed within the Homechoice lettings team, as most of the officers were involved in the development stages and successful implementation of the Homechoice scheme.

The initial costs to set up the Homechoice scheme amounted to approximately £22K. This included the design and printing of literature, including application forms, welcome folders, bidding coupons, summary of the scheme, posters, window plates, window advert templates, stationery and postage. This amount does not account for staffing costs, IT, heating, workstations etc...

Like the majority of CBL schemes, the Homechoice scheme operates a banding system. This means that applicants are placed into one of four bands (1 – 4) according to their housing need. Band 1 represents applicants losing their home as a result of demolition and regeneration, Band 2 represents applicants in the reasonable preference categories i.e. statutory homeless, severe overcrowding, severe medical etc... Band 3 represents applicants who are not in urgent need of rehousing and Band 4 represents owner occupiers and / or applicants living outside of the Middlesbrough LA boundary who are not in urgent housing need. Applicants registered on the scheme are invited to 'bid' (express an interest) in the available properties advertised on the cycle every fortnight. The advertising cycle opens at 9.00am on a Thursday morning and closes at midnight the following Wednesday. Verification checks are carried out on a shortlist of successful applicants bidding against the properties advertised. Accompanied viewings are arranged and offers are made during the 7 days after which the cycle has closed. Applicants in Band 1 and 2 can bid on a maximum of 4 properties and applicants in Bands 3 and 4 can bid on a maximum of 3 properties per cycle. The majority of Erimus Housing's properties are advertised on the scheme, together with 50% of true voids managed by other RSL's. In addition, the scheme has provided for the advertisement of low cost shared ownership schemes on behalf of other RSL's working in partnership with developers. The average number of bids for each property advertised has increased significantly over time, particularly in areas of medium to high demand. In areas of high demand, the scheme has seen in excess of 250 bids placed on a property. In less popular areas, demand has improved as applicants can see they have a better chance of being offered a property in these areas, due to the transparency of the system i.e. when applicants bid for available properties, they can see the number of bids placed and their position, indicating their chances of receiving an offer. Some applicants choose to bid on properties in areas that they may not have considered previously, as they can see from the transparency of the system that they have a better chance of receiving an offer in those areas, than in areas where there is a high proportion of bids placed. On average, the Homechoice scheme advertises 50 properties per week. Approximately 12% of properties advertised on the cycle are owned and managed by other RSL's with whom the Company has nomination arrangements. To date 1,326 properties have been advertised on the CBL scheme (including Erimus and other RSL properties) and there have been in

excess of 1,090 lettings. At the time of writing this report, the CBL team was preparing to receive property details from the first private landlord interested in using the scheme to advertise properties. The Homechoice scheme also includes a link to Homebuy, whereby applicants can access information about low cost home ownership schemes in the region, increasing the housing options available to customers.

Erimus Housing in consultation with its partners has identified that further improvements can be made to the scheme, to improve performance – specifically relet times, void rent loss and refusal rates. There are plans to reduce the advertising cycle from fortnightly to weekly in the next couple of months. There will also be the added benefit of adding properties mid cycle, as and when they become available. In reducing the cycle, it is anticipated that this will lead to a positive impact on performance as properties waiting to be advertised will no longer be 'held' waiting for the next advertising cycle to open. The changes to the advertising cycle will be implemented in the New Year, once the process has been mapped, in consultation with staff, service users and key partners.

A further area for improvement to the scheme will be the introduction of multiple viewings on difficult to let properties or in areas of low demand. It is anticipated that where accompanied viewings are carried out at allocated time-slots with a short-list of the top 5 qualifying applicants in order of their ranking, the likelihood is that at least one of them will accept the property on the day. The formal offer will then be sent to the applicant that accepts the property, therefore reducing the number of refusals and administration involved in generating offer letters and processing refusals. There will also be a positive impact on officer time in attending accompanied viewings as they will no longer have to arrange alternative dates and times where offers are consistently refused. Whilst the number of refusals is consistently dropping, Erimus Housing is still reporting on a refusal rate of 42%. It is anticipated that refusal rates will improve, once this new process is introduced.

At the time of writing this report, Erimus Housing had not seen any significant improvement in overall relet times, however the partners should note from the DCLG housing study on CBL schemes that have been operating for a significant period of time, that relet times have been shown to have improved, particularly where those organisations had previously reported poor performance. The partners should also note that whilst CBL plays an important role in void performance, there are other cross-cutting areas, which may delay the process i.e. inspections, repairs, cleansing etc... I should add that Erimus Housing has carried out a process improvement exercise, to identify the bottleneck and to put measures in place to streamline the procedures for turning round void properties. These measures include the recent recruitment of a dedicated void team, which works with the other cross-cutting service areas to ensure that voids are turned around in the minimum time-frame.

Whilst the DCLG study demonstrates that properties let under CBL are proving to be more sustainable, measured by the number of tenancies sustained for a period of 12 months or more, Erimus Housing has not yet measured this performance indicator as the scheme has been in operation for less than 12 months at the time of writing this report. However this important piece of information will be measured in the future so that there is an indication as to whether CBL contributes to sustainable communities.

Although the outputs on performance from Erimus Housing's CBL scheme can provide more local information about the impact of CBL, partners must be mindful that the scheme is not yet 12 months old and that some changes need to be made in terms of streamlining processes to make it more efficient. Some of these changes will be from immediate effect, other areas that impact on the budget or which require approval due policy change, will be included in the formal review of the service to be completed early next year. The housing study commissioned by the DCLG provides much more detailed information into the impact on performance from a wider perspective, particularly as many of the case studies have been in operation for a period of 5 years or more. I would recommend that the partners give this study full consideration in determining the longer term impact of CBL.

I should add that the CBL team is meeting all targets associated with local performance indicators i.e. time taken to; register applications, preparation of property adverts, verification checks, viewing arrangements etc.... The team is meeting 100% on all of these targets.

At the point of launching the Homechoice scheme in November 2005, a total of 5,453 applicants were registered on the scheme. Twelve months later this figure has increased to 11,964 applicants.

Membership of the scheme has increased dramatically due to the innovative marketing techniques applied to CBL i.e. website, property shop, etc... However partners should also consider the impact of rising inflation and property prices on the demand for social housing.

The Homechoice scheme is able to demonstrate where there is high, medium and low demand for the various property types in different locations. This information is of particular importance to the regeneration teams employed by Erimus Housing and Middlesbrough Council, in considering the local housing markets and the future building of affordable housing. The introduction of a sub regional scheme will enable the partnership to provide more meaningful information, which will inform regeneration, housing and homeless strategies across the sub region.

A key area to consider for the partnership in developing a sub regional scheme is ensuring that service users and stakeholders are involved during the development stages. A resident involvement group was convened during the development stages of the Homechoice scheme to 'test' the system and feedback recommendations from their experience of testing it. Their comments were considered and included in the development stages of the IT system. Once the system was developed and the policy documents finalised, an intensive training programme commenced with staff from within the organisation and to outside statutory and voluntary organisations e.g. Middlesbrough Council – social services/mental health teams, prison & probation services, primary health trusts – drug/alcohol services, CAB, etc.... As a result of the collaborative working arrangements in place, service improvement groups have been set up, to include representation from the traditional RSL's, other stakeholders and service users to ensure that their valued feedback is considered in the future development of CBL. In addition, the CBL team regularly sends out satisfaction surveys to stakeholders and service users. I would recommend that the partnership works collaboratively with the key partners, including other RSL's, stakeholders and service user in developing the sub regional scheme.

The scheme's popularity has had an impact on the workload within Homechoice. When the advertising cycle opens, workload increases as the lettings team support customers during the bidding process. The telephone lines are extremely busy at this time and the reception area is usually full with customers registering applications on the scheme, to enable them to bid on the properties advertised. When the advertising cycle closes down, the lettings team is busy carrying out verification and eligibility checks on applicants to ensure they meet the criteria against the properties advertised, prior to arranging viewing appointments and sending out offer letters. They are also busy at this time in preparing property adverts for the next advertising cycle in the given deadlines and so the workload is often overwhelming. It is anticipated that with the introduction of the weekly cycle, the workflow arrangements will improve with time as properties are added to the system in a consistent manner and as customers get used to the idea of the weekly advertising cycle, so that they do not turn up in droves at the office every fortnight.

It is apparent from the results of the satisfaction surveys carried out with service users and key stakeholders that the CBL team has the necessary skills and expertise to deal sensitively and efficiently with the diverse range of customers accessing the service, even during times of extreme pressures.

The CBL team is seated in close proximity to the homeless, housing needs & advice team, enabling a streamlined holistic approach to housing advice and homeless services. The CBL scheme has had a positive impact on the reduction of homeless applications in Middlesbrough, as officers are working from a prevention angle and therefore eliminating the need to take applications, as customers are directed to the scheme as an alternative means of accessing housing. This collaborative approach in joint working arrangements has been a contributory factor in the homeless, housing needs and advice team receiving the Regional Champions Award for tackling homelessness, which is sponsored by the DCLG.

The CBL team is also located in proximity to Erimus Housing's Disable Person's Housing Service (DPHS) within the Homechoice building. This means that applications received from customers registering on the CBL scheme, with specific housing needs i.e. customers who need rehousing due to urgent medical, mental and / or physical disability needs are automatically diverted to the DPHS for assessment by the Assessment Liaison Officers and where necessary, a referral made to the occupational therapist.

The joined up services from within Homechoice mean that customers applying to join the CBL scheme are provided with an effective and holistic approach in assessment of their housing need.

CONSIDERING THE OPTIONS

There are several options to consider in the development of the sub regional CBL I have listed some key items for consideration below.

- Are all partners committed to signing up to a formal partnership agreement? If not, the reasons must be established in order to establish what implications this will have for the remaining partner's e.g. increased costs for setting up and running the sub regional scheme.
- The structure for operating the sub regional scheme e.g. through a lead authority/organisation, a partnership board or by through joining an existing CBL partnership (ELLC, LOCATA, Home Connections)
- A common allocations policy / common register / suspension policy or individual policies for each organisation?
- Choosing the ICT provider for the web based solution / hosting of the site

The main issue for partners to consider at this stage is whether it is feasible to sign up to the sub regional scheme. There are many factors to consider in giving this commitment. Having consulted with partners individually and through discussions at the steering group meetings, the main areas for concern are the costs involved with setting up and running the scheme, together with the impact on performance, given the government's stance on making efficiency savings.

Whilst the partners can consider the findings from Erimus Housing's CBL scheme at a local level, I would recommend that the key findings from recent research commissioned by the DCLG is one of the main sources of information to be considered by the partners. I have previously issued the partners with a copy of this document. This important piece of research is based on studies carried out with CBL schemes, which have been in operation long enough to provide conclusive evidence about the longer term impacts. I have bullet pointed some of the key findings below, however the study must be evaluated in its full context in order to understand the potential impact for the Tees Valley scheme: -

- In general, applicants prefer CBL to the traditional approach
- Most lettings go to those applicants with high needs
- Demand has risen, including demand for less popular neighbourhoods
- BME lets have increased – more dispersed rather than concentrated patterns of lettings
- A need to develop more measures to ensure potentially disadvantaged groups are safeguarded – more work with voluntary groups required
- Statutory homeless households have improved housing prospects – more likely to be rehoused in high demand areas than pre-CBL
- Improvements in performance / cost effectiveness
- Improvements in tenancy sustainment measured by tenancies lasting 12 months or more following lettings under CBL
- Improvements in relet times – though 'already efficient' landlords are unlikely to see any improvements
- Decline in refusal rates
- CBL costs more to administer, though mainly attributable to set up costs, which can be offset by savings accrued from improved housing management performance

Partnership commitment to the sub regional scheme

I would remind the partners that the sub regional CBL funding has been provided by the DCLG to explore the options, with a positive view to implementing a sub region scheme in 2008. Whilst each local authority has member approval to explore the benefits of CBL for the sub region, full support still needs to be approved by the appropriate member system, based upon the options and recommendations from this feasibility study. We have now reached a point where approval needs to be obtained, in order to progress the project further, with the full commitment of the partnership. I

should inform the partners that there is a possibility that some of the DCLG funding may be recovered if any of the partners' pull-out of the scheme and this should be noted when considering whether or not to commit to the project. The CBL advisor at the DCLG has also advised me that there could be implications from Government Office North East if some organisations withdraw from the scheme.

In addition to their contribution to the steering group meetings, each of the partner organisations has been instructed to carry out consultation with council members, boards, staff, residents and key stakeholders in order to raise awareness of the sub regional CBL agenda. Stockton and Darlington have been pro-active in arranging training days at Homechoice for scrutiny panel members and residents to enable them to see how a CBL scheme works in practice. These sessions have been very positive and informative as they have given the visitors an insight into the different processes involved with CBL and how they work in practice. It also gives them a greater understanding into how the sub regional scheme could work. Redcar & Cleveland / Coast & Country have been pro-active in consulting with their key stakeholders and residents in raising awareness of the sub regional CBL agenda. I am also aware that Hartlepool has been consulting with relevant partners.

At the time of writing this report, my observations from discussions with partners are that Stockton and Darlington are keen to join a sub regional scheme and that whilst Redcar & Cleveland and Coast & Country Housing are interested in the progression of the sub regional agenda; there are significant concerns about how their performance will be affected, particularly as Coast & Country Housing is an 'already efficient' landlord in terms of void performance i.e. relet times, lower void rates and minimising void rent loss. Whilst the impact on void performance is a concern shared by all of the partners, these concerns must be balanced against the benefits of introducing a sub regional CBL scheme in line with the government's agenda. Whilst Hartlepool initially indicated they wanted to be involved with a Tees Valley sub regional scheme, my understanding is that other options are being explored in terms of the benefits of a single CBL scheme.

Structure for operating the scheme

One of the key areas for decision making is which organisation will take responsibility for operating the scheme, assuming the partners receive full support from executive member to progress the project.

The partners first need to consider the options available. The scheme can be operated by one single partner using a central lettings team on behalf of the sub region, whereby each of the partners will have access to the back office functions to enable them to load property adverts onto the system, however advertising, matching applicants to suitable properties, verification checks on successful applicants etc.... would be carried out from one central lettings team.

Another option to consider is that each of the partner organisations would share common back office functions, which involves shared/common ICT but each partner operates their own front office approach and all of the available properties across the sub region are advertised within each of the partner local authority areas.

A further option is a single back office administrative system, but with each partner operating its own policies and procedures.

The partners need to consider the expertise and skills of their own staff in deciding which approach to take, not to mention the costs involved. They also need to consider the structures and the impact on their individual organisations if lettings staff are displaced, in the event that it is decided a single organisation will deliver sub regional CBL via a central lettings team.

It will be for the partnership to decide on which option to choose, based upon the options available.

Common allocations policy / common housing register / suspension policy

The partners should be aware that under section 7, points 18 and 19, the bid submission, states that partners have indicated they are willing to explore a common housing register. In addition "*it is the*

intention that through the development of the sub regional scheme, that a common allocations policy will be introduced. However, included within this, there may be local lettings policies based on sub regional themes.”

Agreeing a common allocations policy within the sub region is possibly seen by the partners as a key area of development in terms of coming to a common consensus and agreeing local priorities. The partners need to be mindful that an overarching policy should be achievable, given that housing legislation, statutory and regulatory guidance dictates how the policy should be framed. I have been advised by the DCLG that the revised Code of Guidance on Allocations, should be published early next year. However the partners should be mindful that it still has not materialised, since it was first promised following the introduction of the Homeless Act in 2002. With this in mind, the partners should not delay in scoping the development of a common allocations policy, including the policy for excluding / suspending applicants from the sub regional scheme.

I have recently attended a conference workshop, facilitated by top barristers specialising in housing law and allocations. I should make partners aware that the number of challenges facing local authorities on their allocations scheme has increased since the introduction of CBL in this country. The partners working on the policies must therefore have regard to housing legislation and the statutory guidance in agreeing a common allocations policy, in the absence of the DCLG's revised Code of Guidance, to ensure it stands up to legal challenge. The partners also need to be mindful that whichever approach is taken, they must comply with Part 6 of the 1996 Act when participating in sub regional schemes with other local authorities and RSL's e.g. each of the partners must ensure they continue to have a published allocation scheme and to allocate accommodation in accordance with it.

The CBL advisor at the DCLG is advocating the development of a common allocations policy and common housing register, as from a customer perspective it makes the scheme easier to access and understand. The government is keen to see the development of common allocations policies and common housing registers.

I should also indicate in this part of the report that Redcar & Cleveland and Coast & Country Housing have recently spent a significant period of time in reviewing and consulting on their allocations policy, which has been changed to provide more choice to customers, through a banding system based upon housing need. Whilst they have not introduced CBL in its entirety, in terms of advertising through a web based solution etc., their policy does contain elements of a CBL system in the form of banding applicants according to their housing need. Coast & Country Housing has raised concerns about the possibility of having to change their policy again, so soon after introducing their new policy following a significant period of consultation and at this stage, may have reservations in changing it again. I am aware that Hartlepool is in the process of revising their allocation policy.

ICT solution

This is a fundamental part of the development of the sub regional CBL scheme, as partners need to give full consideration to the options, including the set up costs, running costs and functionality. I have made contact with an independent ICT consultancy firm with regard to the different CBL solutions on the market. I have been advised that the partnership should stick with the main providers of CBL solutions as they have the expertise, knowledge and a considerable track record of developing a diverse range of CBL solutions, which have been tailored to meet the requirements of the customer. I have also been advised that the housing management system providers are of a different class to the dedicated CBL suppliers, who offer more functionality, better hosting and more experience of sub regional working.

The partners have been asked to provide me with details of their ICT requirements, following consultation with staff, key stakeholders and service user groups. Each of the partners has completed a pro forma, which details how they would like the web site to look and feel, including the functionality of the site. This detailed information has been collated and sent to some of the leading ICT providers to evaluate and provide ballpark estimates for the partnership to consider. The estimates have been based on the number of partners involved with the scheme and the identified system requirements. I should stress to partners, that the ballpark figures provided are only estimates

at this stage, as a formal procurement exercise would have to be undertaken in order to establish a more detailed and accurate costing for a sub regional CBL web based solution.

Each of the partners has been sent copies of the estimates provided by the ICT companies. Erimus Housing's IT manager has appraised the figures, to establish the average cost for the sub regional scheme. We can gauge from the information received that the average cost of purchasing a web based solution for the sub region is around £120K which would then be divided between the partner organisations. The average running costs for the provider to host the site amounts to £6K per organisation. I must again stress that at this stage, these are purely ballpark figures.

Whilst the ICT companies are willing to provide a demonstration at this stage, on condition they are not excluded from the tender process, I have been advised by Erimus Housing's IT Manager that demonstrations should not take place until such time the formal tender process has commenced and the providers have been short listed after submitting their bids.

The partnership is exploring the possibility of a joint ICT procurement exercise with the Durham sub regional partnership and the Northern Housing Consortium acting as a procurement conduit. The Consortium would charge each of the individual partners £1000 to act as a procurement conduit. Whilst the Consortium has previously indicated it would provide the partnership with estimates to procure ICT in conjunction with the Durham scheme via this route, to enable the partners to compare if any cost savings can be made, these estimates have not been forthcoming. On this basis, I would recommend that the partnership consider whether the Northern Housing Consortium is a viable option at this stage, given the partnership has access to their own IT and procurement departments, enabling it to procure direct itself without having to source it out to the Consortium. I should add that the Durham scheme has applied for round 2 DCLG funding for the development of a sub regional CBL scheme. The Consortium has advised me that the Durham scheme will still progress the sub regional scheme in the event they are unsuccessful with round 2 funding.

Traditional Registered Social Landlords

The sub regional RSL group is now established and has been meeting every 8 weeks in order to share information and provide updates on the sub regional agenda. Wanda Graham (Accent NE) chairs the group and her substitute is Stuart Tagg (Tees Valley Housing). The group has welcomed the opportunity to become involved with the sub regional scheme and is keen to contribute to the future development of policies, procedures and ICT system.

Although most of the larger RSL's attend this meeting, I have raised concerns about some of the smaller organisations non-attendance and this has been taken up directly with them, as we need to ensure an inclusive service and a provision for them to contribute to the wider agenda.

The RSL's have similar concerns to those of the partnership, particularly around what impact CBL will have on their performance (relet times) and how they can balance housing need through CBL, whilst creating sustainable, mixed communities. Some of the larger RSL's operate in different parts of the country, meaning they are concerned about becoming involved in several different schemes either regionally or nationally, as multiple systems create additional costs for them. However RSL's do recognise that the development of a sub regional scheme alleviates some of these concerns as they will be given the opportunity to contribute to one single scheme within the sub region.

Most of the RSL's attending the group have experience of working with CBL in Middlesbrough, in that 50% of their true voids are advertised on the scheme. The RSL's have access to the back office function, meaning they can load their own property adverts onto the Homechoice system. Whilst the CBL team produces a shortlist of successful applicants and carries out initial verification checks on them, the RSL's still retain responsibility for accepting or rejecting nominations sent to them, according to their own allocation and exclusion policies.

Some of the RSL's are concerned about their loss of independence i.e. if they sign up to a sub regional scheme and have to share the common allocation policy adopted by the partnership. Whilst the RSL's can still retain their own criteria for labeling properties, according to their local lettings initiatives, I would recommend that RSL's are encouraged to prioritise applicants in accordance with

the common sub regional policy, to ensure transparency, fairness and to ensure that the local authorities can discharge their allocation and homelessness functions.

I would also recommend that a consensus building approach is adapted with RSL's in the sub region, as opposed to imposing specific policies on them. It is crucial that the RSL's ideas and concerns are considered in the development of the policies, to ensure inclusion and collaborative working in providing a scheme, which reflects national, regional, sub regional and local priorities.

Private Landlords

The government recognises that private landlords play an important role in assisting local authorities in providing housing options to those in housing need and in helping create sustainable communities. The sub regional CBL partnership is keen to build upon relationships with private landlords in order to provide alternative housing solutions, in particular to those in greatest housing need e.g. statutory homeless households

A sub regional private landlord group has been established and is represented by key officers within the local authorities in the sub region. The main aim of this group is to organise a private landlord event across the sub region, to ensure that landlords are aware of the key role they play within the sub regional CBL agenda.

A flyer, which raises awareness of sub regional CBL and notifies landlords of the forthcoming event, has been sent to key officers within the local authorities to circulate to all private landlords held on their database. The flyer was sent out during the month of November and landlords are starting to respond to register their interest. Robin Newby, the CBL advisor at the DCLG has agreed to be the key speaker at this event. The event will be arranged once numbers have been confirmed after the New Year.

Homebuy

Whilst an initial meeting has taken place with the Zone Agent (Nomad) for the northern region, the partnership needs to consider developing further links. I would recommend that if a lead partner is chosen to deliver the sub regional scheme, that there is provision within the structure to include advice and information about the different options included in low cost home ownership schemes e.g. part rent / part buy schemes, shared equity schemes etc... More research needs to be carried out in terms of exploring the benefits of this provision, however from a customer perspective and in view of the Government's commitment to deliver more affordable homes, the partnership must not miss the opportunity of providing this valuable service within the sub regional scheme.

Disabled Persons Housing Service

The partnership should give consideration to the development of a sub regional disabled persons housing service in order to reinforce the concept of choice across all tenures for all client groups and to support the aims of cross boundary mobility and social inclusion in order to create sustainable communities. Erimus Housing has developed a fully inclusive DPHS, which has been accredited by the National Disabled Persons Housing Service, formally HODIS; it is the only organisation within the Region to have a fully accredited DPHS service. The service provides a unique socially inclusive, holistic approach to assessing both housing and support needs of disabled service users. This basically means a socially inclusive service, encompassing all disability types i.e. physical disability, learning disability, mental health, age related frailty – a robust service that can manage those people with dual needs through one point of entry. The holistic approach means that housing need and support needs are assessed together, to ensure that the design of the property is right in order to meet physical needs and that adequate support is in place in order to maintain independent living.

The DPHS officers match applicants to suitable properties as they become available. Adapted properties are not advertised on the general CBL scheme, the DPHS has developed a register of

adapted properties within Erimus' own stock. As vacancies occur, the DPHS cross reference with the DPHS register to obtain a suitable match of applicant to the property type and location.

Whilst the partnership has initially discussed the possibility of a sub regional DPHS, this option still needs to be explored further in line with the detail in the bid submission, to ensure that the sub regional and local priorities are reflected.

SUMMARY

The partnership has been committed to exploring the benefits of a sub regional CBL scheme. The findings from this study indicate that there is a wide range of inter-related potential benefits for the partnership to consider in defining how the sub regional scheme will work e.g. cost savings associated with joint procurement of an ICT solution, building up partnerships between groups of local authorities, RSL's and other key stakeholders, providing opportunities for people to move from one local authority boundary to another and more efficient management of the allocations and lettings process.

This study should assist partners and the relevant decision making bodies into making a formal commitment to sub regional CBL working. Whilst the outcomes from Erimus Housing's CBL scheme are an important element of the feasibility study, the broader issues must be considered into the longer term impact of CBL, based upon the DCLG housing study.

SUB REGIONAL CHOICE BASED LETTINGS PROJECT**FINANCIAL BREAKDOWN****Income**

Partner contributions £45,000

DCLG Grant £105,000

Total £150,000**Expenditure**

April – December 2006 £36,136

(1 month £36,136/9 = £4,015)

Projected spend January 2007 - March 2008

£4,015 X 15 = £60,225

Estimated additional expenditure

- costs associated with the private sector event £2,000
- additional admin. Costs £5,000
- potential procurement costs £1,000

Total £68,225**Projected implementation costs**

- ICT estimate from feasibility study one off payment £120,000
- ICT estimated running costs £54,000
- set up costs (scheme guide, application forms welcome folders etc) £80,000

Total £254,000**Current available income**

(£150,000 - £36,136) = £113,864 minus projected spend £68,225 = £45,639

£254,000 - £45,639 = £208,361

Estimated shortfall per partner £208,361/9 = £23,152

**REGENERATION, LIVEABILITY AND
HOUSING PORTFOLIO**

Report to Portfolio Holder

20th April 2007



Report of: Director of Regeneration and Planning Services

Subject: CONSERVATION POLICY REVIEW

SUMMARY

1. PURPOSE OF REPORT

1.1 To provide information on the conservation policy review and obtain the views of the Portfolio Holder on the current position.

2. SUMMARY OF CONTENTS

2.1 The report outlines the current position of the conservation policy review being carried out by the Planning Committee Working Party.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 Conservation policy falls within the Portfolio.

4. TYPE OF DECISION

4.1 Non-key.

5. DECISION MAKING ROUTE

5.1 Portfolio Holder only.

6. DECISION (S) REQUIRED

6.1 That the Portfolio Holder note the report and comments as required.

Report of: Director of Regeneration and Planning Services

Subject: CONSERVATION POLICY REVIEW

1. PURPOSE OF REPORT

1.1 This report will outline the current progress on the conservation policy review.

2. BACKGROUND

2.1 The Planning Committee Working Party was established in July 2006 in the light of considering four planning applications relating to the installation of UPVC windows in the Grange Conservation Area. The Committee decisions to approve these applications have implications for the existing planning policy on alterations to properties in conservation areas.

2.2 The working Party have considered those proposals set out in its remit and a report will be taken back to Planning Committee on the 18th April outlining progress to date. A copy of the report is attached in **Appendix 1**, and I shall update on the Committee's views at the meeting.

2.3 Whilst the appended report largely has implications for the Planning Committee's development control functions, the Portfolio Holder will note the suggestion to pursue appraisals/assessments for the six residential conservation areas as part of the approach to the policy review, with the potential for other conservation policy issues to encourage through such processes. Sections 3 and 4 of the report refer to this approach, whilst section 6 refers to the role of English Heritage in this connection.

3. RECOMMENDATION

3.1 That the Portfolio Holder notes the appended report and comments as appropriate.

APPENDIX 1

Report of: Assistant Director (Planning & Economic Development)

Subject: Conservation Policy Review

1 Purpose of report

- 1.1 This report is intended to outline the work carried out by the Planning Committee Working Party, to date, and the future steps which could be taken.

2 Background

- 2.1 The Planning Committee Working Party was established in July 2006 in the light of considering four planning applications relating to the installation of UPVc windows in the Grange Conservation Area.
- 2.2 The Committee decisions to approve these applications have implications for the existing planning policy on alterations to properties in conservation areas. Such policy is set in the context of legislation and national policy guidance and is expressed within the Local Plan and previous policy statements by the Committee.
- 2.3 The remit agreed at the initial meeting of the Working Party was:
- Review the existing policy position relating to alterations to residential properties in conservation areas;
 - Consider the case for any revision to the policy, taking account of the status of existing policy, experience to date and the implications of any policy revision;
 - If it is decided that revision of the policy should be explored, the process to be used to do so;
 - Provide recommendations on these matters for consideration by the Planning Committee and, if appropriate the Regeneration, Liveability and Housing Portfolio Holder.

3 Considerations of the Working Party

- 3.1 To date the Working Party has visited the predominantly residential conservation areas within the town to consider their character and the degree of change that has occurred.
- 3.2 Further to this representatives of the Conservation Area Advisory Committee came to speak to the Working Party. They were then invited to join the group for the subsequent meetings
- 3.3 The Working Party has reviewed policy at both a national and a local level. This included inviting English Heritage Regional Director, Carol Pyrah to the Working Party. This was an opportunity to discuss the issue of national policy in conservation areas, especially relating to residential property alterations. Further to this, on the request of the group, research information was provided by English Heritage on timber windows. In addition policy information was also considered from other local authorities in a similar coastal location.

4 Future Policy Review

- 4.1 Whilst recognising the need to review policy, the Working Party acknowledge the need to maintain a framework for decision making pending the outcome of that review. The Working Party therefore propose that the policy endorsed by the Committee in March 2004 remain in place in the meantime (see **Appendix 1**).
- 4.2 The Working Party Members indicated that they wished to consider a three-tier level of control within conservation areas. This would result in the following controls;
- Listed buildings
 - Prominent, important and sensitive properties in conservation areas covered by Article 4 Directions
 - Other properties in conservation areas not covered by Article 4 Directions.
- 4.3 It is proposed that a review of the existing conservation areas should be carried out to implement this three tier level of control. The methodology for this is outlined below.
- 4.4 The Headland Conservation Area is currently undergoing a full appraisal by consultants. There have been two public consultation events to date with a third event planned. Further to this a draft report will be produced and the final report is anticipated to be ready in June. The appraisal will address, among other things, the current levels of control within the conservation area and consider any changes that are required.
- 4.5 The Park Conservation Area is currently attracting a series of potential developments on a number of sites within the area. It was felt that a full appraisal of this area is required to assess the current character of the area. Approval has been given by the Regeneration, Liveability and Housing Portfolio Holder to use Planning Delivery Grant to carry out an appraisal of the area. A brief will be compiled and put out to tender in April with work anticipated to start in May of this year.
- 4.6 Further to these full appraisals it was suggested that briefer assessments should be carried out in the other, predominantly residential, conservation areas to assess the level of change and propose controls, if any. These areas are;
- Elwick
 - Greatham
 - Grange
 - Seaton Carew
- 4.7 The briefer assessments would include a photographic survey of each area by the Council's photographer. Further to this officers will carry out surveys of the area to analyse the special character. This information will then be used to draw conclusions on the character of each area and indicate which streets and properties are most sensitive and warrant additional protection. Conversely the removal of protections may be proposed in some areas. The photographic surveys of the conservation areas will begin in May and it is hoped that all of the survey work of the four conservation areas will be complete by the end of August. All residents will be notified in writing a week prior to the photographer visiting their area.
- 4.8 Such briefer assessments will be an interim measure. The groundwork that will be done in the brief assessments will be used to carry out fuller assessments of the conservation areas in the future.

- 4.9 Two conservation areas are not included in these assessments. These are Stranton Conservation Area and Church Street Conservation Area. Both of these areas have only a few residential properties within their boundaries and therefore it is not considered necessary at this stage to carry out surveys of these.
- 4.10 Once surveys of the areas are completed it is suggested that public consultation events will be carried out to gauge residents' responses to proposed policy changes. It is likely that this would be a rolling programme with events held in individual conservation areas providing information on the character of the area and any emerging policy, including the implications of this for individual properties.
- 4.11 The outcomes of these exercises for each area would be reported back to the Working Party for consideration in detail prior to referral to the Committee for formal consideration and adoption.
- 4.12 It is acknowledged that in any event there is a need to provide clear information to the public on any changes in policy which may affect their property. Material will be produced in an appropriate form at outlining any new approaches that are introduced.

5 Enforcement

- 5.1 Members will be aware that the issue of conservation policy has been under consideration for some time. As a result there is a great deal of uncertainty around planning applications in conservation areas and works to listed buildings.
- 5.2 Alongside the applications there are some 30 outstanding identified enforcement cases, 23 of which relate to UPVC windows. Time limits on enforcement action mean that one case that could have been considered for action has lapsed. This related to the installation of a UPVC door in a property covered by an Article 4 Direction. Further to this the case of unauthorised installation of uPVC windows to a commercial property will lapse in April 2007 and the installation of a UPVC door in an Article 4 property in December 2007. The other cases are more recent or relate to listed buildings where there is no time limit on enforcement. A separate report has been prepared for Members consideration on the case that will lapse in April.
- 5.3 There is a need to expedite the policy review to ensure that these individual cases are addressed in the context of newly agreed policy emerging from the suggested approach. Alternatively, in the mean time, Members may wish to take enforcement action against those properties where time limits are imminent using the existing agreed policy guidelines.

6 English Heritage

- 6.1 English Heritage is the government's advisor on heritage. Their role includes running various funding schemes which can be accessed by local authorities. In addition they also act as specialist advisors for other grant giving bodies such as the Heritage Lottery. The success in bidding for funding for schemes is often based on the strength of conservation policies that will protect investment in areas and buildings.
- 6.2 In the past Hartlepool has benefited from various schemes funded by English Heritage. Most recently the Heritage Economic Regeneration Schemes in both Seaton Carew and the Headland offered some £420,000 funding towards commercial properties and public realm works. Further to this English Heritage is currently acting as a monitor on the Headland Townscape Heritage Initiative Scheme that has a budget of £1 million. The scheme is providing grant assistance on various

schemes including works to key buildings, some residential grant repairs and a railings restoration scheme.

- 6.3 Any changes to conservation policy to accommodate a more relaxed approach and in particular the acceptance of modern materials such as UPVC may impact on future access to funding from external bodies.

7 Member Training

- 7.1 The proposed Code of Conduct for Planning Committee accepts the principle of continued development for member of the committee in the form of training. It would appear appropriate to incorporate an element of conservation related material into upcoming programmes where possible to bring Members up to date with current issues.

8 Conclusions

- 8.1 The meetings to date of the Working Party have considered the current policy position and proposed revisions as stated in points one and two of the remit. As outlined in this report Members have indicated that a three tier approach is considered appropriate. The methodology proposed to investigate this suggestion is outlined above. To conclude, members have considered those points outlined in the remit of this Working Party and propose referring this issue back to this Planning Committee and appropriate Portfolio Holder to report the current position of the Working Party findings.

9 Recommendation

- 9.1 It is recommended that Planning Committee agree to take note of the existing policy guidelines attached in Appendix 1 prior to any new conservation policy being introduced for each conservation area.
- 9.2 It is recommended that Planning Committee agree to the review of conservation policy as proposed by the Planning Committee Working Party which will propose a three tier level of control comprising;
- Listed buildings
 - Prominent, important and sensitive properties in conservation areas covered by Article 4 Directions (to be identified via appraisals/assessments of each conservation area as described in this report)
 - Other properties in conservation areas not to be covered by Article 4 Directions.

Appendix 1 Planning Policy endorsed by the Planning Committee on 10th March 2004.

A. Listed Buildings:

- (i) Any replacement or alteration of traditional joinery items which is not on an identical basis in terms of design, detailing and materials should be denied consent.
- (ii) Any replacement or alteration of previously altered joinery items which is not of a type appropriate to the age and character of the building (in terms of design, detailing and materials) should be denied consent.
- (iii) Within modern extensions, any replacement or alteration of joinery details which is not of a sympathetic character (in terms of scale, proportions, form and emphasis) should be denied consent.

B. Unlisted buildings in Conservation Areas, subject to an Article 4 Direction:

- (i) Any planning application for replacement or alteration of traditional joinery items on the building on front, side or rear elevations which is not of a type appropriate to the age and character of the building (in terms of design, detailing and materials) and the character and appearance of the conservation area should be denied consent.
- (ii) Any planning application for replacement or alteration of non-traditional joinery items on the building on front, side or rear elevations which is not of a type appropriate to the age and character of the building (in terms of design, detailing and materials) and the character and appearance of the conservation area should be denied consent.
- (iii) Within modern extensions, any planning application for replacement or alterations of joinery details which is not of a sympathetic character (in terms of scale, proportion, form and emphasis) should be denied consent.

C. Unlisted buildings in Conservation Areas, not subject to an Article 4 Direction:

Any planning application for alterations or extensions which are not of a type sympathetic to the age and character of the building (in terms of scale, proportion, form and emphasis) and the character and appearance of the conservation area should be denied consent.

**REGENERATION, LIVEABILITY & HOUSING
PORTFOLIO**

Report to Portfolio Holder
20th April 2007



Report of: Director of Regeneration and Planning Services

Subject: UPDATE ON CONSERVATION GRANT SCHEME

SUMMARY

1. PURPOSE OF REPORT

1.1 £50,000 was approved within the 2006 - 7 budget for a conservation grant scheme. This report provides an update on the current progress and spending position of this scheme.

2. SUMMARY OF CONTENTS

2.1 The report outlines the background to the scheme, and the current spend.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 Conservation policy falls within the Portfolio.

4. TYPE OF DECISION

4.1 Non-key.

5. DECISION MAKING ROUTE

5.1 Portfolio Holder only.

6. DECISION (S) REQUIRED

6.1 That the Portfolio Holder notes the report.

Report of: Director of Regeneration and Planning Services

Subject: UPDATE ON CONSERVATION GRANT SCHEME

1. PURPOSE OF REPORT

- 1.1 This report will outline the current progress on the conservation grant scheme. It will provide information on current spend and proposals for the future of the scheme.

2. BACKGROUND

- 2.1 The Conservation Grant scheme was launched at the Windows Workshop on 12th July 2006. The budget for the scheme was £50,000. The scheme is aimed at listed buildings and residential properties located within conservation areas which were built pre-1919.
- 2.2 The scheme offers grant to undertake repairs to the structure and external fabric of the buildings together with reinstatement and restoration of important architectural features. For example structural repairs would include roofs, timber repairs, stonework and repointing. Works to external fabric include reinstatement of traditional features including windows and doors. No internal works are eligible unless they are the result of eligible structural repairs.
- 2.3 The publicity for the scheme included providing information at the Windows Workshop, an article in the Hartlepool Mail and coverage on the local radio. There have, to date, been over 70 enquiries and expressions of interest.
- 2.4 Officers have visited those who have expressed an interest and where appropriate provided a schedule of works. Residents are then required to complete an application form and provide three itemised quotations for the works. In some cases the work requires more specialist contractors and therefore two quotations have been accepted. On large projects residents are advised on any potential phasing of works to make the project manageable.

3. APPROVED GRANTS

- 3.1 To date the approved schemes have varied from small scale schemes e.g. to repair leadwork to the roofs of bays, to larger schemes to re-roof properties. There has been a high level of interest in works to repair and restore traditional details such as windows.
- 3.2 The table in **Appendix 1** shows spend to date along with the potential future spend which is anticipated in the next financial year.

4 OTHER ISSUES

- 4.1 The Conservation Area Advisory Committee (CAAC) was updated on the current position of the grant scheme at their last meeting in March. At the suggestion of the committee notices have been placed on sites whilst work is underway stating that the scheme has been supported by conservation grant.
- 4.2 Although it was acknowledged that the scheme was a positive step forward towards supporting those people who live in historic buildings concern was expressed that no guarantee could be given that people would receive grant in future years where phased work has been advised. In addition it was suggested in some cases phasing was not practical or economical. To encourage residents to tackle larger projects, it was suggested that a single grant of £10,000 should be offered within the £50,000 budget.
- 4.3 It is difficult to assess how a single grant of £10,000 could be offered to one property without discriminating against other properties that have also expressed an interest in a large grant. It would inevitably mean that there would be a great number of properties competing for a single grant. These schemes would be varied and the high cost of the works could be based on the size of a property or the complexity of the works required, some may be located on prominent sites within areas, or be listed buildings which are not generally visible. With such different works it would be hard to assemble criteria that would fairly compare schemes and choose only one proposal to benefit from the largest grant. For these reasons it is suggested that the existing grant levels remain.
- 4.4 Further to this for those applications which include extensive works that are complex or large, applicants will be advised on the potential to phase works over two years. This approach allows a visible impact to be achieved as an encouragement to other owners as to what can be done. Phasing works over two years will usually provide a sufficient level of grant to complete works and secure a property for future years.

5 RECOMMENDATION

- 5.1 That the Portfolio Holder notes the progress on the conservation grant scheme.

APPENDIX 1Budget 2006 – '07

Conservation Area	Description of works	Grant allocated
Headland	Repairs to canopy	2,171
Seaton Carew	Re-roofing, windows and rendering	5,000
Headland	Windows and render	4,625
Grange	Leadwork to bay and canopy	2,352
Grange	Re-roofing	5,000
Elwick	Windows	1,500
Headland	Door and window	766
Grange	Dormer roofs	1,162
Grange	Leadwork to bay	382
Seaton Carew	Windows	5,000
Grange	Windows	1350
Headland	Windows and render	5,000
Headland	Re-roof	5,000
Headland	Re-roof off-shot, structural works and window	4,372
Grange	Windows and minor roofing works	5,000
Total grants approved		£48,680

Budget 2007 – '08

Conservation Area	Description of works	Grant allocated
Headland	Rendering works	3,290
Seaton Carew	Re-roofing, windows and rendering (phase 2)	5,000
Total grants pending		£8,290

**REGENERATION, LIVEABILITY & HOUSING
PORTFOLIO**

Report To Portfolio Holder
20th April 2007



Report of: Head of Regeneration

Subject: UPDATE OF THE COASTAL ARC STRATEGY

SUMMARY

1.0 PURPOSE OF REPORT

1.1 To seek endorsement of the Update of the Coastal Arc Strategy (attached as Appendix A)

2.0 SUMMARY OF CONTENTS

2.1 The Coastal Arc is a joint regeneration initiative between Hartlepool and Redcar and Cleveland Borough Councils. The Update of the Coastal Arc Strategy focuses on reviewing the regeneration programmes for the Coastal Arc area including Hartlepool and Redcar and Cleveland Borough Councils from the original Coastal Arc Strategy produced in 2004.

2.2 The report highlights the main changes between the original strategy and the strategy update, explains the linkages with regional, sub-regional and local policy documents and re-affirms the main priorities for investment.

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 Coastal Arc Strategy considerations fall within the Regeneration and Planning Policy service area and as such come under the remit of the Regeneration, Liveability and Housing Portfolio Holder. The Coastal Arc Strategy impacts on service delivery and will help to influence investment priorities and regeneration programmes within Hartlepool and the Tees Valley City Region.

4.0 TYPE OF DECISION

4.1 Non- key

5.0 DECISION MAKING ROUTE

- 5.1 Regeneration, Liveability and Housing Portfolio Holder 20th April 2007
- 5.2 The Update of the Coastal Arc Strategy will also be submitted to Redcar and Cleveland Council and Tees Valley Partnership for endorsement.

6.0 DECISION(S) REQUIRED

- 6.1 The Regeneration, Liveability and Housing Portfolio Holder is Requested to endorse the Update of The Coastal Arc Strategy.

Report of: Head of Regeneration

Subject: UPDATE OF THE COASTAL ARC STRATEGY

1.0 PURPOSE OF REPORT

1.1 This strategic statement represents an update of the original Coastal Arc Strategy produced in August 2004. The aim is to update and refine the document in light of recent developments in spatial, regeneration and tourism strategies and structures in the region and sub-region, including the Tees Valley Investment Planning process, setting the Coastal Arc regeneration programme in this new context.

2.0 BACKGROUND

2.1 The Coastal Arc is a joint regeneration initiative between Hartlepool and Redcar and Cleveland Borough Councils. The initial strategy was produced in August 2004 with the aim of establishing regeneration priorities and raising the profile of the Coastal Arc as one of the three spatial strategies for the Tees Valley, (alongside the Stockton-Middlesbrough Initiative and the Darlington Gateway).

2.2 The original strategy identified the development of tourism as a key driver in the early years of the programme, with a concentration on developing the themes of The Coastal Experience and Coastal Management. This approach has achieved significant successes in helping to secure Single Programme and other resources towards, for instance, Seaton Carew and improvements to the Maritime Experience.

2.3 The update of the Coastal Arc Strategy re-brands the Coastal Arc as an economic regeneration initiative. Whilst tourism will continue to play an important role in the regeneration of the coastal area, the Coastal Arc will involve a broader regeneration approach which will support the establishment of sustainable communities. It will promote economic inclusion, business support and investment in key employment zones, as well as supporting physical regeneration of key areas, to create attractive locations to work, invest and live.

- 2.4 The strategy update closely aligns the Coastal Arc to the City Region Business Case and the Tees Valley Investment Plan, details of which have been reported previously to, and endorsed by Cabinet. This is significant in that it helps confirm the Coastal Arc priorities for investment through these programmes and should assist in securing future resources through for example, the Single Programme.
- 2.5 The specific priorities for future investment are set out in the updated strategy. These include:- Hartlepool Quays (Victoria Harbour, Hartlepool Town Centre and Marina and Headland Revival), Seaton Carew, Hartlepool Education and Skills Quarter, Hartlepool Southern Business Zone, Redcar Town Centre, Greater Eston Regeneration Strategy, Saltburn Regeneration Programme, Activity Tourism, South Tees Strategy and East Cleveland Rural Strategy.
- 2.6 A copy of the updated strategy is attached as **Appendix A**.

3.0 FINANCIAL IMPLICATIONS AND RISK

- 3.1 There are no direct financial implications associated with the update report. The Coastal Arc Investment Plans, which provide indicative funding profiles for Coastal Arc Single Programme schemes are contained in the Tees Valley City Regions Investment Programme and will be subject to bidding for funding to the Single Programme. These will be reported separately in due course.
- 3.2 The main risk is associated with the two local authorities and partners not being able to secure resources to deliver projects included in the Coastal Arc Strategy. Whilst resources remain tight, especially from the Single Programme, the update of the strategy particularly its alignment with the Business Case and Investment Plan will strengthen our ability to secure funding.

4.0 RECOMMENDATION

- 4.1 The Regeneration, Liveability and Housing Portfolio Holder is requested to endorse the Update of The Coastal Arc Strategy.

A STRATEGY FOR THE TEES VALLEY COAST

THE COASTAL ARC

“RENAISSANCE, REVIVAL AND REGENERATION”

UPDATE OF THE COASTAL ARC STRATEGY 2006-8

INTRODUCTION

This strategic statement represents an update of the original Coastal Arc Strategy produced in August 2004.

The aim is to update and refine the document in light of recent developments in spatial, regeneration and tourism strategies and structures in the region and sub-region, including the Tees Valley Investment Planning process, setting the Coastal Arc regeneration programme in this new context.

1) THE COASTAL ARC STRATEGY

1.1 The first phase of the Coastal Arc Strategy Investment Programme concentrated on tourism related economic diversification.

Coastal Arc's Vision centred on two themes:-

The Coastal Experience Theme

To create and develop activities and places that will be attractive enough to draw visitors and tourists to the coast on a regular and repeat basis

Coastal Management Theme

To put in place measures that will ensure continual improvements to the quality of the facilities, the promotion and support to visitor tourism based businesses

The Experience Theme focussed on the following geographical areas:-

Redcar, Saltburn, East Cleveland, Seaton Carew, Central Hartlepool, The Headland of Hartlepool

The Coastal Arc Strategy Themes and Objectives remain sound and are robust enough to develop and drive the Strategy forward to the next phase of development

The Coastal Arc should take a more holistic approach than purely activity tourism as its main driver, and encompass a wider range of initiatives and activities designed to strengthen the coastal economy

1.2 Coastal Arc Vision

The Coastal Arc programme provides an exciting opportunity to take a holistic approach to the regeneration of the Tees Valley Coast.

It is attracting new investment, significantly enhancing the physical environment and making a critical contribution to the regional tourism offer.

The Coastal Arc will also be central to changing the external perceptions of the Tees Valley and its image.

It represents a unique partnership between two rich and diverse local authority areas, that will work together proactively and strategically to drive forward investment for the east of the sub-region, with wider benefits for the whole North East Region.

Coastal Arc is an economic regeneration initiative –although tourism is a key driver, the programme also focuses on a range of other economic development priorities, such as creating and supporting new business investment to revitalise the economies of coastal towns.

It contributes to the Tees Valley Vision and the North East Integrated Regional Framework as set out below.

The programme does not exist in isolation, but maximises important synergies with other regeneration initiatives operating in the Tees Valley, the North East Region and the Northern Way Growth Strategy and makes an important contribution to the achievement of the aims of the Regional Economic Strategy.

Building on the high quality natural, cultural and heritage assets of the coast and the unique ‘sense of place’ exhibited by its established resorts and successful existing attractions (such as Hartlepool’s Maritime Experience), the Coastal Arc will help establish a critical mass of facilities that will benefit the economy and image of the Tees Valley and the North East Region.

Flagship projects will combine with the renaissance and enhancement of urban and rural landscapes to bring benefits to businesses and residents throughout the entire programme area, drawing visitors from the whole of the North East Region and far beyond, enhanced by a programme of events.

The programme will have direct benefits in terms of training opportunities, job creation and enhanced business opportunities, as well as improved amenities and environment for local people, helping to create sustainable communities.

The Coastal Arc vision is to achieve the ‘Renaissance, Revival and Regeneration’ of the Tees Valley coast. The initiative will bring new strength to the Tees Valley to create an exciting and attractive environment in which to live, do business, invest and explore.

With the Coastal Arc’s partnership approach, a new development cluster is formed, bringing together the area’s current highlights and its greatest opportunities to maximise the successful regeneration of this distinctive area.

Coastal Arc provides a long term strategy for the sustainable regeneration of coastal communities, developing and diversifying local economies, contributing towards the objectives of the Integrated Regional Framework.

It builds upon a rich mix of historic and cultural resources, natural assets, popular visitor attractions and investment opportunities.

Flagship projects will create impressive new focal points, combined with smaller-scale developments and training, facilitating and supporting investment and business opportunities.

'The enhancement of the coast will enable the coastal communities to become some of the most attractive places in the region to invest and live'. (Tees Valley Vision)

1.3 Background

The Tees Valley Vision was brought together by the Tees Valley Partnership in association with a wide number of organisations including the five Tees Valley Local Authorities.

It aims to raise the economic performance of the Tees Valley and improve the quality of life of its people.

It sets a long-term strategic vision and a programme for development in the Tees Valley Coastal Arc

It is a critical component for achieving the aims of the Tees Valley Vision in relation to the regeneration of the Tees Valley Coast, and complements the two other main spatial development zones of the Stockton-Middlesbrough Initiative and Darlington Gateway.

The Tees Valley Tourism Strategy was commissioned to inform the tourism priorities in the Tees Valley Vision and Coastal Arc's focus for tourism investment and product development reflects this strategy.

The Investment Plan for the Tees Valley City Region was published in September 2006

The Investment Plan is intended to accompany the City Region Development Programme Business case.

The Investment Plan covers the ten year period to 2016, and whilst not a bidding document in its own right, the purpose of the Investment Plan is to set out a coherent investment programme for the Tees Valley. It provides details of the key programmes/projects to be delivered by the proposed city regional partnership over that period.

The Business Case provides a brief overview of the City Region highlighting its economic assets and identifying challenges and barriers to growth. It then sets out the forward strategy which seeks to build on the economic assets, particularly the chemical and energy industries, the port and airport and the universities. It also highlights the three sub-regional spatial priorities of the Coastal Arc, Stockton-Middlesbrough Initiative and Darlington Gateway, as well as Tees Valley Regeneration sites as major economic drivers.

It also sets out the critical requirements for tackling worklessness, developing skills, providing business support, improving connectivity to and within the City Region (roads rail and buses), upgrading the environment and public realm and providing a broad range of sustainable housing solutions

As further recognised in ONE North East's brief for a North East Coast Tourism Framework (October 2005), there are a number of challenges and opportunities for the Tees Valley Coast including the regeneration of declining coastal resorts, ongoing post-Industrial restructuring, socio-economic and environmental regeneration needs in both urban and rural areas and the need for sensitive exploitation and protection of natural, cultural and heritage assets.

The Boroughs of Hartlepool and Redcar & Cleveland, within the Tees Valley, suffer from similar economic and social problems such as high levels of unemployment and inactivity (and a relatively high instance of pockets of multiple deprivation), a low rate of business start-ups and a decline in the number of visitors to traditional coastal resorts.

These issues stem from the continuing restructuring of the economic base, due to a decline in employment in traditional heavy industry and manufacturing, common to many areas in the North East of England and the Tees Valley.

Inactivity and incapacity, together with low aspirations and poor attainment in education and training have led to a poor performance in the sub-region's productivity and Gross Value Added (GVA).

There are, however, many changes taking place and an important opportunity is available to change perceptions of the sub-region and region by promoting the positive natural, cultural and heritage assets of the Coastal Arc area, bringing in new investment to the tourism economy as well as providing opportunities for businesses in all sectors.

Training to enable local people to access new employment opportunities, as well as support for accommodation providers encouraging greater accreditation and participation in quality assurance schemes are also important factors in supporting the sustainable economic regeneration approach and creating the all-important visitor 'experience'.

Despite a historical reduction in demand for the traditional British seaside holiday, the Tees Valley's resorts such as Saltburn, Redcar and Seaton Carew do still attract a significant number of visitors and income. The breakdown for 2003/2004 are as follows:-

	Hartlepool		Redcar & Cleveland	
	2003	2004	2003	2004
Economic Impact	£31m	£38.5m	£84.33m	£85.5m
Employment Numbers	731	891	1549	1595
Tourist Days	968,150	1,194,000	2,403,000	2,449,000
Tourist Numbers	599,960	745,000	1,946,000	2,037,000

Source: STEAM

The challenge is to attract more high-spending visitors and to increase their length of stay in the region, and to extend the tourist season by providing a more diverse range of all-weather attractions and packages.

Hartlepool's Maritime Experience and its Marina are already extremely successful, helping the town to establish itself as short-break destination and the development at Coatham Links is another example of this approach.

Business opportunities in a wide range of sectors are expanding in the Coastal Arc area.

Recent successes in Hartlepool's Southern Industrial Zone include business incubators at Queen's Meadow (with new adjacent investment by Rivergreen Developments) aimed at supporting and developing new local businesses.

In Redcar & Cleveland, the mix of bespoke and speculative developments at the Kirkleatham Business Park strategic site are of vital importance, including a prestigious Business Innovation Centre located next to the Wilton industrial complex, with its groundbreaking work in the renewables sector, creating the UK's key centre for biofuels energy generation developments.

There is also enormous potential in exploiting the desire for “lifestyle choice” and strong ‘sense of place’ associated with living close to the sea, including the strong demand for housing in such locations.

This is reinforced by new-build developments in recent years such as Hartlepool Marina, Seaton Carew, Redcar and Marske and the much sought-after Victorian properties in Saltburn overlooking the sea.

The flagship developments of Victoria Harbour and Coatham Links also have housing as an integral part of their masterplans, with an emphasis on a well-designed and planned mix of homes, bringing people and wealth into the towns of Hartlepool and Redcar, creating sustainable communities.

1.4 The programme area and strategic regeneration approach

The Coastal Arc includes some of the most scenic locations within the sub-region, incorporating the majority of the Hartlepool and Redcar & Cleveland coasts and hinterland, from the northern boundary of Hartlepool with Durham, to Skinningrove near the North Yorkshire Moors National Park boundary.

It also includes East Cleveland, identified by the Tees Valley Partnership as its priority rural area.

The geographic spread of Coastal Arc means there is an opportunity to draw on the strength of a very diverse urban and rural coastline.

When dealing with a linear stretch of coast, there is a need to consider the overview of what exists and is planned over the whole area, not just in the Tees Valley, but in the region.

The Coastal Arc programme aims to make a very important contribution to the diversity and choice available in the region for visitors and investors.

The strategic regeneration of the Tees Valley coast and its communities, therefore, does not consider each location in isolation, in recognition of the fact that visitors and investors tend not to be influenced by such arbitrary boundaries.

The partnership between Hartlepool and Redcar and Cleveland Borough Councils further ensures a holistic approach.

There is a wide range of strategic regeneration locations within or bordering the Coastal Arc area, ranging from flagship schemes such as Tees Valley Regeneration's site at Victoria Harbour within the Hartlepool Quays, and Redcar & Cleveland Council's Coatham Links development, through to Neighbourhood Renewal Areas, Housing Market Renewal Zones, Industrial Development Action Zones, Guisborough Market Town Initiative and the Priority Rural Area of East Cleveland.

In addition, the Durham Heritage Coast runs through parts of East Durham to the north of the Hartlepool boundary and the North Yorkshire and Cleveland Heritage Coast forms part of the south of the Coastal Arc area, from Robin Hood's Bay to Ravenscar.

Important to the Coastal Arc area is PD Teesport, the largest deep water port on the east coast, with its proposed new Deep Sea Container Terminal and recent success in attracting a large UK distribution centre by Gazeley;

It is estimated a further 3,000 jobs could be created from additional import and distribution centres in the future.

PD Ports also own the Port of Hartlepool and are key partners in the development of the Victoria Harbour scheme.

The Tees Estuary is a site of international wildlife importance, with a number of sites having special protection designations such as Sites of Special Scientific Interest.

The creation of the International Nature Reserve at Saltholme in Stockton-on-Tees by the RSPB is also rightly relevant strategically to the Coastal Arc and discussions are taking place to ascertain how to best work in partnership with this neighbouring development which is of key importance for the region.

It is important to note that the Coastal Arc builds upon significant prior investment and strategic planning in the programme area in recent years.

The Local Authority partners have demonstrated a strong commitment by working in partnership and investing a large amount of their own resources, together with various regeneration funding streams such as Single Regeneration Budget, New Deal for Communities and Neighbourhood Renewal Fund, as well as developments involving the former Teesside Development Corporation, most notably the establishment of the Hartlepool Marina.

The planned investment of considerable sums of the partner Local Authorities' own resources in the development of projects such as the H20 scheme at Victoria Harbour, Hartlepool and Coatham Links in Redcar are just two examples of a number of strategic investments that have been in development for some time and are now being brought to fruition with the assistance of the Coastal Arc programme.

The evolving Hartlepool Quays concept and recent programme of investment in Saltburn represent the holistic economic regeneration approach that is being taken, involving a wide range of partners, with the aim of creating sustainable communities.

1.5 Strategic context

The Office of the Deputy Prime Minister's Sustainable Communities Plan states the aim to *"create thriving, vibrant, sustainable communities which will improve everyone's quality of life. A sustainable community is a place where people want to live now and in the future"*. The Plan identifies growth areas and a need for intervention across the North of England to create accelerated growth in productivity and participation, leading to improved economic performance.

The Northern Way-Moving Forward (1st Growth Strategy Report) was published in September 2004 and illustrates how the North could unlock the potential for faster economic growth and bridge the gap between the North and the rest of the UK. The Vision gives an idea of the impact that the strategy will make by 2025: *'Together we will establish the North of England as an area of exceptional opportunity combining a world-class economy with a superb quality of life'*.

It highlights the importance of the Tees Valley Vision and the focus on the concept of 'City Regions' as the main drivers of economic growth has resulted in the Tees Valley City Region Development Programme. In its role as a city region, the Tees Valley is projected to accommodate one quarter of the region's population growth in the period to 2021.

An Integrated Regional Framework has been created to bring together the key regional strategies for the North East. The main components of this are the Regional Economic Strategy (RES) and Regional Spatial Strategy (RSS), supplemented by strategies for tourism, culture, image and Europe.

A new ten-year RES entitled 'Leading the Way' has been produced. This strategy forms the basis of the operation of the Regional Development Agency, One NorthEast and establishes priorities for economic investment. The North East England Tourism Team are now located within One NorthEast and the North of England Tourism and Image Strategies were produced during 2005, as well as the launch of a new regional marketing campaign, 'Passionate People, Passionate Places'.

One North East has just published "A Framework for North East England's Coastal Visitor Economy" which is subject to consultation at the time of writing this report

The Coastal Arc Strategy is a key economic driver for the Tees Valley and an Action Plan currently being prepared by ONE North East

Coastal Arc will help to achieve the aims and objectives of the following strategies:

The Regional Spatial Strategy will complement the aims and objectives of the Northern Way. It will help the North East to focus on key issues for our region and how these can best be tackled to deliver the economic and social changes necessary to realise the potential of the region. It will form part of the Investment Development Plans for Hartlepool and Redcar & Cleveland Councils.

The Coastal Arc is recognised in this strategy as a key spatial development priority.

The North East Cultural Strategy aims to place culture at the heart of regional strategies and regeneration programmes, recognising the distinctive character inherent in the North East of England. Objectives such as maintaining and improving quality of life, highlighting the unique 'sense of place' exhibited by many of the regions' locations and communities and working in partnership are shared by the Coastal Arc vision.

The Tourism Strategy for the Tees Valley, a link to the evolving Regional Tourism Strategy themes have been drawn which are reflected in the Coastal Arc Strategy

The Themes are:-

- 1) Managing the quality of visitor understanding, information and communication
- 2) Managing the quality of the visitor booking process
- 3) Managing the quality of visitor access to the Region
- 4) Managing the quality of visitor experience
- 5) Managing the quality of the visitor departure
- 6) Managing the quality of the visitor memory

Regional Economic Strategy:

B3 - Strong leadership and partnership working

D1 - Skills

D2 - Economic Inclusion

E1 - Strategic Transformational Regeneration

E4 - Promoting and Enhancing our Natural and Cultural Assets

Regional Tourism Strategy:

B1 - Rural and Coastal Areas

E3 - Activities, attractions and experiences

Regional Image Strategy: Countryside and Coast Theme

1.6 Strategic Priorities

The Strategic Priorities for the Coastal Arc Strategy are:-

1. Economic regeneration of the Tees Valley coast
2. Building Sustainable Communities
3. Creating and supporting new business investment opportunities
4. Attracting new visitors from outside the region
5. Creating an 'experience' to encourage visitors to stay longer and spend more
6. Effective implementation of existing projects and successful development of new projects and initiatives
7. Effective joint working to identify most effective targeting of resources throughout programme area
8. Enhancing linkages with other agencies in the region and sub-region and Local Strategic Partnerships
9. Identifying future development opportunities and synergies within region and sub-region e.g. creative industries
10. Taking account of the Skills Agenda re: local access to opportunities, such as training and workforce development, recognised skills gaps/employment opportunities
11. Effective dialogue with One NorthEast and TV Partnership working towards common goals of enhancing tourism product / management and achieving physical regeneration of key assets and locations
12. Gaining a better and broader understanding of issues affecting the UK and North East coast
13. Enhancing linkages with Durham and North Yorkshire
14. Identifying match funding opportunities
15. Promoting the Coastal Arc vision, strategy and projects
16. Learning from best practice in other areas of UK and Europe vis a vis regeneration of coastal communities
17. Creating a robust framework to support bids for future resources

1.7 Key Strategic Benefits and Outcomes

The Key Strategic benefits and outcomes for the Coastal Arc Strategy are:-

1. Raising the profile of, and providing a new image for, the Tees Valley and the Coastal Arc areas
2. Providing the stimulus to support and encourage private sector investment
3. Improving the potential of Hartlepool and Redcar and Cleveland to attract tourism markets and enhance the role that tourism can play as a strategic economic driver
4. Assisting with job creation/job safeguarding which in turn will increase the vitality of businesses locally, and help the Tees Valley in becoming more competitive with regard to the tourism market
5. Fostering tourism partnerships between the various stakeholders and sectors
6. Guiding projects, developments and businesses to maximise the economic, social and physical benefits for the Coastal Arc area and the Tees Valley as a whole
7. Improving facilities for the community, visitors, businesses and investors
8. Environmentally improving open spaces, key gateways, buildings and vacant land with the aim of encouraging and supporting tourism and business investment opportunities
9. Enhancing cultural diversity through improved facilities
10. Strengthening links between key areas of the coastal settlements
11. Developing a model for collaborative working practice between authorities when bidding for funding resources
12. Brownfield regeneration, site enhancements
- 13) Sense of Place

1.8 Delivery and management arrangements

The Coastal Arc is included as a major spatial priority for the Tees Valley, the Regional Economic Strategy, the Investment Plan for the Tees Valley City Region and the Business Case for the Tees Valley City Region and the establishment of priorities within the Coastal Arc has been carried out in conjunction with the development of these key documents.

Important steps have been taken over the last three years to consolidate the successful implementation of the Coastal Arc, including the appointment of a full-time Coordinator in October 2004 and the production of a Marketing/PR strategy and brochure. Joint work is continuing to refine the structures for project development, prioritisation and decision making for the programme.

The original management structure included a Steering Group incorporating representatives from the Local Strategic Partnerships, key partners and agencies and selected elected Members. This group has performed a valuable function in terms of agreeing direction and endorsing project submissions for Single Programme and other funds. With the completion of the Tees Valley Business Case and Investment Plan referred to above, and the introduction of new project development and appraisal procedures, the introduction of the Area Tourism Partnership and close working links which the Co-ordinator has established with key partner organisations, the role of the Steering Group is now less critical. The role of this group will therefore be reviewed.

A Joint Officers Group involving representatives from each council meets regularly to discuss project activities and development, as well as programme management issues. This joint working between Hartlepool and Redcar and Cleveland Councils, supported by the activities of the Coastal Arc Co-ordinator, ensures that these delivery and management arrangements are regularly kept under review and continue to be fit for purpose.

The Coastal Arc programme is also embedded at a local level through consultation and reporting processes, including:-

- Reporting of individual projects for approval to the Councils' Cabinets/Portfolio Holders
- Reporting of individual projects and regular updates to the Local Strategic Partnerships and their sub-groups
- Consultation with the public and key partners on proposals and implementation of individual schemes where appropriate
- Ad hoc specific briefings and discussions at key stages with partners and stakeholders as appropriate.

2) PROGRESS TO DATE

2004/5 and 2005/6 have seen the implementation of a number of successful Coastal Arc projects.

Interpretation Strategy

An Interpretation Strategy was completed, creating a comprehensive audit of tourism and orientation signage in the Coastal Arc area and a suite of recommendations for improvements that could be undertaken.

Coastal Arc Marketing/PR Strategy

A coastal Arc Marketing and PR Strategy was developed, financed by both partners, commencing with the production of a promotional brochure for funders and investors.

Joint Tourism Marketing

Activity between the partners went from strength to strength, adding value and attracting more visitors to events such as Golf Week, the Tall Ships, Redcar Half Marathon and the Curiosity Shop touring exhibition.

A significant number of high definition aerial photographs of a large part of the Coastal Arc have been taken

As well as good quality photographs of the coastline there are a number of photographs of other specific Coastal Arc projects including the lighting scheme at Saltburn

Hartlepool Quays

The Hartlepool Quays spatial zone is divided into the following areas:-

i) Victoria Harbour

Planning permission was granted for Tees Valley Regeneration's scheme at Victoria harbour. Maximising the waterfront and coastal location of this key site, this project will breathe life into 80 hectares of under utilised port land at the heart of the town between the Marina and the Headland

The scheme is £500m joint development between Tees Valley Regeneration and PD Ports, Logistics and Shipping

The development will protect the existing port employment, whilst opening up 80 hectares of prime seafront land to the public for the first time. A new school, quality homes, offices and attractive green open space are just some of the features proposed

ii) Marina/ Town Centre

Work has begun on Central Area Attractors Coastal Arc project which commenced in December 2005 and will run for three years. Developing key visitor attractions and re-branded as the 'Maritime Experience' and attracting developers to the adjacent development site at Jackson's Wharf.

This has included the rejuvenation of visitor offer at the Historic Quay, HMS Trincomalee and Wingfield Castle and improved linkages

iii) Hartlepool Education and Skills Quarter

Two key Further Education establishments- the Hartlepool College of Further Education and the Cleveland College of Art- are located within the town centre. Following a period of growth, both are seeking to expand. This project will consolidate the symbiotic relationship these institutions have with the town.

iv) Headland

Hartlepool Headland saw improvements to its key historic buildings
Coastal Arc continued its involvement with the Interreg 'Seaport' project, which helped to fund the Interpretation Strategy and the Seaside Awards scheme.
The completion of the Town Square, progression of strategic environmental programmes including key routes ways, gateways and the promenade
The development concept planning of the Heugh Gun Battery has been completed

Seaton Carew

A programme of environmental and site access enhancements were carried out at key sites in Seaton Carew as part of an ongoing programme in this popular resort supporting the development of new business opportunities.

A feasibility study for a Gelateria was also completed during 2005.

A development programme for re-development of the fairground site and improvements to the public realm and key linkages is being developed

Saltburn Lighting Scheme

An ambitious feature lighting project was launched in Saltburn, with a dramatic 'switch on' in October 2005, complementing the environmental improvements to the Valley Gardens, and Upper and Lower promenades in the resort.

Restoration and development works including historical visitor gardens, promenade and phase 1 lighting scheme for the pier, promenade and inclined tramway

The Saltburn Lighting Scheme received the prestigious 2006 National Lighting Design Award from the Institute of Lighting Engineers

Durham Heritage Coast

Positive discussions also took place with Durham Heritage Coast to determine the potential to extend the designation into the north of Hartlepool Borough.

Coatham Links

A planning application was made for the £88m Coatham Links scheme by the Redcar and Cleveland Borough Council's development partner Persimmon Homes and this is due to be determined in December/January 2007. Negotiations on the Development Agreement are nearing completion and these will be finalised in December 2006.

A Sport England grant of £500,000 has been secured and English Partnerships are expected to confirm funding of £9m in early December

As one of the major initiatives in the Tees Valley the scheme offers the opportunity to create a range of exciting quality attractions and leisure facilities, linked with bespoke housing at this coastal location, providing a much needed boost as part of the wider regeneration of Redcar

Activity Tourism Project

An innovative plan to tap into the growing market for Activity Tourism in Redcar & Cleveland has come one step closer with the completion of investigative work by specialist consultants, with the potential that the programme will be rolled out through the whole Coastal Arc area and beyond.

Redcar Racecourse

A feasibility study was also undertaken into the future development of Redcar Racecourse.

Hartlepool's Southern Business Zone

The Southern Business Zone has already seen progress being made with the opening of the new business incubators at Queens Meadow (with new adjacent development by Rivergreen Developments) aimed at supporting and developing new local businesses

Redcar

Esplanade improvement including new visitor walkways, facilities and enhanced and themed street furniture and landscaping
 Stray Visitor enhancement programme creating new facilities, car parking and improved access
 Development of Coatham Links project
 Development of Town Centre Business Plan
 South Gare Visitor Improvement Plan including new/improved walkways, interpretation signage and links to other sites
 Grants for small businesses has been operating successfully during this time

East Cleveland

Current projects in the Rural Programme include Skelton Micro-café, a community and business resource offering IT access and solutions for local people.
 In addition to this there are currently three Teesside University projects running across rural East Cleveland: Virtual Rural Enterprise Network, East Cleveland ICT and Digital Discovery Route.
 The Capital Feasibility Fund provides a resource to prove (or otherwise) the feasibility of potential capital projects, for example an additional build at the Cleveland Ironstone Mining Museum. The reports generated are also required to consider how will fund the project in the long term.
 In Saltburn a Business Development Manager has been employed who is working with the private and voluntary sector to maximise the potential of the town and its businesses. Projects in the pipeline include the CIMM capital build, based on the findings of the feasibility study, RECLAIM – a commercial property grant scheme and Rural Routes to Employment – an extension into East Cleveland of the very successful R2E project based in South Tees Skills Centre.
 Further projects have included infrastructure works including access routes to beach sites, cycle routes and improved footway and bridleways

Kirkleatham Cultural Hub

An action plan is being developed to enhance the tourism potential of Kirkleatham Village, with public realm improvements and new housing proposed

Saltholme Nature Reserve

Approval of funding for International nature reserve

Kirkleatham Business Quarter

The mix of bespoke and speculative developments at Kirkleatham Business Park are of vital importance, including a prestigious Business Innovation Centre located next to the Wilton Industrial Complex, with its groundbreaking work in the renewables sector, creating the UK's key centre for biofuels energy generation developments

Southbank Motor Park

First phase of the infrastructure development of the Park has included new car parking, fencing, signage and building a speedway track which has brought league speedway back to the Tees Valley after an absence of 20 years

Tall Ships Race 2010

Hartlepool has been successful in attracting the prestigious Tall Ships Race in 2010. The selection of Hartlepool as the final host port for the Tall Ships' Race in 2010 creates the potential to raise the profile of Hartlepool and the Coastal Arc not only a visitor attraction but also an investment location.

Whilst planning for the event is still at an early stage, the intention of the Council and its key delivery partners, PD Teesport and Hartlepool Marina, is to develop a promotional and cultural events programme running from now up to and beyond the Race itself.

This approach will maximise not only the potential of the headline event itself but also its role as a catalyst in creating new opportunities for training and participation in sport – as well as business opportunities.

A series of cultural events and activities will build momentum towards the 2010 event, e.g. the 2008 Hartlepool Maritime Festival which is already programmed. The period will also see a concerted emphasis on enhancing the physical setting and infrastructure serving the Marina and Victoria Harbour areas.

Environment Agency

Coastal Arc co-ordinated a joint response to “A Strategy for Water Based Recreation on the North East Coast” by the Environment Agency

A consultation period is currently being carried out by the agency

One North East

Coastal Arc co-ordinated a joint response to “A Framework for North East England’s Coastal Visitor Economy”

A consultation period is currently being carried out by One North East

In addition, work will take place to ensure that Coastal Arc partners take advantage of opportunities relating to linkages with Durham and North Yorkshire, the Northern Way, One North East’s study into coastal tourism and the Area Tourism Partnerships (ATPs)

Coastal Arc being recognised as forming an important part of the product development and investment focus for the Tees Valley ATP.

3) INVESTMENT PLANS

The Investment Plans for the Coastal Arc have been identified in the document “An Investment Plan for the Tees Valley City Region” in September 2006 and has identified priorities for The Coastal Arc for the next ten years

Coastal Arc

Research carried out as part of the Tees Valley Vision recognises that the Coast is a major economic asset in the Tees Valley. On this basis the Coastal Arc Vision is to achieve the “Renaissance, Revival and Regeneration of the Tees Valley coast.” The aim is to deliver a long-term approach to the sustainable regeneration of the coastal communities, building on the rich mix of investment opportunities, natural assets, historical and cultural resources and popular visitor attractions and destinations.

Coastal Arc is an economic regeneration initiative and will play a critical role in changing external perceptions of the Tees Valley and its image. It incorporates flagship projects such as Victoria Harbour and Coatham Links along with accelerating the retail/commercial renaissance of Hartlepool, Redcar and Guisborough town centres.

In some parts of Hartlepool and Redcar and Cleveland the market is already delivering private investment in new business infrastructure. These include Hartlepool Town Centre/Marina – where the market is delivering new office and leisure facilities and there is scope to attract further private investment in new retail – and at Kirkleatham (Redcar) where new office/workspace is being developed by the private sector.

However, market failure remains in other locations and sectors and the Coastal Arc communities have the furthest ‘distance to travel’ to create a viable, sustainable property market. Major projects like Victoria Harbour – led by TVR and PD Teesport – have the potential to underpin the long-term creation of a viable commercial property market.

Tall Ships 2010

Tourism is also a key driver of the programme. The selection of Hartlepool as the final host port for the Tall Ships' Race in 2010 creates the potential to raise the profile of Hartlepool and the Coastal Arc not only a visitor attraction but also an investment location. Whilst planning for the event is still at an early stage, the intention of the Council and its key delivery partners, PD Teesport and Hartlepool Marina, is to develop a promotional and cultural events programme running from now up to and beyond the Race itself. This approach will maximise not only the potential of the headline event itself but also its role as a catalyst in creating new opportunities for training and participation in sport – as well as business opportunities.

A series of cultural events and activities will build momentum towards the 2010 event, e.g. the 2008 Hartlepool Maritime Festival which is already programmed. The period will also see a concerted emphasis on enhancing the physical setting and infrastructure serving the Marina and Victoria Harbour areas.

Estimates of economic impact from such events are by the nature of the event difficult to substantiate but information from the 2005 Tall Ships visit to the Tyne pointed to a regional impact valued at over £50m. Additionally, given the scale and stage of development of the visitor market in Hartlepool and the Tees Valley, the economic impact of not only the 2010

event but also the potential programme leading up to that date can be reasonably expected to be proportionately greater than that in larger or more developed markets, e.g. New castle-Gates head, Liverpool, and Antwerp.

The main components of the Coastal Arc programme are:

- Victoria Harbour
- Hartlepool Town Centre and Marina
- Headland Revival
- Hartlepool Education and Skills Quarter
- Hartlepool Southern Business Zone
- Seaton Carew
- Redcar Town Centre
- Saltburn Resort Development Programme
- Greater Eston Regeneration Strategy
- South Tees Strategy
- East Cleveland Rural Programme.

Victoria Harbour

The major regeneration area in Hartlepool is the Hartlepool Quays, which comprises the Marina, the Town Centre plus Education & Skills Quarter, the historic Headland, and in particular Victoria Harbour, a TVR flagship site. Victoria Harbour is located to the north of the town centre between the highly successful Marina and the historic Headland.

At present this 133 ha site at the mouth of the River Tees (owned by PD Teesport and now identified as surplus to long-term port requirements) acts as a significant barrier between adjacent communities. It has the potential to create a high quality, mixed use waterfront regeneration project of regional significance. It also has the potential to serve as a catalyst for long-term private investment in the town centre and adjoining areas.

Victoria Harbour is an ambitious and exciting scheme set to dramatically raise the profile of Hartlepool by creating up to 3,430 quality new homes, an attractive retail offer, employment accommodation, leisure opportunities, including a new hotel, and a range of community facilities. A striking new pedestrian and cycle bridge will cross the harbour and link with a spectacular wave of parkland extending through the development. The wave will incorporate water features and public art to form an inspiring focal point at the heart of the development. Additional infrastructure works to link Victoria Harbour into its wider boundary are also envisaged.

Complementary to the Victoria Harbour development is the Coastal Walkway providing a dedicated shoreline route running along the southern boundary of the site linking Victoria Harbour to the Marina and Town Centre. A new pedestrian/cycle bridge will connect with the Coastal Walkway, linking Victoria Harbour the Headland community. The Coastal Walkway is a key element of Hartlepool's Tourism Strategy and will provide an essential piece of infrastructure for the Tall Ship Race in 2010 connecting many of the event's facilities.

Victoria Harbour is being delivered through a public-private sector partnership and will be developed over four 5-year phases. A start on site for reclamation and infrastructure works is expected Spring/Summer 2007. Developer interest in the site has been strong and it is anticipated that site will be marketed for a development partner in spring 2007 with the first development commencing spring 2008.

Public sector pump priming is needed within Phases 1 and 2 of the development in order for critical site preparation and infrastructure works to take place. Some £1.3m of public sector funding (of which £900,000 Single Programme) has been awarded, which has been matched by the private sector, for feasibility and site preparation work. It is anticipated that delivery of the scheme will require an additional £12.5m Single Programme funds (for which an application has been made) in addition to £5m from EP and £1m ERDF. The bulk of this public sector funding contribution will be required over the first 5-year phase, although the EP funds are expected to come on stream later.

PD Teesport is expected to invest more than £70 million over the lifetime of the project once the costly elements of the scheme requiring gap funding are completed, it is anticipated that the development will be financially sustainable and delivered by the private sector.

By 2016, Victoria Harbour is expected to have delivered some 33,000 sq m of B1 office space, in addition to some 17,000 sq m of retail, and remediated 24 ha of brownfield land.

Directly related to the Victoria Harbour project are proposals to link Victoria Harbour into the Town Centre and existing infrastructure, being led by the Council. The work is anticipated to run concurrently with the main Victoria Harbour project, and timed to be in place in time for the Tall Ships event in 2010. The Victoria Harbour funding package includes funding for these linkage aspects. The H20 project (described in section 2) is also integral to the Victoria Harbour proposals.

Hartlepool Town Centre

This project is aimed at developing and enhancing a vibrant central area for Hartlepool, improving the experience of all users of the town including residents, visitors and employees. Efforts will focus on improving existing sites and key buildings, improving linkages between the main shopping and retail areas and the marina, and improving the environment and public realm. Support for diversifying the town centre economy through an integrated approach to marketing, promotion and management, and the promotion of a vibrant evening economy. Links between the town centre and marina will be fostered through a new bridge link.

Committed funding streams from the Hartlepool New Deal for Communities and the Local Transport Plan will allow work to begin on some sites immediately, although a requirement for Single Programme funds of some £8 million has been identified to complete the required works- these will be used in part to fund the new bridge link, but also ensure a continuity of resources for environmental and public realm improvements. A key element of the town centre development is the education and skills quarter. In addition other key aims and objectives within the town centre are:

- Investment in key commercial sites, building enhancements and potential acquisitions;

- Development of a design led programme of enhanced pedestrian linkages to address the physical barrier barriers within the central area, Marina, HME and Victoria Harbour which will also create a greater sense of place and destination;
- Enhancement of public and visitor spaces around the central area including addressing crime and safety issues;
- Improvements and expansion of Middleton Grange Shopping Centre;
- Development of recruitment and training opportunities specifically linked to public and private sector investment opportunities;
- Enhancement of employment opportunities through the above interventions;
- A key element of the town centre development is the education and skills quarter.

Headland Revival

A package of measures, designed to develop and enhance the historic Hartlepool Headland as a tourist destination, and maximise the economic potential of the area, is underway, directed by a long-term strategy for the area that was originally produced in 2000. Significant improvements to the area have already been made, although, following a long period of economic, social and environmental decline, the Headland is not yet at the stage where private investment can sustain the regeneration process on its own, and further public sector intervention is needed. Specific measures include:

- enhancing the physical integration between the Headland and Victoria Harbour, in particular improving the access to and environment of the Kafiga Landingsite which is identified for mixed-use development;
- physical improvements to the public realm to create a sense of place and enhance the historic setting of the headland;
- broaden the variety of tourism experiences, in particular through development of a visitor attraction around the Heugh Gun Battery including the Friarage Manor House Development site; securing the restoration and re-use of key vacant and underused buildings;
- supporting investment in the local housing stock to meet the Decent Homes Standards; and
- supporting business expansion and investment plans at the nearby Oakesway Industrial Estate.

Advanced discussions are underway with various property owners, and work on the Heugh Battery will begin this year. Funding of around £1 million has already been secured but further public sector investment of £7 million – including £6 million Single Programme – is required.

Hartlepool Education and Skills Quarter

Two key Further Education establishments- the Hartlepool College of Further Education and the Cleveland College of Art- are located within the town centre. Following a period of growth, both are seeking to expand. This project will consolidate the symbiotic relationship these institutions have with the town.

Long-term development and masterplanning with key partners including the Council, LSC, University of Teesside and business partners will provide a focal point for the establishment of a formal education and skills quarter. This will not only physically improve an important area of the town centre in need of capital investment, but also create an innovative teaching and learning hub, embracing the concept of a learning community.

HCFE has already set out plans to redevelop its existing centre by replacing it with an 11,000 sq m hub building and 5,000 sq m Technology Centre. Funding of some £35 million will be required to deliver the programme, the vast majority of which will come from the public sector and in particular the LSC and HCFE. Single Programme resources of around £3m are anticipated to contribute towards business units. Various feasibility studies are underway, with development expected between 2008-12.

Hartlepool Southern Business Zone

Hartlepool Southern Business Zone consists of a number of Hartlepool's key employment sites. Many of these sites are now outdated in terms of the infrastructure, buildings, and general environment and there is a need to improve the current offer if new businesses are to be attracted.

Building on the success of the Queens Meadow development – which lies within the Southern Business Zone – the programme aims to create a modern and vibrant business quarter by addressing structural issues in the existing offer, including infrastructure, premises (notably including move-on accommodation for incubating firms), marketing, development of a business support framework, and development of an innovative recruitment and training programme.

Some existing enhancement work is taking place, but a funding gap of some £7m of public sector funds has been identified to complete the works needed which it is anticipated will be funded through Single Programme. These improvement works will be undertaken on a continuous basis throughout the plan period.

Seaton Carew

Seaton Carew remains an important visitor destination, complementing the Tees Valley's other coastal resorts, and there is evidence that both visitor and investor activity is now increasing. To facilitate further tourism development, Hartlepool Council is proposing to attract a private sector partner to assist in creating a mixed-use tourism/ leisure development on a key brownfield site – the former fairground and coach park at the southern end of Seaton Carew.

The 2ha site has been part vacant, part used as a free car-park since the 1980s. The vision is to bring forward a mixed use, leisure-led development, making full use of the site's seafront position. The development will create a southern gateway for visitors to the town. Some initial feasibility work has been undertaken, a concept plan for the site has been drawn up, and access to the site has been improved. Public sector investment of around £2 million will be required to improve various complementary sites, including the bus station and the Longscar Centre (a large vacant building), as well as making a number of wider environmental improvements.

Redcar Town Centre

Redcar is one of the main commercial and visitor centres in the Tees Valley. Redcar town centre- adjacent to the sea front- is a particular attraction, although the quality of the built environment is variable and in some places poor. A strategic investment and regeneration programme is proposed that will galvanise investment, expand the retail offer, improve the visitor experience, and develop business support mechanisms to assist with new business creation.

Significant opportunities exist around the seafront, the town centre itself, Kirkleatham Business Park and the potential to expand or relocate the town's racecourse. Public funding support will be needed to pump-prime private sector investment, realise viable opportunities through gap funding, and creating appropriate infrastructure to facilitate other investment activity. Key to this will be development of a Redcar Regeneration Strategy, although many of the key projects are underway in terms of masterplans and planning applications.

Over the period to 2016, £23m of public sector resources will be invested in the town centre. The funding post 2012 (and including £7m Single Programme) is envisaged for a range of activities including infrastructure and public realm improvements, property improvement grants and a business and arts centre.

Saltburn Resort Development Programme

The town with its hinterland has a distinctive heritage and cultural assets and market appeal. In recent years there has been a successful investment in the development to some of the key visitor infrastructure assets (Pier restoration, Lighting historic features, Art gallery etc). Complementing this is the very successful community activity that has supported various cultural and environmental initiatives enhancing the Saltburn visitor offer.

The Saltburn Regeneration Programme intends to maintain and develop the economic potential and distinctive visitor offer of the town.

Some of the key public sector projects could include:

Property Investment Scheme – The 'Restore' property improvement grants project will secure investment in existing premises and bring vacant or underused premises back into use. The grant scheme will meet a clear need for financial assistance towards commercial property improvement and the creation of employment opportunities until such as market conditions are more robust, and such schemes no longer require grant aid;

Public realm improvements – A phased programme of high quality and innovative public realm projects at ‘Marine Parade’, ‘Lower Parade’, ‘Dundas Street’, ‘Station Square’, and ‘Windsor Road’ to improve perceptions, engender civic pride and attract additional investment to the town;

The ‘Glasshouse’ business and creativity centre – The development of a centre to provide business incubator spaces, move-on accommodation, a creativity ‘hub’ centred around the active local community arts scene, exhibition space/community room/performance space, learning/IT suite and commercial floorspace on the groundfloor. The direct provision of commercial space will remove obstacles to start-up businesses and increase opportunities for businesses to locate within Redcar and contribute to the local economy;

Hazel Grove Sculpture Park – The creation of a high quality landscape framework and the commissioning and installation of a range of sculptures; and

Saltburn Activity Tourism – developing the surfers and ‘dabblers’ market.

£7.1m Single Programme funding is anticipated for the Saltburn Regeneration Programme, the majority of which will fall in the later programming period. The programme will deliver 30 new businesses and 160 new jobs.

South Tees

South Tees is the industrial heart of the Tees Valley, providing 8,000 jobs at Teesport, the Wilton Chemical complex and the Redcar Steel complex. Within South Tees, there remain a number of underused or derelict sites which can be brought into productive use.

A strategic investment and regeneration programme is needed to redevelop these sites, to realise industrial opportunities and support the growth of the chemicals and new energy economy. The nature of the remediation work required is such that it will not be delivered by the private sector alone. Individual elements of the proposed South Tees Strategy include:

- development of a new environmental industries park
- improving infrastructure to the West Warrenby Industrial Park to facilitate its expansion;
- undertake infrastructure improvements to bring forward various Corus development sites;
- development of a Route 66 Employment Corridor to establish links with Greater Eston;

Around £7.5m of Single Programme resources is required, focussed mainly in the 2009-11 period.

Greater Eston Regeneration Strategy

Greater Eston lies in the western, urbanised part of Redcar and Cleveland and has a population of some 40,000. Significant parts of the area are characterised by high levels of deprivation and a weak or failing housing market. The Greater Eston Strategy sets out a long-term investment strategy for the area for the period until 2016; the Low grange/South Bank masterplan, which aims to deliver a level of transformational change which will

benefit the whole of the area, is a national Demonstration Project under the Government's Mixed Communities Initiative, and as such has the potential to make a significant contribution to the Government's Sustainable Communities agenda. The Strategy proposes:

- action to address housing market failure in the older housing area of South Bank through a selective demolition programme, and intervention in other priority areas to address housing market weaknesses;
- development of a new mixed tenure community of 900 homes, a new district centre to serve the northern part of the area, and a Health and Social Care Village providing a full range of primary care services;
- linked development of community woodland, and the restoration and enhancement of the Eston Recreation Ground, plus ongoing investment in new secondary and primary education facilities through the PFI scheme, and reinvestment in Eston District Centre

Substantial funding levels have been secured and are in the pipeline, although a funding gap of some £37 million remains.

East Cleveland Rural Strategy

Rural East Cleveland accommodates half the population of the Borough of Redcar and Cleveland and offers significant economic potential based on its outstanding natural assets and lying on the hinterland of the City-Region. The decline of traditional industries, coupled with problems of peripherality and declining rural services, has caused a range of economic, social and environmental problems, and affects the quality of life of many who live in the rural area. There are limited local opportunities for employment and training. There is an urgent need to promote new economic opportunities, revitalise local communities, to improve the local environment, and to bring new hope to Rural East Cleveland.

The Rural East Cleveland Regeneration Programme (RECRP) would include key public sector projects to attract further private sector investment including:

- **Guisborough Market Town Initiative** – The continuation of the market town initiative with provision of grant schemes to increase market confidence and business creation, public realm improvements and projects to increase visitors;
- **IronAWE heritage and business centre** – The creation of an interpretation centre about the Iron Ore industry and social history and heritage of East Cleveland. The project would include provision of business incubators, learning facilities, IT suite, performance/meeting/community room, wellness facilities and business support packages, one-stop-shop and co-location with community and voluntary organisations;
- **Community business and resource centres** – The provision of a network of centres to increase access to employment opportunities, advice and training, commercial accommodation, incubator spaces, wellness, learning and IT facilities within the rural areas;
- **Activity tourism infrastructure** – The provision of outdoor infrastructure to facilitate activity tourism with footpaths/trails, cycleways, toilets, signage and interpretation of the geological, mining and social history of East Cleveland;

- **Coastal infrastructure** – Providing/upgrading access to sea front paths, signage, car parking and visitor resource centres at Skinningrove for example;
- **Public realm improvements** – demonstration public realm projects to uplift the environment and to attract additional investment;
- **Property Investment Schemes** – Localised property improvement grants programme to secure investment in existing premises and to bring vacant or underused premises back into use; and
- Training and enterprise initiatives.

An action plan has already been developed for East Cleveland, outlining suggested projects that can be implemented to meet the needs of the area. A RECRP Regeneration Plan is being prepared, following the preparation of the Rural Strategy in 2004, as part of the preparation of the Borough-wide Regeneration Strategy that has recently commenced. The Programme is expected to create 100 new business and 400 new jobs.

The forecast outputs associated with these projects are shown in the table below. The proposals will create up to 51,200 sq m of office space, half of which will be at Victoria Harbour, and the refurbishment/redevelopment of around 300,000 sq.m of industrial floorspace. The proposals assume the creation of just over 8,000 gross FTE jobs to 2016. 3,700 housing units will be created (including 1,500 at Victoria Harbour and 1,800 at Greater Eston).

Coastal Arc Indicative Outputs

Coastal Arc	By 2008	2009-2011	2012-2016	Total
Brownfield Land Remediated (ha)	6.3	99	112.4	217.7
Gross Jobs Created (FTE)	259	5,225	4,826	10,270
Gross Jobs Safeguarded (FTE)	188	2,774	875	3837
Private Sector Leverage (£000s)	30,805	187,923	164,750	383,478
Business Created (number)	40	394	150	584
Gross Floorspace Created (m ²)				
- Office Space (m ²)	2,971	59,571	142,582	205,124
- Industrial (m ²)	765	237,290	120,175	358,230
- Retail (m ²)	765	64,926	110,063	175,754
Housing (units)	186	1,926	1,616	3728
Public realm/ open space (ha)	4	60.4	20.3	84.5

The projected funding requirements of the Coastal Arc projects are shown in the table below.

Coastal Arc Projected Funding Requirement (£m)

Coastal Arc	2008		2009-11		2012-16	
	SP	Total Leverage	SP	Total Leverage	SP	Total Leverage
Victoria Harbour	1	2.5	9.2	38	7.35	45
H2O Centre	-		4	4	-	
Hartlepool Town Centre/Marina	.25	3.3	2.75	13.1	4	6
Redcar Town Centre	1.1	75.8*	2.6	94.4*	8	21.7*
Greater Eston	-	24.8	2	83.2	3.8	102.7
South Tees Strategy	.5	.8	4.5	27.6	2.5	32.7
Headland Revival	.6	1	1.4	3.8	3	5
Rural Strategy	11.7	1.5	16.8	4.7	-	19.5
Hartlepool Education and Skills Quarter	-	-	3.1	37.1	-	-
Hartlepool Southern Business Zone	.13	.2	4.77	19.6	2.1	10.2
Seaton Carew	-		2	5.4	-	
Coatham Links	2.3					
Activity Tourism	1.3	2.2	.85	1.3	-	-
Saltburn	.1	.1	1.5	2.2	5.6	5.7
TOTAL	18.98	112.2	55.47	334.4	36.35	248.5

* Includes Coatham Links Leverage

Note figures based on Tees Valley Investment Plan Projections

**REGENERATION, LIVEABILITY & HOUSING
PORTFOLIO**

Report To Portfolio Holder
20th April, 2007



Report of: Head of Regeneration

Subject: PROGRESS REPORT ON STRENGTHENING
COMMUNITIES BEST VALUE REVIEW

SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide the Portfolio Holder with an update on those actions contained within the Strategic Improvement Plan for the Best Value Review of the Council's role in Strengthening Communities.

2.0 SUMMARY OF CONTENTS

- 2.1 The report re-presents the agreed Strategic Improvement Plan Schedule arising from the Review including a brief commentary upon progress achieved to date on the various actions within the eight broad strategic objectives of the Strengthening Communities theme.
- 2.2 The report also advises the Portfolio Holder of the intention for future monitoring of these actions to be undertaken via the procedures embodied within the monitoring of Departmental & Service Planning mechanisms.

3.0 RELEVANCE TO PORTFOLIO MEMBER

- 3.1 Best Value Improvement Plans fall within the remit of all Portfolio Holders and the original Strategic Improvement Plan for Strengthening Communities submitted to Cabinet indicated reporting procedures would initially be via Regeneration, Liveability and Housing.

4.0 TYPE OF DECISION

Non-key.

5.0 DECISION MAKING ROUTE

5.1 Meeting of the Regeneration, Liveability and Housing Portfolio Holder on 20th April 2007

6.0 DECISION(S) REQUIRED

6.1 The Regeneration, Liveability and Housing Portfolio Holder is requested to note :

- i) the progress which is being made towards the delivery of the Strengthening Communities Improvement Plan as at March 2007.
- ii) the intention for future monitoring to be accommodated within the mechanisms for reporting upon Departmental/ Service Plans hereafter .

Report of: Head of Regeneration

Subject: STRENGTHENING COMMUNITIES BEST VALUE REVIEW – MONITORING REPORT

1. PURPOSE OF REPORT

1.1 To provide the Portfolio Holder with an update on those actions contained within the Strategic Improvement Plan for the Best Value Review of the Council's role in Strengthening Communities.

2. BACKGROUND

2.1 The Strategic Improvement Plan for the Strengthening Communities Best Value Review was considered by Cabinet on 25th September 2006 when it was resolved that (Decision Record 70 refers) :-

- 1) The Strengthening Communities Strategic Improvement Plan, and in particular the proposed actions contained within the Improvement Plan Schedule at Section 3 were approved.
- 2) The findings of the Strengthening Communities Best Value Review and associated documentation, including Annex 1 to the Improvement Plan Schedule were noted and would be used as the starting point for the development and re-launch of a re-negotiated Compact with the Community Voluntary Sector.

2.2 In terms of future reporting mechanisms, the Review indicated that progress on implementing the actions contained within the Improvement Plan would be reported to the Regeneration, Liveability and Housing Portfolio Holder on a 6-monthly basis, pending their incorporation within appropriate Departmental / Service Plans.

3. STRENGTHENING COMMUNITIES IMPROVEMENT PLAN SCHEDULE – PROGRESS TO DATE

3.1 The approved Improvement Plan Schedule for the Strengthening Communities Best Value Review is attached to this Report (Appendix A). It identifies a series of (18 No.) strategic actions across all eight aims and objectives for the Strengthening Communities theme and highlights the responsible Council Officer concerned, the target timescales over the 3-year period to 2008/9, and any potential resource implications.

- 3.2 The schedule also includes a commentary on progress as at end of March 2007. As can be seen from the Improvement Plan Schedule, good progress is being made upon the delivery of the vast majority of the 18 actions identified, with perhaps the following activities being particularly worthy of mention :-

Action 3 – Involvement of Young People

A variety of initiatives are taking place or planned in the future to involve young people in the Council's democratic processes, including representation of young people in the Children's Services Scrutiny Forum.

Action 4 – The Hartlepool Compact

A Project Plan for reviewing, revising and re-launching the Hartlepool Compact is currently being drawn up, including the proposed consultation mechanisms with the Voluntary and Community Sector. Discussions have initially taken place with the Hartlepool Voluntary Development Agency (HVDA) and these will ultimately be extended to the Community Network with the full involvement of Council Members and Officers.

Work on the Compact will be the subject of further detailed reports to Portfolio Holder / Cabinet in future. Early indications are that within the overall context of achieving improved service delivery the voluntary sector wish to develop a Compact that secures increased engagement with the Council and potentially Local Strategic Partners in terms of a commissioning and procurement framework for service delivery and a move towards longer term (3-year contractual) as opposed to annual grant-application based funding allocations.

The Compact will need to be prepared in accordance with agreed national Compact codes of practice and Officers are currently exploring these requirements, as well as researching evidence of best practice in order to benchmark the developing Hartlepool Compact work programme against that undertaken elsewhere.

A recently completed scrutiny investigation into withdrawal of European Structure Funding to the voluntary sector within Hartlepool – the findings and conclusions of which are to be considered by Cabinet on 30th April – will also influence the Compact.

Action 5 – Lyons Review and Neighbourhood Agenda

Officers are concentrating particularly on the "neighbourhood agenda" arising from the Lyons review, with a comprehensive Issues Paper having been produced and work also currently underway via CMT and the LMDP Project Group (Future of Local Government) exploring with individual Council Departments what potential, if any, there may be for improving service delivery at a more localised level within Hartlepool in consultation with CMT and for consideration ultimately by Members.

Action 7 – Neighbourhood Action Plans (NAP's)

Work in relation to the production, review and implementation of NAP's continues to go from strength to strength, and a comprehensive review of the overall NAP process has been undertaken with recent NAP documents taking on board many of the NAP Review recommendations. These include for example efforts to more fully involve the BME and business community, putting in place additional electronic methods of consultation, producing summary NAP's / publicity material for distribution to the local community, and additional funding allocations to support capacity building in NAP neighbourhoods such the background to Neighbourhood Renewal and NAP's, the Local Government White Paper and enhancing skills for NAP Forum members.

Action 8 – Partnership Working

Good progress has been made in delivering the Action Plan associated with the scrutiny investigation into Partnerships, with 12 of the 22 actions completed by March 2007 and work ongoing upon the remainder.

4 FINANCIAL CONSIDERATIONS AND RISK

- 4.1 There are no direct financial implications arising from this update report. It will be important to maintain momentum in the delivery of the Strategic Improvement Plan for Strengthening Communities if the Council is to improve these aspects of its work and, for example through the Compact, respond adequately to the emerging national Central Government agenda of the need to develop a more effective approach to working with the CVS.

5. RECOMMENDATIONS

- 5.1 The Regeneration, Liveability and Housing Portfolio Holder is requested to note :-
- i) - the progress which is being made towards the delivery of the Strengthening Communities Improvement Plan as at March 2007.
 - ii) – the intention for all future monitoring to be accommodated within the mechanisms for reporting upon Departmental/ Service Plans hereafter.

3. Actions to Achieve Continuous Improvement

Improvement Plan Strengthening Communities Best Value Review

Objective 1. To enhance the democratic process by introducing new democratic structures that reflects the wishes of the community and increase involvement in the democratic process.			Outcome: Greater understanding in the community of how the established democratic processes work.		
Ref. No. / Priority	Actions Required	Responsible Person	Time-scale	Resources (other than staff time)	Progress as at Mar 2007
1. Med	Improve understanding of and participation in election processes and Neighbourhood Consultative Forums (NCF's) and Police and Community Liaison (PCL) Forums	Democratic Services (Amanda Whitaker) Neighbourhood Services (Neighbourhood Managers) and Regen & Planning (Alison Mawson)	By Mar 2008	No additional requirement	Further training carried out in conjunction with HVDA for resident representatives. Utilisation of new and existing communications channels e.g. Internet, Hartbeat and local press. Training has been delivered on Scrutiny Forums and their processes, including election of resident representation on each scrutiny.

2.5
Appendix 1

3.Med	Enhance the impact of Local Democracy Week year on year including greater involvement in the initiative by young people. Reflect relevant outcomes from the Children's Services Scrutiny process when these become available.	John Robinson / Dave Cosgrove / Amanda Whittaker	By Mar 2007 (ongoing)	As identified in CS Action Plan	Six young people's representatives now part of the Children's Services Scrutiny Forum and meeting times amended to allow them to attend outside of school/college time. Increased number of meetings being held out in the community. Arrangements being made for a Cabinet meeting at a secondary school in the town in the spring. Young people are attending children's services scrutiny. United Kingdom Youth Parliament elections had 3,800 young people taking part in the election.
Objective 2. To fully value and support the voluntary and community sectors and the communities in the Borough.			Outcome: An updated Compact that will be used to ensure the Voluntary and Community Sector has better access to funding support and service provision opportunities		
Ref. No. / Priority	Actions Required	Responsible Person	Time-scale	Resources (other than staff time)	Progress as at Mar 2007

2.5
Appendix 1

4. High	Strengthen and re-launch the Compact and consider within the context of emerging guidance for Compact Plus. Utilise this as the vehicle for increasing Council awareness of CVS and ensuring it has better access to funding and service provision opportunities, and ensure buy-in from all Departments of the Council.	Existing BVR Team (Lead Geoff Thompson) supported by Neighbourhood Managers	By Mar 2007	Increased capacity provided by soon-to-be appointed Neighbourhood Development Workers	Neighbourhood Development Officers employed from November 2006. Initial discussions with HVDA have taken place to help establish expectations of CVS from the Compact Review process. Action Plan setting out the proposed approach to the Compact Review currently being drawn up for consideration by relevant parties / CMT prior to further report to Portfolio Holder. Consideration being given to possible consultancy support to assist in the Compact Review process. A scrutiny investigation into withdrawal of European Structural funding to the Voluntary Sector within Hartlepool has recently been concluded by Scrutiny Co-ordinating Committee and is to be reported to Cabinet 30 th April 2007, conclusions from which are also likely to influence the Compact.
---------	--	---	-------------	---	---

2.5
Appendix 1

5. High	<p>Monitor developments arising from the Lyons Review, Local Government White Paper and other associated guidance including the emerging "neighbourhood agenda".</p> <p>Consult with Members / Officers / Partners on appropriate adoption in Hartlepool and feed into the Compact Review process.</p>	<p>Chief Exec / LMDP Project Team / Peter Scott</p> <p>CMT / LMDP Project Team</p>	By Mar 2007	No significant additional resource requirement	<p>Report submitted to Cabinet January 07 in relation to White Paper and the subsequent Local Government Bill, proposing Member Seminars which are being rolled out January – April 07. The publication of the Lyons Review scheduled for December 2006 was delayed until March 07 and has yet to be reported upon.</p> <p>Issue paper produced on the broader "neighbourhood agenda" for consideration by CMT. Agreement reached for LMDP Project Team to undertake further preliminary analysis of the potential within Hartlepool for more localised service delivery across different services. This work has now commenced in consultation with individual DMT's.</p>
Objective 3. To empower communities, develop community capacity and opportunities for residents to take a greater role in planning and delivery of services			Outcome: Increased range of services and activities that have been developed and delivered in partnership with local communities		
Ref. No. / Priority	Actions Required	Responsible Person	Time-scale	Resources (other than staff time)	Progress as at Mar 2007

2.5
Appendix 1

6. High	<p>Better publicise the existence of the Community Network and utilise more effectively for empowering community groups as appropriate.</p> <p>Recognise the additional resource of the soon-to-be appointed Neighbourhood Development Workers as an additional resource to help deliver aspects of the Strengthening Communities Best Value Review. Also recognise the need for a Resident Representatives training programme (as requested by Scrutiny Co-ordinating Committee)</p>	<p>Joanne Smithson</p> <p>Neighbourhood Managers</p>	<p>By Mar 2007</p>	<p>The resource requirements for a Resident Representatives training programme have yet to be identified</p>	<p>The Hartlepool Partnership Communications Strategy and the new Partnership Governance Standard have been successfully used to raise awareness of the role of the Community Network.</p> <p>Neighbourhood Development Officers employed from November 2006. Capacity building programme being put forward in conjunction with HVDA and Housing Hartlepool for resident groups. Training with regard to Scrutiny has taken place.</p>
---------	---	--	--------------------	--	--

2.5
Appendix 1

7. High	Continue to fine-tune and develop the current NAP consultation processes and implement any recommendations from the NAP Review around these issues, including the extent to which NAPs have the potential for being extended into other areas of the town.	Sylvia Burn Neighbourhood Managers	By Mar 2007	Existing Staffing resource plus NRF funding	<p>Implemented NAP Review Recommendations into the Burbank NAP Update (Oct 06).</p> <p>Currently implementing NAP Review Recommendations into the Rift House/Burn Valley NAP Update.</p> <p>NAP Review Recommendations will continue to be implemented in future NAP Updates.</p> <p>Will be producing a NAP for the Throston area subject to the endorsement of the Community Strategy Review in Dec 07/Jan 08 by the LSP.</p> <p>Reviews of existing Neighbourhood Action Plans (NAPs) continue to be undertaken in Rift House, Burn Valley, Rossmere and Owton. Review of Dyle House / Stranton, Burbank and Grange NAP completed 2006/7 – Throston Grange to become new NAP area.</p>
---------	--	---	-------------	---	---

2.5
Appendix 1

8.	Implement the findings of the Regeneration and Planning Services Scrutiny inquiry into Partnership Working	Joanne Smithson	As set out in PW Action Plan	As identified in PW Action Plan	An update on progress was presented to the Scrutiny Forum in September and a more up to date position statement was also presented in March 2007. This identified that good progress has been made in delivering the Action plan with 12 of the 22 actions completed and the outstanding actions either being addressed imminently or work in progress for those still outstanding.
Objective 4. To increase opportunities for everyone to participate in consultation, especially people from different communities in Hartlepool			Outcome: Consultation will continue to be with a broad range of groups and all results, and impact of results will be fed back to consultees		
Ref. No. / Priority	Actions Required	Responsible Person	Time-scale	Resources (other than staff time)	Progress as at Mar 2007
9. Med	Promote the use of appropriate buildings for consultation events and meetings with the community through Good Practice Guide and the Council's Corporate Consultation Group.	Liz Crookston	By Mar 2008	No significant additional requirement	Good Practice Guide due to be finalised by end of March 2007. Additional guidance for consultation with diverse groups being considered.
10. Med	Promote use of appropriate consultation methods through the Good Practice Guide and Corporate Consultation Group.	Liz Crookston	By Mar 2008	No significant additional requirement	Good Practice Guide due to be finalised by end of March 2007.

2.5
Appendix 1

Objective 5. To develop the community planning approach at a town wide and neighbourhood level so that residents themselves consider issues and contribute to determining the way forward			Outcome: To have clear community planning mechanisms in place and that are used at both a town-wide and neighbourhood level		
Ref. No. / Priority	Actions Required	Responsible Person	Time-scale	Resources	Progress/ Comments
11. High	Review Neighbourhood Consultative Forum (NCF) consultation mechanisms within context of the wider emerging Local Neighbourhood agenda.	Dave Stubbs / Neighbourhood Managers	By Mar 2007	Existing	Subject to joint DMT review in February 2007.
12. High	Promote consideration of training requirements for specific consultation through the Good Practice Guide and Corporate Consultation Group.	Liz Crookston	By Mar 2007	No significant additional resource requirement	Corporate Consultation Group currently assessing training needs and resources.
Objective 6. To improve the accessibility of services and information to residents and businesses			Outcome: All buildings will be accessible to members of the public		
Ref. No. / Priority	Actions Required	Responsible Person	Time-scale	Resources (other than staff time)	Progress as at Mar 2007
13. Med	Consider inclusion of VCS along with other Council partners in the One-Stop-Shop (Contact Centre) facility.	Christine Armstrong	By Mar 2008	Additional Requirement (yet to be determined)	Consult VCS on potential services for inclusion in Hartlepool Connect

2.5
Appendix 1

14. Med	Simplify Council Language – keep it simple and specific (KISS)	Alistair Rae	By Mar 2008	No significant additional resource requirement	Ongoing vetting of council literature/publicity to ensure it can be understood by readers. Also in the process of collating all council standard letters to ensure that they are easily understood. Target for completion March 08.
Objective 7. To promote the development, access to and use of information communications technology (ICT) in the public, private and voluntary sectors to benefit everyone in the community			Outcome: Access to ICT is town-wide and residents are highly satisfied with the services		
Ref. No. / Priority	Actions Required	Responsible Person	Time-scale	Resources (other than staff time)	Progress as at Mar 2007
15. Low	Provision of ICT in all major public buildings and backed up by appropriate training on how to access and input information on the Internet web site.	Joan Chapman	By Mar 2009	The ICT training requirement will have significant resource implications	Public access is available in all libraries and consideration is being given to additional provision in the Contact Centre. A separate project run by Hartlepool College of FE provides training.

2.5
Appendix 1

16. Med	Map current provision of ICT access and identify gaps particularly in poorest areas based upon an assessment of availability via the library network. Also (at request of Scrutiny) consider greater integration with the community sector regarding the Council web-site as a replacement for the Community Portal.	Paul Diaz	By Mar 2007	No additional resources requirement for initial mapping exercise	The access provided to ICT facilities by Hartlepool libraries is generally good. This is borne out by the access records for the IT facilities within libraries with some 77,724 ICT sessions being logged in the Central library, in one year (Feb 06 to Feb 07), with the average sessions for branch libraries being 6,384. However geographically some poorer areas of Hartlepool are less well served than others, with libraries being located a mile or more away from residents. In particular areas of Greatham, Newton Bewley and the St Hilda's ward are affected.
---------	--	-----------	-------------	--	---

2.5
Appendix 1

					<p>Further work: Consider adding IT facilities to the Mobile library to address these geographical 'gaps', utilise GIS data, Mosaic, public transport etc. to map exactly which poorest areas have the greatest access issues.</p> <p>We do have the Hartlepool partnership website which supports a number of community groups with website information. We also encouraged a number of voluntary organisations to attend training etc including the HVDA, however due to some organisations already having an established web presence further integration has been slow.</p>
--	--	--	--	--	---

2.5
Appendix 1

Objective 8. To increase understanding and collaboration between communities of interest and generations			Outcome: Increase in number of activities and events that bring different groups and communities of interest and generations together		
Ref. No. / Priority	Actions Required	Responsible Person	Time-scale	Resources (other than staff time)	Progress as at Mar 2007
17. Med	Continue to put NAP groups in touch with each other as part of the NAP production processes	Sylvia Burn	Sept 2006 (ongoing)	Existing including NRF Funding	Celebration event for resident reps. and service providers involved in the NAP process took place in March 2007.
18. Med	Make the use of other links and networks that already exist	All Departments	By Mar 2008		Development of NAPs assist in the multi disciplinary approach to joined up working with communities and service providers

**REGENERATION, LIVEABILITY & HOUSING
PORTFOLIO**

Report To Portfolio Holder
Friday 20 April 2007



Report of: Head of Regeneration

Subject: DRAFT ONE: RIFT HOUSE/BURN VALLEY
NEIGHBOURHOOD ACTION PLAN (NAP)
UPDATE

SUMMARY

1.0 PURPOSE OF REPORT

1.1 To seek comments on draft one of the Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update. A copy of the draft plan is attached along with a summary document highlighting the priority concerns and the actions to address these.

2.0 SUMMARY OF CONTENTS

2.1 The report describes the background to Neighbourhood Action Plans with a specific focus on the Rift House/Burn Valley NAP. It outlines the current position with regard to the consultation process, from the initial community conference to the formation of the draft NAP along with some of the residents' key concerns identified in the plan. The report also describes the revised format of the NAP and explains that a residents summary pamphlet is to be produced to outline the key elements of the Rift House/Burn Valley NAP Update. Finally, the report identifies the financial implications of the NAP once endorsement has been sought from the Rift House/Burn Valley Forum, the Regeneration, Liveability and Housing Portfolio Holder, the Central Neighbourhood Consultative Forum and the Hartlepool Partnership.

3.0 RELEVANCE TO PORTFOLIO MEMBER

3.1 Neighbourhood Action Plans fall within the remit of the Regeneration, Liveability and Housing Portfolio Holder. Once the Rift House/Burn Valley NAP Update has been finalised and endorsed it will have an impact on service delivery and will potentially influence future funding opportunities in the Rift House/Burn Valley area.

4.0 TYPE OF DECISION

4.1 Non key decision.

5.0 DECISION MAKING ROUTE

5.1 The Rift House/Burn Valley Neighbourhood Action Plan Update, once finalised, will be taken to the Rift House/Burn Valley Forum, the Regeneration, Liveability and Housing Portfolio Holder, the Central Neighbourhood Consultative Forum and the Hartlepool Partnership for endorsement.

6.0 DECISION(S) REQUIRED

6.1 Comments on draft one of the Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update will be requested at the Regeneration, Liveability and Housing Portfolio Holder Meeting.

Report of: Head of Regeneration

Subject: DRAFT ONE: RIFT HOUSE/BURN VALLEY
NEIGHBOURHOOD ACTION PLAN (NAP)
UPDATE

1.0 PURPOSE OF REPORT

- 1.1 To seek comments on draft one of the Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update. A copy of the draft 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 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. 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.
- 2.2 The Rift House/Burn Valley Neighbourhood Action Plan was the third NAP to be successfully prepared for the town in 2004. The plan has been used by the Rift House/Burn Valley Forum (established as a result of the NAP) to identify how the Residents' Priorities Budget (allocated by the Hartlepool Partnership through its Neighbourhood Renewal Fund programme) would be spent. The Rift House/Burn Valley Forum comprises residents (including representatives from the local Residents Associations), Ward Councillors, community/voluntary groups, the Borough Council and other key organisations such as Housing Hartlepool, Hartlepool Community Network and Cleveland Police. To date, the Rift House/Burn Valley Forum has considered the lack of car parking provision in some areas throughout the neighbourhood and co-funded projects in areas such as Martin Grove, Kipling Road and Burns Avenue. The Forum has also initiated community safety projects such as anti-crime schemes for vulnerable households, supported local residents associations, the ORB Centre and activities for children and young people as well as pavement resurfacing work to the Burn Valley Gardens and traffic calming measures in Browning Avenue.

- 2.3 The Rift House/Burn Valley Neighbourhood Action Plan is the third NAP to be updated since the completion of six NAPs across the town; Dyke House/Stranton/Grange; Burbank; Owton; Rossmere and North Hartlepool. In addition to this, it should be noted that the New Deal for Communities (NDC) programme has developed a NAP for the NDC area, making seven in total across the town.
- 2.4 The Hartlepool Partnership has agreed to allocate £31,100 of Residents' Priority Budget over the next financial year (2007/08) specifically for the Rift House/Burn Valley Neighbourhood Action Plan area. The funding will be used to continue to address some of the residents' priorities identified in the final plan.

3.0 CONSULTATION AND CURRENT POSITION

- 3.1 The Rift House and Burn Valley neighbourhood is situated to the south west of Hartlepool Town Centre. It covers the majority of the Rift House Ward (excluding Swalebrooke, Tynebrooke, Teesbrooke and Southbrooke Avenues) and a small part of the Burn Valley Ward covering roads between Stockton Road to Shakespeare Avenue, and Oxford Road to Elwick Road (the area is shown on the map, page 1). The Rift House estate is a fairly large community which is predominantly social housing owned by Housing Hartlepool. Local residents have access to a variety of shops located on Catcote Road, and several schools are located within the neighbourhood. To the west the estate is surrounded by open countryside. The Burn Valley area is predominantly owner-occupier or private landlord housing and is within close proximity to the town centre and local shops on Elwick, Oxford and York Roads. The area is bordered by the Burn Valley Gardens and Waverley Terrace allotments.
- 3.2 The draft Neighbourhood Action Plan Update has been developed through a range of consultation sessions with residents, children and young people, the elderly, community/voluntary groups, Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers, Housing Hartlepool and Hartlepool Community Network). An initial community consultation event was held in February 2007 which was crucial in identifying the community's priority concerns and the actions required to address the concerns. Household survey data (MORI 2006) and other baseline data and statistics have also provided an understanding of the conditions in the Rift House/Burn Valley area. The Regeneration Team have also met and worked with each of the Residents Associations established in the area (Rift House Community Association, Rift House East Residents Association and Burn Valley North Residents Association).

- 3.3 A copy of draft one of the Rift House/Burn Valley Neighbourhood Action Plan Update has been made available, with a comments book at the National Day Nurseries Association (NDNA) Building, Brierton Community Sports Centre, Stranton Community Learning Centre, the ORB Centre, Browning Avenue Baptist Church, Lewis Grove Sheltered Accommodation and Orwell Walk Sheltered Accommodation.
- 3.4 Informal community drop-in sessions were also held on Monday 19 March 2007, 10.30am to 11.00am in Browning Avenue Baptist Church and 5.00pm to 5.30pm in Rift House Primary School, Wednesday 21 March 2007, 6.30pm to 7.00pm in Hartlepool Sixth Form College and Thursday 22 March, 2.00pm to 2.30pm in the Woodcutter Public House.
- 3.5 The draft Rift House/Burn Valley NAP Update was also placed on Hartlepool Borough Council's online consultation system: <http://consultation.hartlepool.gov.uk> as an alternative way for individuals to comment on the draft NAP.
- 3.6 In addition to this, all key service providers have been sent a copy of the draft and a newsletter has been sent to every household within the area to inform residents of the draft Rift House/Burn Valley Neighbourhood Action Plan Update and to highlight how residents can be involved in the consultation process. The Council's Regeneration Team has also consulted further with local community/voluntary groups as well as local schools and youth groups. Theme meetings have been held with service providers to discuss how the priority concerns of the area can be addressed and taken forward by organisations using their available resources. Ward Councillors were also invited to these meetings.
- 3.7 The draft Rift House/Burn Valley NAP Update was taken to the Hartlepool Partnership on Friday 23 March 2007, to the Central Neighbourhood Consultative Forum on Thursday 29 March 2007 and the Rift House/Burn Valley Forum on Thursday 05 April 2007, for comment.
- 3.8 The final draft of the plan, Summary Document and Jargon Buster will then be sent out to all those who have been involved in the consultation process to ensure comments have been incorporated into the plan and reflected correctly.
- 3.9 The deadline for comments on draft one of the Rift House/Burn Valley Neighbourhood Action Plan Update was set as **Friday 30 March 2007** for inclusion in the final draft of the Rift House/Burn Valley NAP Update. Any comments from the Regeneration, Liveability and Housing Portfolio Holder will need to be reflected in the final for endorsement version of the NAP rather than the final draft in order to comply with timescales.

4.0 RESIDENTS' KEY CONCERNS

- 4.1 All those involved at the Community Conference looked at seven key themes, as set out in the Community Strategy, for improvement within the Rift House/Burn Valley area. The information below illustrates some of the key issues which people feel need to be addressed in order to improve the Rift House/Burn Valley area:
- 4.2 **Jobs and Economy**
- Reduce the number of people who are not in employment, education or training.
 - Address poor transport provision to increase access to employment opportunities.
- 4.3 **Lifelong Learning and Skills**
- Provide alternative methods of learning to encourage local residents to take up opportunities.
 - Tackle barriers to education and training.
- 4.4 **Health and Care**
- Improve access to health care provision, education and skills.
 - Provide more support to the elderly population, particularly to those who live alone.
- 4.5 **Community Safety**
- Reduce drug related issues throughout the area.
 - Reduce incidents of anti-social behaviour.
- 4.6 **Environment and Housing**
- Tackle car parking problems in various streets/groves by tarmacing grass verges.
 - Improve the appearance of Catcote Road shopping parade as well as the allotment sites.
- 4.7 **Culture and Leisure**
- Increase the number of activities/facilities throughout the area particularly for children and young people.
 - Address the lack of community venues across the area.
- 4.8 **Strengthening Communities**
- Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.
 - Provide more capacity building/training events.

5.0 THE CONTENTS OF THE PLAN

- 5.1 The draft Rift House/Burn Valley Neighbourhood Action Plan Update is attached, which includes a map of the area (page 1), along with a summary document highlighting the priority concerns, and the actions to address these.
- 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 Rift House/Burn Valley NAP endorsed in 2004 as well as the Dyke House/Stranton/Grange and Burbank NAP Updates which have recently been endorsed by the Regeneration, Liveability and Housing Portfolio Holder. The template has been amended as a result of the findings of the NAP Review as well as taking on board suggestions for improvement from service providers who refer to the plan on a regular basis.
- 5.4 The introductory section continues to cover the background to NAPs, a brief description of the Rift House/Burn Valley neighbourhood, how the Rift House/Burn Valley 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 the key statistics, the strengths and weaknesses and the gaps in service delivery which need to be addressed. Following this is a table which identifies the community's priority concerns, some of which are highlighted above (paragraph 4.2 to 4.8 of this report), the actions that are required to address these concerns, a column to identify whether actions are short term (within one year), medium term (between one and five years) or long term (five + years), the organisations who need to be involved in delivering the actions, possible funding and resources and how the actions will contribute to addressing strategic targets (such as the Local Area Agreement Indicators).
- 5.6 The next section outlines the key resources and programmes delivered in the area/accessible to residents of the Rift House/Burn Valley area. These follow the seven theme areas identified in the paragraph above. The last section of the plan is a Jargon Buster and a Summary Document.

- 5.7 ***The Regeneration, Liveability and Housing Portfolio Holder is asked to note the changes to the revised template as detailed above in paragraphs 5.4, 5.5 and 5.6.***
- 5.8 Once the document is finalised and endorsed, a resident's summary pamphlet will be produced to outline the key elements of the Rift House/Burn Valley Neighbourhood Action Plan Update, in response to the findings of the NAP Review.
- 5.9 Final endorsement will be requested at the Rift House/Burn Valley Forum on Thursday 03 May 2007, the Hartlepool Partnership on Friday 11 May 2007, the Regeneration, Liveability and Housing Portfolio Holder on Friday 18 May 2007 and the Central Neighbourhood Consultative Forum on Thursday 14 June 2007.

6.0 FINANCIAL IMPLICATIONS

- 6.1 In addition to the Neighbourhood Renewal Funding (Residents Priority Budget), this NAP will also be influential in the future allocation of resources. The NAP provides a strategic analysis of the 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.
- 6.2 As previously outlined in paragraph 2.4 of this report, the Hartlepool Partnership agreed to allocate £31,100 of Residents' Priority Budget over the next financial year (2007/08) specifically for the Rift House/Burn Valley Neighbourhood Action Plan area. The Rift House/Burn Valley Forum will continue to discuss with the Central Neighbourhood Manager, Hartlepool Community Network 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.

7.0 RECOMMENDATION

- 7.1 The Regeneration, Liveability and Housing Portfolio Holder is requested to comment on the draft Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update.

Rift House / Burn Valley Neighbourhood Action Plan (NAP) Update.

Summary Document

This document highlights the priority concerns and actions required, as identified in Draft One, March 2007.

Jobs and Economy

- **Increase provision and publicise existing opportunities around employment services.**
- Drop in surgeries to provide advice on employment opportunities.
- Drop in surgeries to establish residents needs regarding accessing barriers to employment.
- **Raise aspirations of young people in schools through information, advice and guidance for priority groups, especially those who are not in employment, education or training (NEET).**
- Increase the level/support of career guidance in schools/further/higher educational establishments, and look at proving this from an earlier age within schools.
- Local businesses to offer work experience / training opportunities / vocational training to motivate young people.
- Develop an Employment Club where residents can access information regarding employment, employment services and benefits.
- **Address poor transport provision to increase access to employment opportunities outside the area.**
- Explore opportunities to increase the frequency of public transport in the area, especially to other areas of the Borough.
- Liaise with Stagecoach and HBC Transport Coordinator to see if resources can be put in place more frequent / later service to be introduced through the area.

Lifelong Learning and Skills

- **Increase I.T facilities / provision.**
- Develop a local base from which residents of the area can access I.T facilities and tuition.
- Provide and develop local clubs from which I.T skills can be developed (for residents of all ages and abilities).
- **Provide alternative methods of learning to encourage local residents to take up opportunities e.g. vocational training.**
- Explore opportunities for creating more “hands on” learning opportunities in Primary and Secondary Schools.

- Promote and develop existing apprenticeship schemes available to residents of the area.
- **Tackle barriers to education and training.**
- Provide support to deal with barriers to education, for example childcare provision to young parents.
- Provide support to deal with barriers to education, for example childcare provision to young parents.
- **Increase access to learning based activities.**
- Series of workshops including book keeping, driving theory e.t.c.
- **Prepare elderly residents for retirement through information sessions.**

Health and Care

- **Lack of doctors, dentists and pharmacy in the Rift House / Burn Valley area.**
- Investigate the possibility of locating a doctors, dentist and chemist in the area.
- Promote the delivery service of pharmacies in the town.
- Investigate the possibility of providing more health services on an outreach basis.
- **High stroke rate in the Rift House / Burn Valley area.**
- Promote the services of the Community Stroke Team Mobile Unit who are based at Wynyard House.
- **Encourage healthier lifestyles.**
- Promote the benefits of walking to school.
- Liaise with local schools in order to promote and use the facilities of schools with and / or seeking 'Healthy Schools' status more effectively.
- Promote local health facilities, for example the swimming pool at Hartlepool Sixth Form College, Eldon Grove Community Sports Centre (subject to remaining open), Brierton Community Sports Centre and Summerhill.
- Continue to promote the Healthy Schools agenda.
- Encourage young people to exercise more frequently.
- Investigate the possibility of setting up a Food Co-operative.
- Need to develop the education and training / skills with regards the healthy eating, for example by providing cookery classes.
- Encourage the use of health facilities and activities available and advertise more widely any concessionary rates available.
- Children's Centre services at Kingsley Primary School to include 'Stop Smoking Classes' (as Smoking Cessation classes not available in the Rift House / Burn Valley area), Savings Clubs and Healthy Eating classes.
- Continue to deliver the 'Straight Line' Project in order to tackle the issue of underage drinking.

- Approach local shops to discuss how the alcohol is being obtained by young people.
- **Elderly people living alone.**
- More low level support required for the elderly, for example befriending, shopping, cleaning etc.
- Adaptations required to housing to allow the elderly to live on their own comfortably.
- Promote local clubs which the elderly can attend, for example the Autumn Club.
- Promote the Hartlepool Exercise for Life GP Referral Scheme.
- Explore the possibility of using the National Day Nursery Association (NDNA) Building on Masefield Road for activities for the elderly as it easily accessible.

Community Safety

- **Ensure the benefits of Neighbourhood Policing continue and explore the possibility of an increased Police presence in the area.**
- Increase Police presence in the area and continue to maintain the good relationship between the neighbourhood PCs and PCSOs and the local community. PCs and PCSOs to continue enforcement and crime prevention work.
- **Reduce drug dealing and drug related issues throughout the area particularly around the telephone box at Baden Street and the Catholic Club.**
- Increased Police drug enforcement activities.
- Liaise with Service Providers to look at opportunities to increase drug clean up operations and advertise the existing drug clean up services more widely.
- Initiatives to raise awareness / educate the local community particularly young people on the dangers surrounding the use of drugs and their effects as well as drug related litter.
- Improve street lighting in the area to deter drug related activity e.g. at the top end of Burn Valley Gardens
- Look at CCTV provision in the area to deter drug related activity and explore the possibility of increasing CCTV provision especially in 'hot spot' areas such as the front and rear of Catcote Road shops.
- **Reduce incidents of anti-social behaviour and associated behaviour e.g. underage drinking and graffiti.**
- Residents to report incidents of anti-social behaviour to the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588.
- Increase presence (high visibility patrols of Police / Police Community Safety Officers (PCSO's) and, ensure Officers establish good relationships with the local community particularly young people.
- Explore the possibility of a "graffiti wall" (mural).
- **Illegal use of off road motor bikes and quad bikes especially at the top of Masefield Road.**

- Town wide illegal off road motorbike Steering Group to investigate and report on how to tackle and reduce the problem (increasing enforcement and awareness).
- Residents to report incidents involving motorbikes and quad bikes being driven illegally to Cleveland Police Tel. 01642 326326 (Police Headquarters) and Cleveland Police to feedback 'good news' stories to the local community.
- Local schools to raise awareness regarding the legalities and dangers of using motorbikes illegally.
- Increased enforcement Action e.g. Cleveland Police to increase targeted operations using the Off Road Motorbike Unit.
- Increase publicity on what is illegal activity.
- **Address traffic issues throughout the area in particular Baden Street, Masefield Road and Marlowe Road.**
- Explore the possibility of installing traffic lights to control the flow of traffic in Baden Street.
- Explore the possibility of introducing speed reduction measures / further speed reduction measures on Masefield Road and Marlowe Road
- **Support and extend existing Neighbourhood Watch schemes.**
- Investigate the possibility of organising a publicity campaign to raise awareness and identify local volunteers to join the Neighbourhood Watch scheme.

Environment and Housing

- **Improve the environmental quality of the area.**
- Address problems with litter through enforcement action in 'hot spot' areas and increased provision of litter bins throughout the whole area and a better response by litter clearance services to cover most problematic areas such as Sitwell Walk, back streets in the Burn Valley area and local schools, particularly Brierton Community School fence.
- Tackle fly tipping issues (particularly in Burn Valley Gardens; the beck and in alleyway between Kimberley Street and Colenso Street) through more enforcement, publicising fines and more frequent street cleansing.
- Clean up graffiti and address incidents of vandalism particularly in Burn Valley Gardens.
- Address dog fouling issues, particularly in the back streets of the Burn Valley area and Burn Valley Gardens through enforcement, publicising fines, providing more dog fouling bins and signs, and educating the community.
- Improve street cleansing (including litter removal and chewing gum on pavements) especially in public areas, such as shopping parades, through enforcement, publicising fines, more litter bins, more regular cleansing and emptying of dog litter bins and encourage local people and businesses to contribute (e.g. helping with clean ups and removing litter from garden areas).
- Improve existing recycling amenities on Elwick Road by increasing collections and/or further provision. Also look to increase provision for further drop off points such as bottle banks etc. where possible.

- Improve the appearance of local shopping parades e.g. Catcote Road, through works such as shop front improvements e.g. painting of window sills and shutters, hanging baskets, and litter removal etc.
- Further improve the allotments sites at Waverely Terrace and Catcote Road to include CCTV and security fencing where applicable.
- Improve the collection of grass cuttings once the area has been cleansed.
- **Address residents' concerns/problems with the refuse collection and recycling scheme.**
- Look at issues such as the litter created by the white bag collection.
- Look at issues such as residents have to carry boxes/bins to the end of the road to have the refuse/recycling collected.
- **Street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).**
- Improve street lighting provision.
- **Traffic and road safety problems plus concerns with transport issues and uneven road surfaces and pavements.**
- Increase parking provision/on-street parking facilities particularly in the Rift House area and outside local schools, to eliminate parking on grass verges e.g. through tarmacking grass verges, continuing to remove raised flower beds where applicable, creating physical parking bays or reopening the rears of properties where appropriate.
- Look at the congestion problems particularly outside local schools especially at Brierton Community School because of the car wash opposite
- Encourage parents and children to walk to school.
- Enforcement action on illegal parking (yellow lines and in resident permit zones).
- Improve uneven road surfaces (including back lanes) and investigate the possibility of improving the condition of hazardous pavements (Sinclair Road, Gulliver Road and Doyle Walk).
- Improve road safety through traffic calming measures. NB Need to ensure the most appropriate solution is installed to resolve problems with speeding vehicles and, look to use alternative methods of traffic calming other than speed humps, where possible. Problem areas include Baden Street to Brinkburn Road (explore the possibility of installing traffic lights to control the flow of traffic) and Marlowe Road.
- Assess problems associated with heavy good vehicles delivering to local shops especially on Chesterton Road turning onto Masefield Road through installation of signage or bollards (particularly on the corner of Chesterton/Masefield Road).
- Investigate how to improve local transport services, in the Rift House area, particularly after 6.00pm. This would include a more frequent service, having an increased number of bus stops and limiting bus stop and timetable vandalism. NB Access to hospitals serving the Hartlepool area is a particular concern (i.e. the University Hospital of Hartlepool, James Cook and North Tees).

- **Need to look towards regulating the private rented sector and absentee landlords as there are an increasing number of anti-social tenants and families throughout the area who are in premises owned by private landlords. Need to also address the increase in vacant properties owned by private landlords.**
- Promote and encourage take up of the landlord registration scheme and take appropriate action against member landlords who do not comply with the scheme.
- Investigate complaints from tenants having problems with the condition of their rented accommodation, and take appropriate action against their landlords.
- Investigate complaints regarding anti-social tenants of private rented properties.
- Provide in-tenancy support for vulnerable groups such as ex-offenders.
- Explore the feasibility of providing and promoting landlord and tenant handbooks on good practice.
- Explore the possibility of a consultation exercise with a view to introducing a compulsory landlord licensing scheme.

Culture and Leisure

- **Improve community and leisure centre provision across the NAP area particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).**
- Improve existing community and leisure centre facilities such as increasing access, for example, increasing awareness of the activities available at Brierton Community Sports Centre and offering reduced rates for some members as well as developing further activities.
- Explore the feasibility of either converting an existing building into a multi-purpose community / leisure centre facility including youth provision or a new build, should the NDNA Building and Eldon Grove Sports Centre be closed. In addition, explore the possibility of making better use of schools, churches and public houses for educational and community purposes.
- Investigate the possibility of using abandoned open areas for recreation purposes and look at the feasibility of using such space to provide a football pitch.
- Explore opportunities to improve transport links to leisure facilities based outside of the area.
- **Improve links with the library service, churches and other organisations.**
- Provide a local library facility, generate links with the Central Library within the community or improve transport links to the Central Library.
- Increase links between churches, community / voluntary organisations and Rift House / Burn Valley Forum.

- **Increase the number of affordable activities / facilities throughout the area for all generations but particularly for children and young people.**
- Develop community based play areas for young people, for example, on the field at Masefield Road near Rift House Primary School.
- Develop a diverse range of diversionary activities for young people, particularly for the under 13's.
- Raise awareness of what services and activities are available for all ages by publicising events, activities and facilities more effectively in recognition of the value of culture and leisure activities.
- Organise outings to places of interest, for example to an archaeology site and to the University of Teesside for lectures.
- Look into the possibility of providing a 'chill out café' for young people and provide workers for them to talk to, a Summer splash scheme (swimming activity) at Brinkburn Youth Centre and a Badger Bus (an initiative offering access, at reduced rates, to the countryside whereby people can enjoy the benefits of fresh air and gentle exercise during the school summer holidays).
- **Tackle the concern that people feel isolated at the lower end of the Rift House area.**
- Develop social activities such as sugarcraft sessions, knitting clubs and quiz nights, geared towards bringing together the NAP communities.
- **Address the problems associated with the lack of locally based shops and improve the variety of products / produce stocked.**
- Investigate the possibility of locating a widely stocked convenience store such as a Tesco Express in the area and encourage existing shops in the area to stock a wider choice of products and fresh produce.

Strengthening Communities.

- **Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.**
- Continue to provide support and encouragement for residents wishing to become more involved in their community and seek ways to improve community spirit for some residents.
- Raise awareness of the Rift House / Burn Valley Forum and its activities with a view to engaging more resident involvement.
- Explore the possibility of providing and funding a community centre facility in the area, particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
- Identify sources of funding in order to be able to maintain progress and provide additional Community Development Workers for the area.
- **Link Neighbourhood Action Plan (NAP) communities through organised events.**

- Organise a series of events and activities, for example quiz nights, geared towards bringing together the NAP communities.
- Advertise such events across the NAP area.
- **Provide more capacity building / training events.**
- Enable those playing an active role in the community to become more effective in their roles by holding further capacity building sessions, building on the success of the recent capacity building training programme organised by Hartlepool Community Network.

RIFT HOUSE/BURN VALLEY NEIGHBOURHOOD ACTION PLAN (NAP) UPDATE



DRAFT 1
MARCH 2007

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.

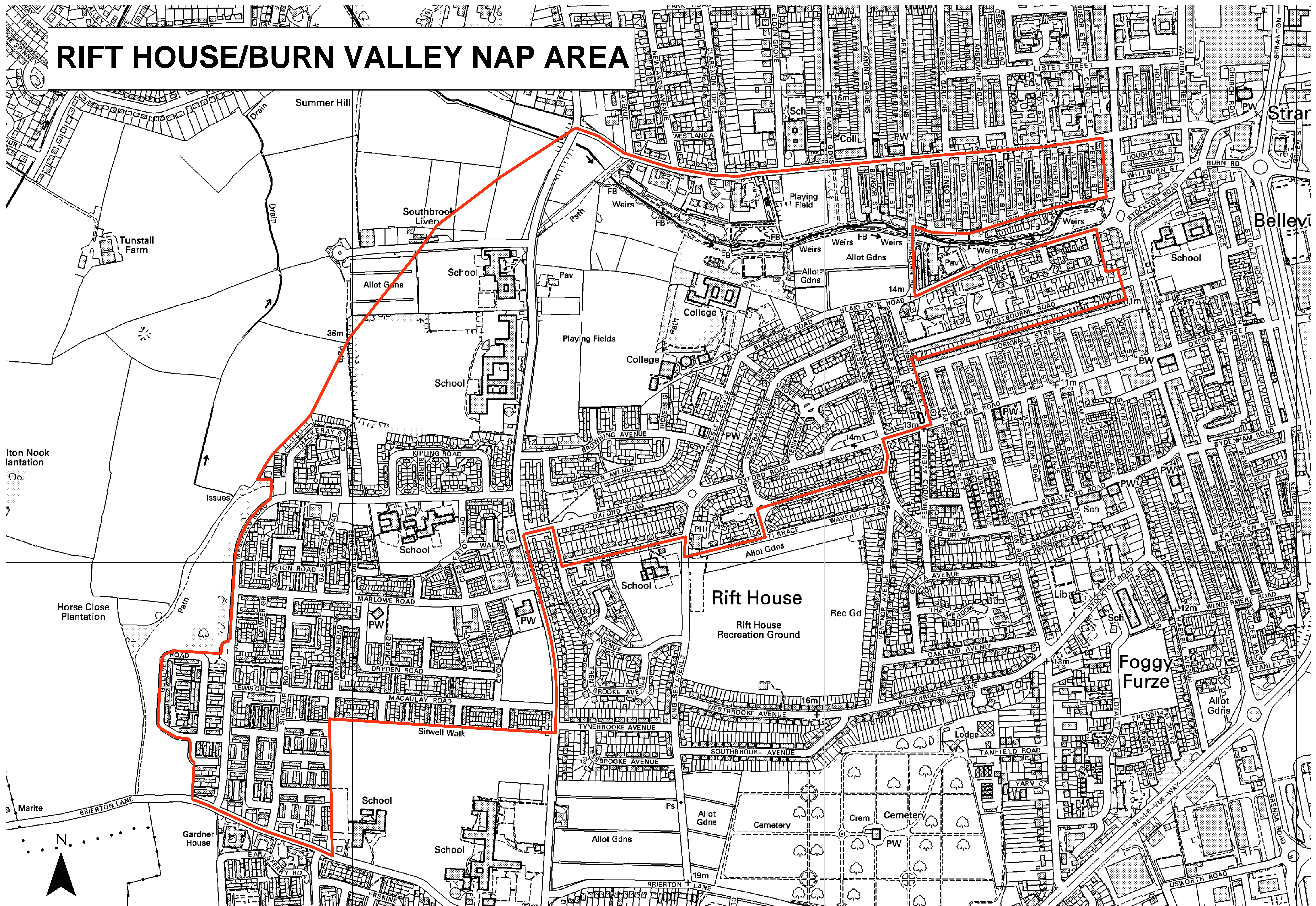
如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。
(Cantonese) ☎ (01429) 523598.

CONTENTS

PAGE NUMBER

Map of Rift House/Burn Valley Neighbourhood Action Plan (NAP) Area	1
Introduction.....	2
Key Statistics, Strengths and Weaknesses and Gaps plus Action Plan	
▪ Jobs and Economy	8
▪ Lifelong Learning and Skills.....	12
▪ Health and Care	15
▪ Community Safety	21
▪ Environment and Housing	28
▪ Culture and Leisure	38
▪ Strengthening Communities	44
Resources and Programmes	
▪ Jobs and Economy	48
▪ Lifelong Learning and Skills.....	57
▪ Health and Care	65
▪ Community Safety	79
▪ Environment and Housing	91
▪ Culture and Leisure	96
▪ Strengthening Communities	105
Jargon Buster	113

RIFT HOUSE/BURN VALLEY NAP AREA



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 timescales for the actions to be achieved, the organisations who need to be involved in delivering the actions, possible funding and resources and how success will be measured (by addressing Local Area Agreement (LAA) Indicators).

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 alternatively you can contact the Hartlepool Partnership Support Team on Tel. 01429 284147 or by email to hartlepoolpartnership@hartlepool.gov.uk.

About the Rift House/Burn Valley Neighbourhood

The Rift House and Burn Valley neighbourhood is situated to the southwest of Hartlepool Town Centre, and covers the majority of the Rift House ward (excluding Swalebrooke, Tynebrooke, Teesbrooke and Southbrooke Avenues) and a small part of the Burn Valley ward covering roads between Stockton Road to Shakespeare Avenue, and Oxford Road to Elwick Road (the area is shown on the map, page 1). The Rift House estate is a fairly large community which is predominantly social housing owned by housing Hartlepool. Local residents have access to a variety of shops located on Catcote Road, and several schools are located within the neighbourhood. To the west the estate is surrounded by open countryside. The Burn Valley area is predominantly owner-occupier

or private landlord housing and is within close proximity to the town centre and local shops on Elwick, Oxford and York Roads. The area is bordered by the Burn Valley Gardens and Waverley Terrace allotments.

There is a resident population of approximately 6,655 people living in 3,053 households. 22% of the population is ages 0-15 years, 58% of the population is of a working age and 20% are of retirement age.

What is the Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update?

The Rift House/Burn Valley Neighbourhood Action Plan (NAP) was the third NAP to be successfully prepared for the town back in 2004 following the completion of the Dyke House/Stranton/Grange NAP in 2002 and the Burbank NAP in 2004. This Plan was used as a base by the Rift House/Burn Valley 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 Associations 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 £120,500 of funding for the neighbourhood over 2004-2007.

To date, the Rift House / Burn Valley Forum has considered the lack of car parking provision in some areas throughout the neighbourhood and co-funded projects in areas such as Martin Grove, Kipling Road and Burns Avenue. The Forum has also initiated community safety projects such as anti-crime schemes for vulnerable households, supported local residents associations, the ORB Centre and activities for children and young people as well as pavement resurfacing work to the Burn Valley Gardens and traffic calming measures in Browning Avenue.

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 Rift House/Burn Valley NAP is the third NAP to be updated following the completion of the Dyke House / Stranton / Grange NAP and Burbank NAP Updates.

The Rift House/Burn Valley 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 February 2006 which was crucial in identifying the community's priorities and the actions required to address the priority concerns. Household survey data (MORI 2006) and other baseline data and statistics have also provided an understanding of the conditions in the Rift House/Burn Valley 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.

The Rift House/Burn Valley 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) is available in the Rift House/Burn Valley area to begin to address the priority concerns identified in the NAP.

As the Rift House/Burn Valley 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), Housing Hartlepool's resources and the delivery of the Council's Neighbourhood Management Team's services.



Pictures: The Community Conference held in February 2007 to obtain the community's views.

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:

- Increase provision and publicise existing opportunities around employment services.
- Raise aspirations of young people in schools through information, advice and guidance for priority groups, especially those who are not in employment, education or training (NEET).
- Address poor transport provision to increase access to employment opportunities outside the area.

Lifelong Learning and Skills:

- Increase I.T facilities/provision.
- Provide alternative methods of learning to encourage local residents to take up opportunities e.g. vocational training.
- Tackle barriers to education and training.
- Increase access to learning based activities.

Health and Care:

- Lack of doctors, dentists and pharmacy particularly in the Rift House area.
- High stroke rate in the Rift House/Burn Valley area.
- Encourage healthier lifestyles.
- Increase support for the elderly population, particularly to those who live alone.

Community Safety:

- Ensure the benefits of Neighbourhood Policing continue and explore the possibility of an increased Police presence in the area.
- Reduce drug dealing and drug related issues throughout the area particularly around the telephone box at Baden Street and the Catholic Club.
- Reduce incidents of anti-social behaviour and associated behaviour e.g. underage drinking and graffiti.
- Illegal use of off road motor bikes and quad bikes especially at the top of Masefield Road.
- Address traffic issues throughout the area in particular Baden Street, Masefield Road and Marlowe Road.
- Support and extend existing Neighbourhood Watch schemes.

Environment and Housing:

- Improve the environmental quality of the area.
- Address residents' concerns/problems with the refuse collection and recycling scheme.
- Further street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).
- Traffic and road safety problems plus concerns with transport issues and uneven road surfaces and pavements.
- Need to look towards regulating the private rented sector and absentee landlords as there are an increasing number of anti-social tenants and families throughout the area who are in premises owned by private landlords. Need to also address the increase in vacant properties owned by private landlords.

Culture and Leisure:

- Improve community and leisure centre provision across the NAP area particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
- Improve links with the library service, churches and other organisations.
- Increase the number of affordable activities/facilities throughout the area for all generations but particularly for children and young people.
- Tackle the concern that people feel isolated at the top of the Rift House area.
- Address the problems associated with the lack of locally based shops and improve the variety of products/produce stocked.

Strengthening Communities:

- Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.
- Link Neighbourhood Action Plan (NAP) communities through organised events.
- Provide more capacity building/training events.

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 Rift House/Burn Valley 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 Rift House/Burn Valley 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 Rift House/Burn Valley 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 Rift House/Burn Valley 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. Rift House/Burn Valley 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?

Statistics

- 14% of households receive income support in comparison to 13% Borough wide, 20% NRF area and 8% Nationally (JSU, 2006 data).
- 27% of the working age population have in receipt of a benefit in comparison to 23% Borough wide, 35% NRF area and 13% Nationally (JSU, 2006 data).
- The unemployment rate of 5.4% in the area is above average in comparison to 4.4% Borough wide, 6.9% NRF area and 2.6% Nationally (JSU, 2006 data).
- The level of worklessness at 39% is above average in comparison to 33% Borough wide, 42% NRF area and 25% Nationally (JSU, 2006).

Strengths

- Good local public transport links to Town Centre.
- Good Primary and Secondary Schools.

Weaknesses

- High levels of unemployment.
- High levels of worklessness.
- Large percentage of households have a low income.
- High proportion of population over retirement age.
- Irregular bus services to other areas of the Borough.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention

- | | |
|----|--|
| 1. | Continue to increase provision and publicise employment opportunities to residents of the area. |
| 2. | Identify and foster closer links with priority groups within the area to increase levels of those in employment, education and training. |
| 3. | Explore opportunities to increase the frequency of public transport to other areas of the Borough. |

JOBS AND ECONOMY

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Increase provision and publicise existing opportunities around employment services.</p>	<ul style="list-style-type: none"> ▪ Drop in surgeries to provide advice on employment opportunities. ▪ Drop in surgeries to establish residents needs regarding accessing barriers to employment. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>HBC Economic Dev't. RH/BV Forum. HCFE. Hartlepool Business Forum. Hartlepool Working Solutions. Business Link. Enterprising Hartlepool. Connexions and its successor. Working Links.</p>	<ul style="list-style-type: none"> ▪ Service Providers to liaise with Rift House / Burn Valley Forum to discuss opportunities within the area. ▪ Service Providers to liaise with Rift House / Burn Valley Forum to discuss opportunities within the area. 	<p>Increase employment rate.</p>

LIFELONG LEARNING AND SKILLS

WHAT IS THERE TO KNOW ABOUT THE AREA?

<p>Statistics</p> <ul style="list-style-type: none"> ▪ KS1 (Age 5-7) (L2+) Levels in Rift House / Burn Valley for numeracy and literacy are relatively high, 82% in comparison to 82% Borough wide and 76% NRF area (JSU, 2006 data) ▪ KS3 (Age 11-14) (L5+) Levels in Rift House / Burn Valley for numeracy and literacy are lower than the average, 71% in comparison to 71% Borough wide and 63% NRF area (JSU, 2006 data). ▪ Levels of 5+ A*-C GCSE Grades are lower than the average, 29% in comparison to 58% Borough wide and 44% NRF area (JSU, 2006 data). ▪ 47% of adults in the area have no qualifications in comparison to 33% Borough wide, 48% NRF area and 29% Nationally (JSU, 2006 data). 	
<p>Strengths</p> <ul style="list-style-type: none"> ▪ Brierton Community School. ▪ The English Martyrs RC School and Sixth Form College. ▪ Hartlepool Sixth Form College. ▪ Kingsley Primary School. ▪ Rift House Primary School. ▪ St Aidan's CE Primary School. ▪ St Cuthbert's Primary School. ▪ High educational attainment in Primary Schools, which have significantly improved. 	<p>Weaknesses</p> <ul style="list-style-type: none"> ▪ Educational attainment in Secondary Schools. ▪ No local post-school learning opportunities available within the area for adults. ▪ No local community library.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Increase access to I.T facilities, I.T classes delivered by a qualified tutor and clubs in the local area.
2.	Explore ways of providing alternative methods of learning for residents to take up new opportunities.
3.	Provide support for those residents experiencing barriers to learning.
4.	Continue and increase participation in learning based activities.

LIFELONG LEARNING AND SKILLS

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Increase I.T facilities / provision.</p>	<ul style="list-style-type: none"> ▪ Develop a local base from which residents of the area can access I.T facilities and tuition. ▪ Provide and develop local clubs from which I.T skills can be developed (for residents of all ages and abilities). 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>All local schools. RH/BV Forum. Community Groups. HBC Central Library. HBC Adult and Community Services. HBC N'hood Manager.</p>	<ul style="list-style-type: none"> ▪ Rift House / Burn Valley forum, community group and local schools to discuss the possibility of providing I.T facilities locally. ▪ Rift House / Burn Valley Forum to liaise with local Primary and Secondary Schools and HBC Adult Education and investigate. <p>Hartlepool Borough Council: Central library offers free access to I.T facilities and study space, homework and school study support. Tel. 01429 292905.</p>	<p>Increase the number of new Skills for Life qualifications.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>
Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Provide alternative methods of learning to encourage local residents to take up opportunities e.g. vocational training.</p>	<ul style="list-style-type: none"> ▪ Explore opportunities for creating more "hands on" learning opportunities in Primary and Secondary Schools. ▪ Promote and develop existing apprenticeship schemes available to residents of the area. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>All local schools. HBC Children's Services. HCFE. Local Training Providers. LSC. HBC Adult Education.</p>	<ul style="list-style-type: none"> ▪ Encourage local Primary and Secondary schools to investigate. ▪ Resources to be confirmed with Hartlepool College of Further Education. 	<p>Increase the number of new Skills for Life qualifications.</p> <p>Increase the number of Modern Apprentices Framework completions.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>

LIFELONG LEARNING AND SKILLS

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Tackle barriers to education and training.	<ul style="list-style-type: none"> ▪ Provide support to deal with barriers to education, for example childcare provision to young parents. ▪ Provide support to deal with barriers to education, for example childcare provision to young parents. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>All local schools. HBC Children's Services. HCFE. Local Training Providers. HBC Adult Education. Stagecoach. Arriva. HBC Transport Coordinator.</p>	<ul style="list-style-type: none"> ▪ Resources to be confirmed with HBC Children's Services. ▪ Rift House / Burn Valley Forum to discuss with Stagecoach / Arriva and HBC Transport coordinator. 	<p>Increase achievement at Key Stage 2,3 and 4.</p> <p>By 2008 all schools in Local Authority Districts in receipt of NRF have at least 50% of pupils achieve level five or above in english, maths and science.</p>
Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Increase access to learning based activities.	<ul style="list-style-type: none"> ▪ Series of workshops including book keeping, driving theory e.t.c. ▪ Prepare elderly residents for retirement through information sessions. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>All local schools. HBC Children's Services. HCFE. Local Training Providers. LSC. HBC Adult Education.</p>	<ul style="list-style-type: none"> ▪ All Service Providers to discuss. ▪ All Service Providers to discuss. 	<p>Increase the New Skills for Life Qualification.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>

HEALTH AND CARE

WHAT IS THERE TO KNOW ABOUT THE AREA?

<p>Statistics</p> <ul style="list-style-type: none"> ▪ 47% of people in the Rift House / Burn Valley area have health problems in comparison to 27% NRF area and 24% Borough wide (Census 2001). ▪ 15.6% of people are incapable of working due to health problems in comparison to 19.7% NRF area and 13.7% Borough wide (JSU, 2006). ▪ 35% of residents have a long standing illness, disability or infirmity in comparison to 41% NRF area and 34% Borough wide (Ipsos MORI 2006). ▪ 38% of people in the Rift House / Burn Valley area smoke in comparison to 42% NRF Area and 31% Borough wide (Ipsos MORI 2006). ▪ 27% of residents never eat five portions of fruit or vegetables a day in comparison 22% NRF Area and 15% Borough wide (Ipsos MORI 2006). 	
<p>Strengths</p> <ul style="list-style-type: none"> ▪ Proposed Waverley Terrace allotment project – an allotment has been earmarked for users of a mental health service to grow their own fruit, vegetables and flowers to be distributed to friends and families and local food cooperatives. ▪ National Day Nurseries Association (NDNA) Regional Centre, Masfield Road. ▪ National Healthy Schools Status: all local schools in the Rift House / Burn Valley area have this status or are working towards it. 	<p>Weaknesses</p> <ul style="list-style-type: none"> ▪ Lack of doctors, dentists and pharmacies in the area. ▪ Lack of health advice services / classes based in the area. ▪ Lack of health facilities, including affordable gyms and exercise facilities in close proximity. ▪ Vulnerable groups such as the elderly require more support.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Lack of healthy doctors, dentists and pharmacy.
2.	Improve support for people who have had strokes.
3.	Encourage residents to live a healthier lifestyle.
4.	Provide more support to the elderly population, particularly to those who live alone.
5.	Tackle the issue of underage drinking.
6.	Increase provision and opportunities for healthy eating.

HEALTH AND CARE

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Lack of doctors, dentists and pharmacy particularly in the Rift House area.	<ul style="list-style-type: none"> ▪ Investigate the possibility of locating a doctors, dentist and chemist in the area. ▪ Promote the delivery service of pharmacies in the town. ▪ Investigate the possibility of providing more health services on an outreach basis. 	<p>Medium Term.</p> <p>Short Term</p> <p>Short / Medium Term.</p>	<p>Hartlepool PCT.</p> <p>North Tees and Hartlepool NHS Trust.</p> <p>Local GPs.</p> <p>Local Dentists.</p> <p>Pharmacies.</p>	<ul style="list-style-type: none"> ▪ All relevant partners to discuss. Resources to be explored. ▪ Rift House / Burn Valley Forum to discuss with pharmacies town wide. ▪ Hartlepool Families First Health Bus visits Shakespeare Avenue on Mondays, 1.00pm until 3.00pm (NDC funded project). <p>Hartlepool Families First would be able to respond to the needs of Rift House / Burn Valley residents subject to resources.</p>	<p>Increase life expectancy in both males and females.</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 Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
High stroke rate in the Rift House / Burn Valley area.	<ul style="list-style-type: none"> ▪ Promote the services of the Community Stroke Team Mobile Unit who are based at Wynyard Road. 	Short Term.	<p>Hartlepool PCT.</p> <p>North Tees and Hartlepool NHS Trust.</p> <p>Local GPs, Dentists & Pharmacies.</p> <p>Community Stroke Team.</p> <p>Rift House / Burn Valley Forum.</p> <p>H'pool Carers.</p>	<ul style="list-style-type: none"> ▪ Hartlepool PCT (including the Community Stroke Team) and relevant partners to discuss. 	<p>Increase life expectancy in both males and females.</p>

HEALTH AND CARE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Encourage healthier lifestyles.</p>	<ul style="list-style-type: none"> ▪ Promote the benefits of walking to school. ▪ Liaise with local schools in order to promote and use the facilities of schools with and / or seeking 'Healthy Schools' status more effectively. ▪ Promote local health facilities, for example the swimming pool at Hartlepool Sixth Form College, Eldon Grove Community Sports Centre (subject to remaining open), Brierton Community Sports Centre and Summerhill. ▪ Continue to promote the Healthy Schools agenda. 	<p>Short Term.</p> <p>Short / Medium Term.</p> <p>Short Term.</p> <p>Short / Medium Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. Children's Centre. Brierton Community Sports Centre. Hartlepool Sixth Form College. Eldon Grove Community Sports Centre. Children's Centre. Summerhill. FAST Project. COOL Project. HBC Youth Services. HBC Children's Services. HBC Adult & Community Services. HBC Sports Devt Team. Hartlepool</p>	<ul style="list-style-type: none"> ▪ Hartlepool Borough Council's Sports Development Team administers the Big City Walk Scheme which encourages children to record how many miles they walk in and out of school time. For more information, Tel: 01429 284050. ▪ Hartlepool Borough Council's Children's Services, Healthy Schools Co-ordinator, local schools and other relevant partners to discuss. COOL Project based at Rift House Primary School on Wednesday evenings (5.00pm until 7.00pm), and Brierton Community Sports Centre on a Monday evening (5.00pm until 7.00pm). For more information, Tel: 01429 221832. ▪ Hartlepool Borough Council's Adult and Community Services, Sports Development Team, Hartlepool Sixth Form, Brierton Sports College, Eldon Grove Community Sports Centre, Summerhill and Rift House / Burn Valley Forum to discuss. ▪ Hartlepool Borough Council's Healthy Schools Co-ordinator. 	<p>Increase life expectancy in both males and females.</p> <p>Increase the proportion of people satisfied with their area.</p> <p>Increase the number of schools achieving the new Healthy Schools Status.</p> <p>Increase annual Leisure Centre attendances.</p> <p>Increase Leisure Card holders attendance.</p> <p>Ensure young people are supported in developing self confidence, team working skills and enterprise.</p> <p>Decrease the percentage of residents stating that 'people being drunk or rowdy in public places' are a problem.</p>

HEALTH AND CARE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued...	<ul style="list-style-type: none"> ▪ Need to develop the education and training / skills with regards the healthy eating, for example by providing cookery classes. ▪ Encourage the use of health facilities and activities available and advertise more widely any concessionary rates available. ▪ Children's Centre services at Kingsley Primary School to include 'Stop Smoking Classes' (as Smoking Cessation classes not available in the Rift House / Burn Valley area), Savings Clubs and Healthy Eating classes. ▪ Continue to deliver the 'Straight Line' Project in order to tackle the issue of underage drinking. ▪ Approach local shops to discuss how the alcohol is being obtained by young people. 	<p>Medium Term.</p> <p>Short / Medium Term.</p> <p>Short / Medium Term.</p> <p>Short Term.</p> <p>Short / Medium Term.</p>	See previous page.	<ul style="list-style-type: none"> ▪ Hartlepool Primary Care Trust, Hartlepool Borough Council's Healthy Food Co-ordinator and other relevant partners to discuss. ▪ Hartlepool Borough Council's Adult and Community Services, Sports Development Team and the Rift House / Burn Valley Forum to consider. ▪ Hartlepool Borough Council's Children's Centre and Childcare Co-ordinator to consider. ▪ The 'Straight Line' Project educates young people in the effects of underage drinking. For more information, Tel: 01429 239922. ▪ Rift House / Burn Valley Forum to discuss with local shops. 	See previous page.

HEALTH AND CARE

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Increase support for the elderly population, particularly to those who live alone.</p>	<ul style="list-style-type: none"> ▪ More low level support required for the elderly, for example befriending, shopping, cleaning etc. ▪ Adaptations required to housing to allow the elderly to live on their own comfortably. ▪ Promote local clubs which the elderly can attend, for example the Autumn Club. ▪ Promote the Hartlepool Exercise for Life GP Referral Scheme. ▪ Explore the possibility of using the National Day Nursery Association (NDNA) Building on Masefield Road for activities for the elderly as it easily accessible. 	<p>Medium Term.</p> <p>Medium / Long Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Medium Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. Local GPs. Housing Hartlepool. Home Housing. NDNA Building. Local Imp. For Older People. Residents. Rift House / Burn Valley Forum. Anchor Trust Community Devt Team.</p>	<ul style="list-style-type: none"> ▪ Anchor Trust Community Development Team cater for those over the age of 50 to assess needs and seek to address them. Tel: 01429 224466. ▪ Anchor Trust Community Development Team, Hartlepool Access Group (HAG), Housing Hartlepool and other relevant partners to discuss. ▪ Rift House / Burn Valley Forum to discuss. <p>The Autumn Club is for senior citizens and is held on a Wednesday, 1.00pm until 3.00pm at The Catholic Club.</p> <p>50+ Forum brings together people in the older age group to discuss matters of mutual interest. For more information, Tel: 01429 224466.</p> ▪ Hartlepool PCT and relevant partners to explore possibility of further promotion subject to resources. ▪ Rift House / Burn Valley Forum to discuss with National Day Nursery Association (NDNA) Building. 	<p>Increase support to enable residents to live independently in their own homes.</p> <p>Increase the number of adaptations carried out to enable vulnerable people to remain living independently in their own home.</p> <p>Improve access to social care services. Reduce the proportion of people feeling no involvement in their community.</p> <p>Increase number of people receiving housing support services.</p>

COMMUNITY SAFETY

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- The total crime offences (per 1000 population) is 110 in the area, which is low in comparison to 182.5 NRF Area, 129 Borough wide (HBC Community Safety 2005 / 2006).
- The total overall vehicle crime (per 1000 population) is 11.9 which is low in comparison to 17.4 NRF Area, 14.4 Borough wide (HBC Community Safety 2005 / 2006).
- The total violent crime (per 1000 population) is 30.9 which is low in comparison to 51.1 NRF Area, 34.5 Borough wide (HBC Community Safety 2005 / 2006).
- The total domestic burglary (per 1000 population) is lower than the Borough average, 14.3 in comparison to 21.5 NRF Area, 15.6 Borough wide (HBC Community Safety 2005 / 2006).
- 71% of residents feel safe walking alone in or around the area after dark in comparison to 61% NRF Area and 64% Borough wide (Ipsos MORI 2006).
- 61% of residents feel about as safe as three years ago, in comparison to 52% NRF Area and 61% Borough wide (Ipsos MORI 2006).
- 40% of residents feel that the speed and volume of road traffic is a problem in the area but not a serious problem in the area in comparison to 27% NRF Area and 25% Borough wide (Ipsos MORI 2006).
- 68% of residents feel that vandalism, graffiti and other deliberate damage is not a problem in the area in comparison to 59% NRF Area and 66% Borough wide (Ipsos MORI 2006).
- 87% of residents feel that people being attacked or harassed is not a problem in the area in comparison to 76% NRF Area and 83% Borough wide (Ipsos MORI 2006).
- 79% of residents feel that household burglary is not a problem in the area in comparison to 69% NRF Area and 74% Borough wide (Ipsos MORI 2006).
- 63% of residents feel that car crime is not a problem in the area in comparison to 61% NRF Area and 68% Borough wide (Ipsos MORI 2006).
- 73% of residents feel that drug dealing and use is not a problem in the area in comparison to 51% NRF Area and 63% Borough wide (Ipsos MORI 2006).
- 93% of residents feel that property being set on fire is not a problem in the area in comparison to 89% NRF Area and 92% Borough wide (Ipsos MORI 2006).
- 77% of residents feel that disturbance from crowds and gangs and hooliganism is not a problem in the area in comparison to 68% NRF Area and 71% Borough wide (Ipsos MORI 2006).

Strengths

- Neighbourhood Policing Scheme with a dedicated ringfenced PC and a dedicated ringfenced PCSO has made a big difference: much improved communication between Police and residents and people generally feel safer.
- Relatively low crime statistics for the area.
- Improved lighting and CCTV installed at Colwyn Road.
- Reduced anti-social behaviour by young people.
- Improved street lighting in Martin, Dickens, Ruskin, Spenser Groves, Chaucer Avenue, Oxford Road, Elwick Road, Shaw Grove / Gulliver Road.
- Increased target hardening measures through the distribution of "Smartwater".
- A number of alleyways have been blocked off with alleygates and this has helped to reduce crime.
- Improved security measures to Housing Hartlepool properties (including secure doors).

Weaknesses

- Drug dealing and associated burglary and litter.
- Anti-social behaviour: perception of lots of youths hanging around the street in gangs causing disturbances, fighting and smashing glass.
- Graffiti still a problem on the estate.
- Vandalism and graffiti in Burn Valley Gardens.
- Poor Neighbourhood Watch coverage in some parts of the area.
- Off road motorbikes and quad bikes especially at the top of Masefield Road.
- Young people destroying shrubbery in Sheridan Grove
- No CCTV coverage at Catcote shops and in the Rift House area in particular.
- Poor street lighting at the top end of Burn Valley Gardens (Queensberry Avenue) and the drive to Brinkburn Youth Club.
- Incidents of anti-social behaviour and associated behaviour e.g. underage drinking and playing football on a night.
- Car parking on grassed areas.

<p>Strengths</p> <ul style="list-style-type: none"> ▪ Families Accessing Support Team (FAST) Project contributing towards tackling problems of anti-social behaviour. ▪ Neighbourhood Watch. ▪ Domestic Violence Support Service and Domestic Violence Outreach Support Worker. ▪ Parking improvements and traffic calming measures in the area, although more improvements are required. 	<p>Weaknesses</p> <ul style="list-style-type: none"> ▪ Fires in the allotments. ▪ Speeding cars particularly on Masefield Road and Marlowe Road. ▪ There are areas that experience traffic and parking problems e.g. Baden Street, illegal parking on Elwick Road. ▪ Children and young people have identified incidences of racism and bullying at school. ▪ Relationship between young people and Police at Summerhill. ▪ Absentee private landlords in the area.
--	--

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Ensure the benefits of the Neighbourhood Policing scheme continue.
2.	Reduce drug related issues throughout the area.
3.	Reduce incidents of anti-social behaviour and associated behaviour.
4.	Address the issue of illegal off road motor bikes and quad bikes especially at the top of Masefield Road.
5.	Address traffic issues throughout the area.
6.	Encourage community participation in Neighbourhood Watch.

COMMUNITY SAFETY

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> ▪ Initiatives to raise awareness / educate the local community particularly young people on the dangers surrounding the use of drugs and their effects as well as drug related litter. ▪ Improve street lighting in the area to deter drug related activity e.g. at the top end of Burn Valley Gardens. ▪ Look at CCTV provision in the area to deter drug related activity and explore the possibility of increasing CCTV provision especially in 'hot spot' areas such as the front and rear of Catcote Road shops. 	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>Police (Crime Prevention Officer). Residents. DISC. Hartlepool Young Persons Drug Team (HYPE). ASB Unit. Community Drug Centre.</p>	<ul style="list-style-type: none"> ▪ Subject to funding and resources. Rift House / Burn Valley Forum to discuss with the Drug Action Team Mobile Unit. The Drug Action Team is available to carry out education events in the local area, subject to resources. A town wide Personal Advisor who works alongside Hartlepool Young Persons Drug Team (HYPE). ▪ Review street lighting provision subject to further consultation on key areas of concern as well as funding and resources. Rift House / Burn Valley Forum, residents and HBC Public Lighting Manager to identify any priority areas which are poorly lit. NRF, Hartlepool Borough Council's Public Lighting Maintenance Plan and Housing Hartlepool. ▪ Resources to be confirmed. 	<p>for 12 weeks or more.</p>

COMMUNITY SAFETY

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Illegal use of off road motor bikes and quad bikes especially at the top of Masefield Road.</p>	<ul style="list-style-type: none"> ▪ Town wide illegal off road motorbike Steering Group to investigate and report on how to tackle and reduce the problem (increasing enforcement and awareness). ▪ Residents to report incidents involving motorbikes and quad bikes being driven illegally to Cleveland Police Tel. 01642 326326 (Police Headquarters) and Cleveland Police to feedback 'good news' stories to the local community. ▪ Local schools to raise awareness regarding the legalities and dangers of using motorbikes illegally. ▪ Increased enforcement Action e.g. Cleveland Police to increase targeted operations using the Off Road Motorbike Unit. ▪ Increase publicity on what is illegal activity. 	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>Cleveland Police. Off Road Motorbike Unit. Residents. Rift House / Burn Valley Forum. Local Schools. HBC Adult & Community Services. N'hood Manager. ASB Unit.</p>	<ul style="list-style-type: none"> ▪ Subject to funding and resources. ▪ Residents to work with Cleveland Police and other relevant organisations. ▪ Rift House / Burn Valley Forum to work with local schools and other relevant organisations. ▪ Cleveland Police and other relevant organisations to discuss subject to funding / resources. ▪ Cleveland Police and other relevant organisations to discuss subject to funding / resources. 	<p>Reduce personal, social and community disorder reported to the Police.</p>

COMMUNITY SAFETY

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Address traffic issues throughout the area in particular Baden Street, Masefield Road and Marlowe Road.	<ul style="list-style-type: none"> ▪ Explore the possibility of installing traffic lights to control the flow of traffic in Baden Street. ▪ Explore the possibility of introducing speed reduction measures / further speed reduction measures on Masefield Road and Marlowe Road 	<p>Short to Medium Term.</p> <p>Short Term.</p>	HBC Highways. HBC N'hood Manager. Residents' Associations. Rift House / Burn Valley Forum. Cleveland Police.	<ul style="list-style-type: none"> ▪ Hartlepool Local Transport Plan, Neighbourhood Renewal Fund and Central Consultative Forums minor works budget. ▪ HBC Highways can provide the Rift House / Burn Valley Forum and Residents' Associations with options to reduce speeding cars. 	<p>Reduce the number of traffic related deaths and serious injuries.</p> <p>Reduce the number of children killed or seriously injured.</p>

Priority Concern 6	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Support and extend existing Neighbourhood Watch schemes.	<ul style="list-style-type: none"> ▪ Investigate the possibility of organising a publicity campaign to raise awareness and identify local volunteers to join the Neighbourhood Watch scheme. 	Short Term.	Cleveland Police. N'hood Police Support Team. N'hood Watch. Residents. Residents' Associations. Community / Voluntary Sector.	<ul style="list-style-type: none"> ▪ Further information on the Neighbourhood Watch scheme can be obtained from the Neighbourhood Watch Co-ordinator on Tel. 01429 405585. 	<p>Reduce the level of total crime.</p> <p>Increase the percentage of residents who are worried about having their home broken into.</p> <p>Increase percentage of people who are satisfied with the quality of service provided by the Police.</p>

ENVIRONMENT AND HOUSING

WHAT IS THERE TO KNOW ABOUT THE AREA?

Statistics

- 52% of households are owner occupied in comparison to 44% NRF Area and 53% Borough wide (Ipsos MORI 2006).
- 39% are social sector rented which is the same as the NRF Area, and higher than Borough wide at 33% (Ipsos MORI 2006).
- There has been a 76% rise in house prices in the Rift House/Burn Valley area between 2003 and 2005 (JSU, 2006).
- 9.3% of houses in Rift House/Burn Valley have no central heating in comparison to 8.1 NRF Area and 5.1% Borough wide (Census 2001).
- 45% of residents are very satisfied with living in the Rift House/Burn Valley area in comparison to 32% NRF Area and 43% Borough wide (Ipsos MORI 2006).
- 14% of people feel that litter and rubbish in the streets is a serious problem in the area, in comparison to 23% NRF Area and 17% Borough wide (Ipsos MORI, 2006).
- 16% of residents consider the speed and volume of traffic to be a serious problem in the area, in comparison to 22% NRF Area and 19% Borough wide (Ipsos MORI, 2006).
- 3% of residents consider a lack of parks and open spaces to be a serious problem in comparison to 15% NRF area and 9% Borough wide (Ipsos MORI, 2006).
- 8% of people feel that poor public transport is a serious problem in this area, in comparison to 7% NRF Area and 7% Borough wide (Ipsos MORI, 2006).

Strengths

- Improvements to flower beds in Colwyn Road.
- Recent car parking/grass verge removal improvements.
- Improved street cleansing.
- Increased amount of litter/dog litter bins in the area but more are required.
- Traffic calming measures on Masefield Road although alterations to the speed humps are to be made to ensure they are more effective.
- Summerhill Country Park has excellent cycle and pedestrian links.
- Open green space adjacent to Summerhill Country Park.
- The area has relatively high tree cover, which can have a positive effect on the environment and residents quality of life.
- Close proximity to a variety of shops on Catcote Road (Rift House area) and Oxford Road and Elwick Road (Burn Valley area) – although no amenities for residents living at the top of the Rift House area.
- Close proximity to Burn Valley Gardens and the recent improvements to the Gardens through the rejuvenation scheme funded by New Deal for Communities (NDC) Programme as well as the work supported by the NRF Residents Priority Budget (allocated by the Rift House/Burn Valley Forum) which includes work to the front entrance, improved street lighting, resurfacing of pathways etc. however, further works still required particularly to

Weaknesses

- Speeding traffic in some areas.
- Litter (Brierton Community School fence, Sitwell Walk and back streets in the Burn Valley area a particular problem), fly tipping (particularly in Burn Valley Gardens), graffiti and dog fouling problems (back streets in the Burn Valley area).
- Lack of car parking provision therefore cars park on grassed areas.
- Shops in poor state of repair throughout the area in particular the Catcote Road parade.
- Enforcement action on illegal parking (permit zones and double yellow lines) particularly on Elwick Road.
- Off road motorbikes and quad bikes especially at the top of Masefield Road (see Community Safety section).
- Poor collection of grass cuttings once the area has been cleansed.
- Recycling collection not adequate for some residents (residents have to carry boxes/bins to the end of the road to have the refuse collected).
- Recycling amenities on Elwick Road not emptied regularly enough and are often overflowing.
- Improvements to public transport system particularly after 6.00pm in the Rift House area.
- Lack of dog litter bins.
- Uneven road surfaces and hazardous pavements e.g. Sinclair

<p>Strengths</p> <p>the top end of the Gardens.</p> <ul style="list-style-type: none"> ▪ Good public transport system along Oxford Road and Catcote Road although could be improved further particularly after 6.00pm in the Rift House area. ▪ Improvements to Waverley Terrace allotments although further work is still required. ▪ Green open spaces. ▪ Overgrown vegetation removed at a number of locations. ▪ Improvements in parking provision although more work is required. ▪ Quiet area to live in with good neighbours. ▪ New Care Home development (Lindisfarne) on the old Rift House Club site. ▪ Removal of raised flower beds in some streets off Elwick Road. ▪ Traffic calming measures. ▪ Street lighting improvements across the area particularly in the lower end of the Burn Valley Gardens, Ruskin, Martin, Spencer, Dickens Groves, Oxford, Elwick and Colwyn Road, Shaw Grove, Chaucer Avenue and Gulliver Road. ▪ Alleygates/security improvements. ▪ Recycling scheme although there are unsuitable collection points for some residents. ▪ Good lines of communication with housing offices/associations. ▪ New development on the St Columbus Church site will improve the area. ▪ Housing Hartlepool Caretakers. ▪ Recent modernisation to Housing Hartlepool properties. 	<p>Weaknesses</p> <p>Road, Gulliver Road and Doyle Walk.</p> <ul style="list-style-type: none"> ▪ Lack of drop off and pick up points for local schools especially on Catcote Road. ▪ Some flower beds remain in some streets off Elwick Road. ▪ Poor street lighting at the top of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club). ▪ Empty properties and absentee landlords particularly in the Burn Valley area. ▪ Transient population. ▪ Private Landlords.
---	--

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Improve environmental quality by addressing issues such as litter, fly tipping, graffiti, vandalism, dog fouling, recycling and improving appearance of local shopping parades and allotment sites.
2.	Address residents' concerns/problems with the refuse collection and recycling scheme.
3.	Further improve street lighting provision throughout the area.
4.	Address parking, traffic and road safety issues.
5.	Improve the condition of uneven road surfaces and pavements in certain areas.
6.	Improve the public transport system, serving the Rift House area, particularly after 6.00pm.
7.	Improve regulation in the private rented sector.

ENVIRONMENT AND HOUSING

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> ▪ Improve the appearance of local shopping parades e.g. Catcote Road, through works such as shop front improvements e.g. painting of window sills and shutters, hanging baskets, and litter removal etc. ▪ Further improve the allotments sites at Waverely Terrace and Catcote Road to include CCTV and security fencing where applicable. ▪ Improve the collection of grass cuttings once the area has been cleansed. 	<p>Medium Term.</p> <p>Medium Term.</p> <p>Short Term.</p>	<p>HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC Environmental Action Team. N'hood Enforcement Team. Youth Offending Team. Dog Wardens. Probation Service.</p>	<ul style="list-style-type: none"> ▪ Subject to funding available but opportunities could become available through Minor Works Budget, NRF Residents Priority Budget. Rift House/Burn Valley Forum to work with Youth Offending Service and local shop proprietors regarding a maintenance programme. ▪ Subject to funding available but opportunities could become available through Minor Works Budget, NRF Residents Priority Budget. Work with allotment owners to identify solutions to upgrade allotment sites in the short term. HBC looking at the possibility of extending the coverage of the existing CCTV system at nearby Summerhill site to include the shared access lane with the allotments to provide security (Catcote Road allotments). ▪ Rift House/Burn Valley Forum to discuss with Neighbourhood Manager, but extra cost may not justify action. 	<p>Improve the cleanliness of the neighbourhood.</p> <p>Reduce the percentage of people who think litter and rubbish in the streets is a problem in their area.</p> <p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Reduce level of criminal damage.</p> <p>Increase tonnage of household waste recycled or composted.</p>

ENVIRONMENT AND HOUSING

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Address residents' concerns/problems with the refuse collection and recycling scheme.	<ul style="list-style-type: none"> ▪ Look at issues such as the litter created by the white bag collection. ▪ Look at issues such as residents have to carry boxes/bins to the end of the road to have the refuse/recycling collected. 	<p>Short Term.</p> <p>Short Term.</p>	HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC N'hood Services.	<ul style="list-style-type: none"> ▪ Resources to be confirmed. ▪ Resources to be confirmed. 	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase tonnage of household waste recycled or composted.</p>
Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Street lighting improvements required (particularly the top end of Burn Valley Gardens, in the side streets off Elwick Road and on the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club)).	<ul style="list-style-type: none"> ▪ Improve street lighting provision. 	Medium Term.	HBC Community Safety. HBC N'hood Services. HBC Public Lighting Manager.	<ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum to identify areas and discuss with HBC Public Lighting Manager. <p>HBC Street Lighting Maintenance Plan.</p>	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase percentage of residents who feel very or fairly safe out in their neighbourhood after dark.</p> <p>Reduce percentage of people who are worried about being mugged on the street.</p>

ENVIRONMENT AND HOUSING

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Traffic and road safety problems plus concerns with transport issues and uneven road surfaces and pavements.</p> <p>(NB for information relating to the illegal use of motorbikes, motorised scooters and quad bikes, see Community Safety section).</p>	<ul style="list-style-type: none"> ▪ Increase parking provision/on-street parking facilities particularly in the Rift House area and outside local schools, to eliminate parking on grass verges e.g. through tarmacking grass verges, continuing to remove raised flower beds where applicable, creating physical parking bays or reopening the rears of properties where appropriate. ▪ Look at the congestion problems particularly outside local schools especially at Brierton Community School because of the car wash opposite. ▪ Encourage parents and children to walk to school. ▪ Enforcement action on illegal parking (yellow lines and in resident permit zones). ▪ Improve uneven road surfaces (including back lanes) and investigate the possibility of improving the condition of hazardous pavements (Sinclair Road, Gulliver Road and Doyle Walk). 	<p>Short - Medium Term.</p> <p>Short - Medium Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short - Medium Term.</p>	<p>RH/BV Forum. Local Schools. Residents Associations. HBC Highways. HBC Engineers. Residents. HBC N'hood Manager. Housing Hartlepool. HBC Environmental Action Team. N'hood Enforcement Team. Youth Offending Team. Business Community. HBC Economic Development. HBC Regeneration. HBC N'hood Services. Local Shopkeepers. HBC Parking Services.</p>	<ul style="list-style-type: none"> ▪ Rift House/Burn Valley Forum to discuss with Neighbourhood Manager and prioritise areas. Subject to funding available but opportunities could become available through Minor Works Budget, NRF Residents Priority Budget. ▪ Rift House/Burn Valley Forum to discuss with Neighbourhood Manager. HBC are looking at 20mph zones outside schools, including traffic calming measures. This will be a rolling programme. ▪ Rift House/Burn Valley Forum to work with local schools. ▪ HBC Parking Services. ▪ Subject to funding there could be opportunities under the Local Transport Plan, Minor Works Budget and NRF Residents Priority Budget. Rift House/Burn Valley Forum to discuss with HBC Engineers and Neighbourhood Manager. 	<p>Increase the proportion of people satisfied with their local area as a place to live.</p> <p>Increase the number of schools with an approved school travel plan.</p> <p>Reduce number of traffic related deaths and serious injuries.</p> <p>Reduce number of children killed or seriously injured.</p> <p>Maintain and increase where possible the number of bus passenger journeys.</p> <p>Increase bus passenger satisfaction.</p>

ENVIRONMENT AND HOUSING

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Need to look towards regulating the private rented sector and absentee landlords as there are an increasing number of anti-social tenants and families throughout the area who are in premises owned by private landlords. Need to also address the increase in vacant properties owned by private landlords.</p>	<ul style="list-style-type: none"> ▪ Promote and encourage take up of the landlord registration scheme and take appropriate action against member landlords who do not comply with the scheme. ▪ Investigate complaints from tenants having problems with the condition of their rented accommodation, and take appropriate action against their landlords. ▪ Investigate complaints regarding anti-social tenants of private rented properties. ▪ Provide in-tenancy support for vulnerable groups such as ex-offenders. ▪ Explore the feasibility of providing and promoting landlord and tenant handbooks on good practice. ▪ Explore the possibility of a consultation exercise with a view to introducing a compulsory landlord licensing scheme. 	<p>Medium Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>HBC N'hood Services. HBC Private Sector Housing Team Tenancy Relations Officer. Housing Associations. Housing Hartlepool. HBC Housing Partnership. Landlord Accreditation Scheme.</p>	<ul style="list-style-type: none"> ▪ HBC Private Sector Housing Team Tenancy Relations Officer can be contacted on Tel. 01429 284333. ▪ HBC Private Sector Housing Team can be contacted on Tel. 01429 523324. ▪ HBC Private Sector Housing Team Tenancy Relations Officer can be contacted on Tel. 01429 284333. ▪ HBC Private Sector Housing Team Tenancy Relations Officer can be contacted on Tel. 01429 284117. ▪ HBC provide advice to tenants on general issues, tenancy relation's etc. Tel. 01429 284117. ▪ Strategic Housing Partnership to consider with Housing Associations. 	<p>Reduce personal, social and community disorder reported to the Police.</p> <p>Increase support to enable residents to live independently in their homes.</p> <p>Increase number of people receiving housing support services.</p> <p>Increase percentage of new tenants receiving support from HBC to sustain their tenancies for 6 months.</p> <p>Reduce number of failed tenancies.</p> <p>Reduce percentage of Registered Social Landlord tenants evicted without personal contact from their landlord.</p>

CULTURE AND LEISURE

WHAT IS THERE TO KNOW ABOUT THE AREA?

<p>Statistics</p> <ul style="list-style-type: none"> ▪ 86% of residents consider poor quality or lack of parks or open spaces to be not a serious problem in the area in comparison to 66% NRF Area and 75% Borough wide (MORI 2007). ▪ 45% of residents are very satisfied with sports clubs and facilities in the area in comparison to 33% NRF Area and 33% Borough wide (MORI 2007). ▪ 44% of residents are very satisfied with children’s play areas compared to 14% NRF Area and 20% Borough wide (MORI 2007). ▪ 47% of residents are very satisfied with public parks and open spaces compared to 21% NRF Area and 29% Borough wide (MORI 2007). ▪ 61% of residents are very satisfied with libraries compared to 43% NRF Area and 46% Borough wide (MORI 2007). ▪ 43% of residents are satisfied with youth and community centres, compared to 74% NRF Area and 74% Borough wide (MORI 2007). 	
<p>Strengths</p> <ul style="list-style-type: none"> ▪ In close proximity to newly improved Burn Valley Gardens, however further works are still required, particularly to the top end of the Gardens. ▪ Facilities such as the ORB Centre, Brinkburn Youth Centre, Brierton Sports Centre and St Matthew’s Hall. ▪ National Day Nurseries Association (NDNA) Building and Eldon Grove Sports Centre, although both of these facilities are currently being marketed for sale and alternative uses are being sought. ▪ Rift House Recreational Ground “The Rec”. ▪ Little woods (woods and fields at the top of Masefield Road). ▪ FAST Project. ▪ COOL Project. ▪ Summerhill Country Park has excellent cycle and pedestrian links. ▪ Oxford Road shops. ▪ Youth provision for young people aged between 13 and 19. 	<p>Weaknesses</p> <ul style="list-style-type: none"> ▪ Open spaces seen as collecting grounds for litter. ▪ Lack of youth provision and outreach work in the area. ▪ Lack of safe play areas for young people. ▪ Lack of activities for young people, particularly those aged 13 and under. ▪ Lack of community facilities including a local library, particularly with the possible closure of the NDNA Building and Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought). ▪ Importance of culture and leisure in terms of low community spirit for some residents.

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Improve community and leisure centre provision across the NAP area particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).
2.	Improve links with the library service, churches and other organisations.
3.	Increase the number of activities / facilities throughout the area for all generations but particularly for children and young people.
4.	Tackle the concern that people feel isolated at the lower end of the Rift House Estate.
5.	Address the problems associated with the lack of locally based shops and improve the variety of products / produce stocked.

CULTURE AND LEISURE

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Improve community and leisure centre provision across the NAP area particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).</p>	<ul style="list-style-type: none"> ▪ Improve existing community and leisure centre facilities such as increasing access, for example, increasing awareness of the activities available at Brierton Community Sports Centre and offering reduced rates for some members as well as developing further activities. 	Medium Term.	<p>St Matthew's Hall / Community Centre. Brierton Community Sports Centre. Browning Avenue Baptist Church. HBC: Parks and Countryside. HBC: Property Services. HBC: Adult and Community Services. HBC: Central Library. Brinkburn Youth Centre. ORB Centre. Summerhill Visitors Centre. ARRIVA. Stagecoach. HBC: Local Transport Coordinator.</p>	<ul style="list-style-type: none"> ▪ Relevant Service Providers to discuss, in partnership with Rift House / Burn Valley Forum. 	<p>Increase annual Leisure Centre attendances.</p>
	<ul style="list-style-type: none"> ▪ Explore the feasibility of either converting an existing building into a multi-purpose community / leisure centre facility including youth provision or a new build, should the NDNA Building and Eldon Grove Sports Centre be closed. In addition, explore the possibility of making better use of schools, churches and public houses for educational and community purposes. 	Short Term.		<ul style="list-style-type: none"> ▪ Plans to renovate and convert St Matthew's Hall into a community centre should lottery bid be successful. ▪ To be identified, subject to funding and resources. 	<p>Increase leisure card holders attendance.</p> <p>Increase residents' satisfaction with public parks and open spaces.</p>
	<ul style="list-style-type: none"> ▪ Investigate the possibility of using abandoned open areas for recreation purposes and look at the feasibility of using such space to provide a football pitch. 	Medium Term.		<ul style="list-style-type: none"> ▪ Leisure services offered at Brierton Community Sports Centre and Brinkburn Youth Centre. ▪ Plans to renovate and convert St Matthew's Hall into a community centre should lottery bid be successful. 	<p>Increase the number of learners participating in Adult Education programmes.</p> <p>Increase life expectancy of both males and females.</p>
	<ul style="list-style-type: none"> ▪ Explore opportunities to improve transport links to leisure facilities based outside of the area. 	Medium Term.		<ul style="list-style-type: none"> ▪ Hartlepool Borough Council: Parks & Countryside, Hartlepool Borough Council: Property Services and other relevant Service Providers to consider in partnership with Rift House / Burn Valley Forum, subject to funding and resources. ▪ ARRIVA, Stagecoach and Hartlepool Borough Council: Local Transport Coordinator to discuss, subject to funding and resources. 	<p>Reduce mortality rates from heart disease, stroke and related diseases in people under 75.</p>

CULTURE AND LEISURE

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Improve links with the library service, churches and other organisations.</p>	<ul style="list-style-type: none"> ▪ Provide a local library facility, generate links with the Central Library within the community or improve transport links to the Central Library. 	<p>Medium Term.</p>	<p>HBC: Central Library. ARRIVA. Stagecoach. HBC: Local Transport Coordinator. ORB Centre. St Matthew's Hall / Community Centre. Browning Avenue Baptist Church. FAST Project. COOL Project. Children's Centres. Community / Voluntary Groups. Rift House / Burn Valley Forum. Hartlepool Community Network. Local schools.</p>	<ul style="list-style-type: none"> ▪ Rift House / Burn Valley Forum and Hartlepool Borough Council: Central Library to discuss the possibility of providing a local library in the area, or look at developing links within the community, subject to funding and resources. ▪ ARRIVA, Stagecoach and Hartlepool Borough Council: Local Transport Co-ordinator to discuss transport links to the Central Library, subject to funding and resources. <p>Central Library promotes and encourages literacy, reading, literature and other cultural activity through hosting group and society meetings as well as holding activities for young people in school holidays. It also offers free access to IT facilities including Internet and e-mail, learning and study space, printing services at a small charge, CV's at a reduced rate, newspapers and periodicals and access to a wide range of information in various forms. Tel. 01429 292905.</p> <p>The Mobile Library facility operates in the area and is available fortnightly on a Monday at Masefield Road between 1.00pm and 1.30pm and Marlowe Road between 1.40pm and 2.20pm as well as on a Friday at Lindisfarne Nursing Home between 10.00am and 10.25am. Tel. 01429 523614.</p>	<p>Increase residents' satisfaction with libraries.</p>

CULTURE AND LEISURE

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	<ul style="list-style-type: none"> ▪ Increase links between churches, community / voluntary organisations and Rift House / Burn Valley Forum. 	Medium Term.	See previous page.	<ul style="list-style-type: none"> ▪ Service Providers to develop partnerships and raise awareness of activities throughout the local community. 	See previous page.

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Increase the number of affordable activities / facilities throughout the area for all generations but particularly for children and young people.	<ul style="list-style-type: none"> ▪ Develop community based play areas for young people, for example, on the field at Masefield Road near Rift House Primary School. ▪ Develop a diverse range of diversionary activities for young people, particularly for the under 13's. 	<p>Medium Term.</p> <p>Medium Term.</p>	<p>St Matthew's Hall / Community Centre.</p> <p>Brierton Community Sports Centre.</p> <p>Browning Avenue Baptist Church.</p> <p>HBC: Parks and Countryside.</p> <p>HBC: Property Services.</p> <p>HBC: Central Library.</p>	<ul style="list-style-type: none"> ▪ To be identified, subject to funding and resources. <p>Funding has been secured to create a safe, public space for use by all in the community, especially for young people on land owned by Browning Avenue Baptist Church.</p> <ul style="list-style-type: none"> ▪ Community / Voluntary Groups and Churches to identify and develop diversionary activities with the potential to develop partnerships with other agencies. <p>A full time Youth Worker commences employment with the Browning Avenue Baptist Church on 1st April 2007 and will be available to the local community.</p>	<p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</p> <p>Reduce percentage of residents stating that 'teenagers hanging around on the streets' is a problem.</p> <p>Increase number of individuals trained to deliver activities within clubs and the community.</p>

CULTURE AND LEISURE

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Tackle the concern that people feel isolated at the top of the Rift House area.	<ul style="list-style-type: none"> Develop social activities such as sugarcraft sessions, knitting clubs and quiz nights, geared towards bringing together the NAP communities. 	Short Term.	Rift House Community Association. Rift House East Residents Association. Westbourne Road Residents Association. Burn Valley North Residents Association.	<ul style="list-style-type: none"> Rift House Community Association, Rift House East Residents Association, Westbourne Road Residents Association, Burn Valley North Residents Association and Rift House / Burn Valley Forum to discuss. 	<p>Reduce the proportion of people feeling no involvement in the community.</p> <p>Increase proportion of people undertaking voluntary work / community activity.</p>

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Address the problems associated with the lack of locally based shops and improve the variety of products / produce stocked.	<ul style="list-style-type: none"> Investigate the possibility of locating a widely stocked convenience store such as a Tesco Express in the area and encourage existing shops in the area to stock a wider choice of products and fresh produce. 	Long Term.	Rift House / Burn Valley Forum. Local Shop-Keeper. Super-Markets.	<ul style="list-style-type: none"> Rift House / Burn Valley Forum to discuss location. 	<p>Increase proportion of people satisfied with their local area as a place to live.</p> <p>Increase number of retail establishments offering Fairtrade products as an alternative.</p>

STRENGTHENING COMMUNITIES

WHAT IS THERE TO KNOW ABOUT THE AREA?

<p>Statistics</p> <ul style="list-style-type: none"> ▪ 51% of residents don't feel very much / not at all part of the local community in comparison to 54% NRF Area and 45% Borough wide (MORI 2007). ▪ 78% of residents do not feel that they can influence decisions that affect the area in comparison to 68% NRF Area and 64% Borough wide (MORI 2007). ▪ 50% of residents agree that there is a lot of community spirit in the area in comparison to 47% NRF Area and 48% Borough wide (MORI 2007). 	
<p>Strengths</p> <ul style="list-style-type: none"> ▪ Rift House / Burn Valley Community Forum. ▪ Rift House East Residents Association. ▪ Rift House Community Association. ▪ Westbourne Road Residents Association. ▪ Burn Valley North Residents Association. ▪ Housing Hartlepool Residents Participation Officer. ▪ Children's Centres to be developed at Kingsley Primary School, Rift House Primary School and National Day Nurseries Association (NDNA) - the NDNA Centre is currently being marketed for sale but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there). ▪ St Matthew's Hall / Community Centre. ▪ Friendly community. 	<p>Weaknesses</p> <ul style="list-style-type: none"> ▪ There is a lack of community spirit / involvement for some residents. ▪ There is a lack of community capacity. ▪ Lack of community facilities including a local library, particularly with the possible closure of the NDNA Building and Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought).

GAPS – WHAT NEEDS TO BE DONE

Service delivery issues needing attention	
1.	Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.
2.	Link Neighbourhood Action Plan (NAP) communities through organised events.
3.	Provide more capacity building / training events.

STRENGTHENING COMMUNITIES

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
<p>Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.</p>	<ul style="list-style-type: none"> ▪ Continue to provide support and encouragement for residents wishing to become more involved in their community and seek ways to improve community spirit for some residents. ▪ Raise awareness of the Rift House / Burn Valley Forum and its activities with a view to engaging more resident involvement. ▪ Explore the possibility of providing and funding a community centre facility in the area, particularly with the possible closure of the NDNA Building and the Eldon Grove Sports Centre (both of these facilities are currently being marketed for sale and alternative uses are being sought). ▪ Identify sources of funding in order to be able to maintain progress and provide additional Community Development Workers for the area. 	<p>Medium Term.</p> <p>Short Term.</p> <p>Medium Term.</p> <p>Medium Term.</p>	<p>Residents. Rift House Community Association. Rift House East Residents Association. Burn Valley North Residents Association. Westbourne Road Residents Association. Rift House / Burn Valley Forum. Hartlepool Community Network. Housing Hartlepool Resident Participation Officer. Community / Voluntary Groups. HBC N'hood Manager / Development Officer. St Matthews Hall.</p>	<ul style="list-style-type: none"> ▪ Hartlepool Community Network to lead on encouraging involvement, in association with the Hartlepool Housing Resident Participation Officer and HBC Neighbourhood Development Worker. ▪ Rift House / Burn Valley Forum and Service Providers to discuss. ▪ Plans to renovate and convert St Matthews Hall into a community centre should lottery bid be successful. ▪ Hartlepool Community Network to explore further funding opportunities. 	<p>Maintain level of involvement of Hartlepool Community Network.</p> <p>Increase percentage of adults who feel they can affect decisions that affect their own area.</p> <p>Increase proportion of people undertaking voluntary work / community activity.</p> <p>Increase proportion of people satisfied with their area as a place to live.</p> <p>Reduce the proportion of people feeling no involvement in the community.</p>

STRENGTHENING COMMUNITIES

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	See previous page.	See previous page.	North East Limited. HBC Adult Education. HBC N'Hood Manager / Development Officer. Residents. Rift House Community Association. Rift House East Residents Association. Burn Valley North Residents Association. Westbourne Road Residents Association. Rift House / Burn Valley Forum.	See previous page.	undertaking voluntary work / community activity. Increase number of individuals trained to deliver activities within clubs and the community.

JOBS AND ECONOMY

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes / projects	Description
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 that have taken place include the 'Goalz Project' that is designed to prepare young people for the world of work and 'Learn to Earn' event aimed at Year 10 (Age 14-15) 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 (Age 14-16) students involved in alternative education projects at various providers in the town including Woodcraft Services, National Association for Rehabilitation of Offenders, 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.
Business Link.	Business Link works with individuals and businesses, at all levels of experience and knowledge, providing easy access to impartial information on all aspects of business including employing people, finance, IT and e-commerce and marketing. For more information Tel. 0845 600 9006 or e-mail Business Link at info@tees.businesslink.co.uk .
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 Rift House / Burn Valley area, the Children's Centre services are currently based at the following sites: <ul style="list-style-type: none"> ▪ Rift House Primary School – nursery has been vacated and is

Examples of key current programmes / projects	Description
Continued...	<p>being refurbished. Works commencing April 2007.</p> <ul style="list-style-type: none"> ▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007. ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the centre is currently being marketed for sale but should the building continue to be used as a community facility, Children’s Centre services will continue to be provided from there. <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 284284.</p>
Community / Voluntary Groups.	<p>A number of community / voluntary groups can assist in preparing for and finding suitable employment. The voluntary sector provides volunteer opportunities that can lead to employment through the Hartlepool Voluntary Development Association (HVDA) and the Volunteering Into Employment Neighbourhood Renewal Fund (NRF) funded project. For more information Tel. 01429 262641.</p>
Connexions.	<p>From the 1st April 2007, Connexions Tees Valley will become the responsibility of Hartlepool Borough Council. It will continue to provide impartial and accessible information, advice and guidance for young people aged between 13 and 19 years of age. This is in addition to a wide range of other services. Services can be accessed in:</p> <ul style="list-style-type: none"> ▪ schools and colleges; ▪ work-based learning providers; ▪ community locations; ▪ youth facilities and; ▪ One-stop shops in high street locations. <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>

Examples of key current programmes / projects	Description
Continued...	<p>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>
Enterprising Hartlepool.	<p>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.</p>
Families Accessing Support Team (FAST Project).	<p>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. 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.</p>
Hartlepool Borough Council Adult and Community Services: Sport and Recreation.	<p>Provides opportunities to undertake instructor / coaching qualifications in a variety of activities e.g. football, life-guarding, cricket etc. Many of those associated with the programmes have gone on to successfully gain employment with the department. For more information Tel. 01429 284050.</p>
Hartlepool Borough Council: Central Library.	<p>The Central Library is situated in the town centre, which is accessible by public transport from the Rift House / Burn Valley 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>

Examples of key current programmes / projects	Description
Continued...	<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>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. A Business Liaison Manager is assigned to the estates and has responsibility for assisting the businesses to create new employment opportunities. The scheme also provides grants to improve the security of buildings and to improve the work environment for personnel. The aims of the scheme are to help businesses to sustain employment and the local economy, provide local people with enhanced training opportunities, provide higher standards of living, create and sustain a better working environment for the workforce.</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</p>

Examples of key current programmes / projects	Description
Continued...	provided through the Job Smart Market Stall in Middleton Grange Shopping Centre. For more information Tel. 01429 523511.
Hartlepool Business Forum.	Offers free information to businesses in the form of seminars based on a wide range of business subjects aimed at addressing key issues faced by the business community. The events programme is run annually with a series of events taking place from September of one year to May of the next. All events provide valuable information and networking opportunities for both start-up and established businesses. For more information Tel. 01429 867677.
Hartlepool College of Further Education (HCFE).	Hartlepool College of Further Education (HCFE) specialises in full and part time education for people aged 14 years and over. Level 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.
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 Rift House / Burn Valley 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

Examples of key current programmes / projects	Description
Continued...	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 Rift House / Burn Valley 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. For more information Tel. 01429 284087.
Hartlepool Working Solutions: Jobs Build (NRF).	Provides financial assistance to local residents so that they can be secure and remain in paid employment. Offers bursaries and job subsidies to employers who employ local residents and provides them with associated training. For more information Tel. 01429 284087.
Hartlepool Working Solutions: Opportunities for Women (NRF).	Training is on offer, free of charge, to those women who are unemployed, lone parents or returners to work, of working age living in a Neighbourhood Renewal Fund (NRF) area (including the Rift House / Burn Valley 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.

Examples of key current programmes / projects	Description
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 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.
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.
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"> ▪ ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities; ▪ make learning truly demand-led so that it better meets the needs of employers, young people and adults; ▪ transform the learning and skills sector through <i>Agenda for Change</i>; ▪ strengthen its role in economic development to provide the skills needed to help all individuals into jobs; ▪ improve the skills of the workers who are delivering public services and; ▪ strengthen the capacity of the LSC to lead change nationally, regionally and locally. <p>Specific priorities are to:</p> <ul style="list-style-type: none"> ▪ increase the proportion of young people achieving a Level 2

Examples of key current programmes / projects	Description
Continued...	<p>qualification;</p> <ul style="list-style-type: none"> ▪ reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification; ▪ 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; ▪ increase the number of Apprenticeship completions. <p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> ▪ increase the proportion of young people and adults achieving a Level 3 qualification; ▪ reduce the proportion of young people not in education, employment or training and; ▪ increase participation in higher education towards 50 per cent of those aged 18 to 30 by 2010 and aim to prepare more learners for higher education through increased progression to Level 3. <p>For more information Tel. 0845 0194181.</p>
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>
National Day Nurseries Association (NDNA).	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire.</p> <p>The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal will include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision</p>

Examples of key current programmes / projects	Description
Continued...	for young people and the local community. For more information Tel. 01429 236405.
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 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.
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.
Working Links.	For more information Tel. 01642 236053.

LIFELONG LEARNING AND SKILLS

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes / projects	Description
Brierton Community School (A Specialist Sports College).	<p>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 that have taken place include the 'Goalz Project' that is designed to prepare young people for the world of work and 'Learn to Earn' event aimed at Year 10 (Age 14-15) 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 (Age 14-16) students involved in alternative education projects at various providers in the town including Woodcraft Services, National Association for Rehabilitation of Offenders, 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>
Children's Centres.	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.</p> <p>In the Rift House / Burn Valley area, the Children's Centre services are currently based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – nursery has been vacated and is being refurbished. Works commencing April 2007. ▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007. ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the centre is currently being marketed for sale but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there.

Examples of key current programmes / projects	Description
Continued...	<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 284284.</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"> ▪ Schools and colleges, ▪ Work-based learning providers, ▪ Community locations, ▪ Youth facilities, ▪ One-stop shops in high street locations. <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>
Families Accessing Support Team (FAST).	<p>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. 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.</p>

Examples of key current programmes / projects	Description
Continued...	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 Business Development Centre.	Hartlepool College of Further Education's Business Development Centre provides businesses with training and services utilising the latest technological developments in professional and modern surroundings. The Centre is fully equipped with three conference suites offering the latest in conference equipment. Training is offered in a range of key areas including business improvement techniques, management, occupational health and construction, as well as bespoke business services. For more information Tel. 01429 292888.
Hartlepool College of Further Education (HCFE).	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 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 Rift House / Burn Valley area. The programme can assist people currently in or those 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

Examples of key current programmes / projects	Description
Continued...	effectively. Sessions are tailored to individual's own needs and people interested can access up to 10 hours of free personal coaching. For more information Tel. 01429 262641.
Hartlepool Borough Council Adult and Community Services: Sport and Recreation.	<p>Provides community based learning including ICT / literacy and languages, early years childcare, arts and crafts, business administration, online testing, information, advice and general guidance. Adult Education Development Workers will try and engage with priority groups e.g. people with mental health difficulties. For more information Tel. 01429 868616.</p> <p>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.</p>
Hartlepool Borough Council: Central Library.	<p>The Central Library is situated in the town centre, which is accessible by public transport from the Rift House / Burn Valley 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. 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: 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 Rift House / Burn Valley relating to children and young people.

Examples of key current programmes / projects	Description
Hartlepool Borough Council's Children's Services (Youth Services).	Hartlepool Borough Council's Children's Services (Youth Services) offers young people between the ages of 13 and 19 advice, guidance and support, delivered by 3 trained Youth Workers. After consultation and relationship building with young people, their needs are accessed and consequently, programmes of work are developed with the young people. For more information, Tel. 01429 523762.
Hartlepool Working Solutions: Enhancing Employability.	Hartlepool Working Solutions: Enhancing Employability works with schools and local employers to raise aspirations of pupils and to identify possible career options and educational routes. For more information Tel. 01429 284097.
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: 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 that get the opportunity to improve their working knowledge and skills and in many cases are given placements with businesses based on the neighbouring Longhill and Sandgate Industrial Estates, with the possibility of gaining permanent employment from this. For more information Tel. 01429 284583.
Hartlepool Working Solutions: Work Smart (NRF).	Business support service, which aims to offer better employment practices which will improve the employment offer to NRF residents. For more information Tel. 01429 284305.
Kingsley Primary School.	For more information please Tel. 01429 273102.
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"> ▪ ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities; ▪ make learning truly demand-led so that it better meets the needs of employers, young people and adults;

Examples of key current programmes / projects	Description
Continued...	<ul style="list-style-type: none"> ▪ transform the learning and skills sector through <i>Agenda for Change</i>; ▪ strengthen its role in economic development to provide the skills needed to help all individuals into jobs; ▪ improve the skills of the workers who are delivering public services and; ▪ strengthen the capacity of the LSC to lead change nationally, regionally and locally. <p>Specific priorities are to:</p> <ul style="list-style-type: none"> ▪ increase the proportion of young people achieving a Level 2 qualification; ▪ reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification; ▪ 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; ▪ increase the number of Apprenticeship completions. <p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> ▪ increase the proportion of young people and adults achieving a Level 3 qualification; ▪ reduce the proportion of young people not in education, employment or training and; <p>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. For more information Tel. 0845 0194181.</p>
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>

Examples of key current programmes / projects	Description
National Day Nurseries Association (NDNA).	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire.</p> <p>The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal will include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community. For more information Tel. 01429 236405.</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 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 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.</p>
Parent and Toddler Care in Hartlepool (PATCH).	<p>Childcare is often a barrier to people accessing educational courses. PATCH seeks to address this by running courses at flexible times. They also offer outreach home support to individual families, parents and carers for as long as it is required, deliver accredited voluntary training courses and sign post families to courses as appropriate. Hartlepool PATCH holds a parent and toddler support group at the Stranton 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.</p>
Rift House Primary School.	For more information please Tel. 01429 275239.

Examples of key current programmes / projects	Description
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 is put into a quarterly training diary and these sessions are available free of charge to voluntary and community groups. However, due to funding limitations this service is currently suspended 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.</p>
St Aidan's CE Primary School.	For more information please Tel. 01429 273695.
St Cuthbert's Primary School.	For more information please Tel. 01429 275040.
The English Martyrs School and Sixth Form College.	<p>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.</p>
Working Links.	For more information Tel. 01642 236053.

HEALTH AND CARE

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 Rift House / Burn Valley area who are, or cater for people 50+, to assess needs and requirements and to seek to address these where possible, for example 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 atcdteam@hotmail.com .
Brierton Community Sports Centre.	Opened in 2002, Brierton Community Sports Centre offers a range of modern health and fitness facilities, and activities for all age groups of the community. For more information, Tel. 01429 287606.
Brinkburn Youth Centre.	As well as hosting Hartlepool Borough Council Children's Services (Youth Services) – Youth Group on a Monday, Wednesday, Thursday and Friday evening for 13 to 19 year olds, the Centre Swimming Pool is used by primary schools in the area and the Centre's Sports Hall is used by sporting clubs. The facility can be hired for training and other uses. For more information Tel. 01429 265400.
Children's Centres.	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.</p> <p>In the Rift House / Burn Valley area, the Children's Centre services are currently to be based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – the nursery has been vacated and is being refurbished. Works commencing April 2007. ▪ Kingsley Primary School – a new extension is being built, work is due to commence in summer 2007. ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the Centre is currently being marketed for sale but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there. <p>Children's Centres deliver services for parents-to-be, parents and</p>

Examples of key current programmes / projects	Description
Continued...	<p>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, and a base for childminders. 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 284284.</p>
Community Outdoor Organised Leisure (COOL Project).	<p>The Community Outdoor Organised Leisure (COOL Project) is based at Rift House Primary School on Wednesday evenings, 5.00pm until 7.00pm. There is also another session held in Brierton Community Sports Centre on Monday evenings, 5.00pm until 7.00pm. A diverse range of sporting, arts and crafts activities are available for young people, aged between 8 and 14 years, to take part in on a weekly basis. There are also plans to hold a summer scheme at the Rift House Recreational Ground. For more information Tel. 01429 221832.</p>
Eldon Grove Community Sports Centre.	<p>The Sports Centre provides residents of all ages and abilities with access to a wide range of sporting and recreational activities during the hours of 9.00am to 10.00pm Monday to Friday. A multi-purpose hall can accommodate both sporting activities and small non-sporting events. The Centre also has two large rooms that have the potential for a range of uses, a small fitness room, two large tennis courts and access to the large playground of Eldon Grove Primary School outside of school hours.</p> <p>The Centre is currently being marketed for sale and will remain open until the end of June to allow alternative uses and options for the Centre to be explored.</p> <p>For more information Tel. 01429 868011.</p>
Families Accessing Support Team (FAST Project).	<p>The FAST Project (in partnership with the Belle Vue Community, Sports & Youth Centre) offers a weekly football training session and</p>

Examples of key current programmes / projects	Description
Continued...	<p>participation in an under 18's youth league: 'Burn Valley FC'. Training is provided one evening per week on a Tuesday at Brierton Community Sports Centre, 7.00pm until 8.30pm.</p> <p>Brierton Boys & Girls Project (in partnership with Hartlepool Borough Council's Football Development Officer, Brierton Sports Centre and the Safer Hartlepool Partnership) also operates in the area for young people between the ages of 14 and 18 on a Monday evening between 7.00pm and 9.00pm at Brierton Community Sports Centre. Boys have the opportunity to take part in football sessions and the girls can take part in health and beauty sessions and netball. For more information Tel. 01429 271571.</p>
Hartlepool Access Audit Group (HAG).	<p>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.</p>
Hartlepool and East Durham Alzheimer's Trust.	<p>The principle objective of the Hartlepool Alzheimer's Trust is the promotion of the relief and treatment of those suffering from Alzheimer's disease and related disorders, and to provide support for such persons and their families. The Trust provides general care and counselling services and provides advocacy advice and information regarding Alzheimer's disease and related disorders. For more information Tel. 01429 868205.</p>
Hartlepool Borough Council Children's Services: Acorn Therapeutic Team.	<p>The Acorn Therapeutic Team is staffed by Hartlepool Borough Council's Children's Services Department and aims to provide advice for parents and therapeutic help and support for children and young people. Staff are qualified and experienced social workers and can offer a range of services including:</p> <ul style="list-style-type: none"> ▪ Individual therapeutic sessions for children / young people who have emotional or behavioural difficulties, ▪ Parent Advice Service (this is for parents who have a concern about their child's behaviour, emotional welfare or any general

Examples of key current programmes / projects	Description
Continued...	<p>parenting issues. Contact the number below for an informal and confidential discussion) and direct work with parents,</p> <ul style="list-style-type: none"> ▪ Post disclosure work with children and young people who have experienced abuse, ▪ Specific group work, for example children living in domestic violence, bullying, bereavement etc., ▪ Consultation, advice and training to other groups, ▪ Trauma de-briefing, ▪ Information leaflets. <p>The team accepts referrals from Schools, Health Professionals, Police, colleagues within Social Care and directly from parents. For further details, Tel. 01429 294111.</p>
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 until 7.00pm. Friday to Saturday: 9.30am until 5.00pm. Sunday: 11.30am until 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 until 5.00pm providing expert and impartial advice and information on all childcare matters and Children's Services. For more information, Tel. 01429 292905.</p>
Hartlepool Borough Council Children's Services (Youth Services) – Youth Group.	<p>The Youth Group runs on a Monday, Wednesday, Thursday and Friday (with the possible extension to 6 nights per week) at Brinkburn 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</p>

Examples of key current programmes / projects	Description
Continued...	snooker and pool, access to the sports hall, arts and crafts workshops, residential as well as drug education and sexual health sessions. For more information Tel. 01429 523762.
Hartlepool Borough Council: Children's Services (Youth Service).	The service offers young people between the ages of 13 and 19 years of age advice, guidance and support, delivered by 1 full-time Project Leader and 11 qualified Youth Support 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: Community Nutritionist.	For more information Tel. 07793 9580753.
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. For more information Tel. 01429 262798.
Hartlepool Borough Council's Healthy Food Project.	<p>The Healthy Food Project aims to develop and oversee the creation of fresh fruit and vegetable co-ops across the town. The project aims to promote and encourage the consumption of fresh fruit and vegetables by addressing current issues and barriers, particularly to those communities who cannot afford or are socially excluded from this aspect of healthy living.</p> <p>For more information on the Healthy Food Project, contact Hartlepool Borough Council's Healthy Food Co-ordinator on Tel. 01429 284261.</p>
Hartlepool Borough Council Adult and Community Services (Sports Development Team).	<p>The following sports initiatives specifically impact upon the Rift House / Burn Valley area:</p> <ul style="list-style-type: none"> ▪ Swim Development Officer and programme including organised gala's. ▪ Sportability Club – a wide range of sports for disabled people to take part in, held in Eldon Grove Sports Centre on a Tuesday evening between 7.00pm until 9.30pm. ▪ Outdoor Activities Co-ordinator and programme including team building, climbing, mountain biking, canoeing, caving and fishing; ▪ Big City Walk Scheme – linking with PE and Geography cross curricular activities where pupils record how many miles they walk both in school and in their own time. ▪ Walking Your Way to Health – residents can improve their health and fitness by taking part in gentle to moderate walks throughout

Examples of key current programmes / projects	Description
Continued...	<p>Hartlepool and other areas.</p> <ul style="list-style-type: none"> ▪ School Coaching whereby coaches go into schools and teach multi-skills including activities such as netball and football. <p>For more information Tel. 01429 284050.</p>
Hartlepool Carers.	<p>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.</p>
Hartlepool Exercise for Life GP Referral Scheme	<p>The Exercise for Life GP Referral Scheme is available across Hartlepool providing programmes of physical activity as a specific intervention in dealing with health and well being issues. The Scheme has 49 referring partners (either GP's or other health practitioners). The Exercise for Life GP Referral Scheme also works with the hospital in the delivery of a cardiac rehabilitation programme. Places are limited and by GP or hospital referral only.</p>
Hartlepool Mental Health Unit.	<p>Hartlepool Mental Health Unit currently provides hospital based mental health services for the adults and older people of Hartlepool and South Easington in the mental health unit of the University Hospital of Hartlepool. In line with national guidelines, more people with mental health problems in Hartlepool are being treated and supported in their own homes by a growing range of community mental health teams. In 2006 the single storey purpose built building, Sandwell Park on Lancaster Road opened. It has 16 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.</p>
Hartlepool MIND.	<p>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</p>

Examples of key current programmes / projects	Description
Continued...	information Tel. 01429 269303.
National Day Nurseries Association (NDNA) Regional Centre, Masefield Road.	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire.</p> <p>The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal would include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community. For more information, Tel. 01429 236405.</p>
National Healthy Schools Programme.	<p>The strategic aims of the National Healthy Schools Programme are:</p> <ul style="list-style-type: none"> ▪ To support children and young people in developing healthier behaviours, ▪ To raise pupil achievement, ▪ To help reduce health inequalities, ▪ To promote social inclusion. <p>Schools through the whole school approach, are asked to demonstrate evidence in the core themes of:</p> <ul style="list-style-type: none"> ▪ Personal, social and health education including sex and relationships education and drug education, ▪ Healthy eating, ▪ Physical activity, ▪ Emotional health and well being (including bullying). <p>Hartlepool Borough Council's Healthy Schools Co-ordinator works with all schools to assist in the development of the whole school approach to healthy living and to encourage pupils to make healthy lifestyle choices. All local schools within the Rift House / Burn Valley area have Healthy School Status or are currently working towards it. For more information, contact Hartlepool Borough Council's Healthy Schools Coordinator on 01429 284256.</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

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

Examples of key current programmes / projects	Description
Continued...	<p>health or disability,</p> <ul style="list-style-type: none"> ▪ 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.), ▪ 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. <p>The School Nursing Service operates in all schools in the area, which includes a dedicated Nurse who works with the four feeder schools to Dyke House Comprehensive School, focussing on obesity issues.</p> <p>The School Nursing Service participates in the co-delivery of sex education programmes at all key stages i.e. APAUSE and Lucinda and Godfrey. For more information please Tel. 01429 267901.</p> <p><u>District Nursing Service</u> – District Nurses work together with other health professionals, social services, statutory, voluntary and private agencies in assessing patient needs and the provision of patient care. For more information Tel. 01429 267901.</p> <p><u>Health Visitors</u> – Health Visitors are an integral part of the NHS's community health services. They are qualified nurses with further specialist training in child health, health promotion and health education. Every family with a child under five has a named Health Visitor. For more information Tel. 01429 267901.</p> <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,</p>

Examples of key current programmes / projects	Description
Continued...	<p>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 people who want to stop smoking. The nearest smoking cessation session is held at Owton Rossmere Resource Centre on a Friday afternoon, 2.00pm until 4.00pm. 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>

Examples of key current programmes / projects	Description
Continued...	<p><u>Multi-Link Team</u> – The Multi-Link Team comprises staff from Hartlepool PCT, the University Hospital of Hartlepool and Hartlepool Borough Council working together to provide support and assistance to enable people to maintain their independence within their homes, or to assist people when discharged from surrounding hospitals. The Multi-Link Team has access to a range of specialist services, which include Rapid Response Nursing Team, Social Work Team, Rapid Response Home Care Team, Mobile Rehabilitation Team and the Short Term Residential Care (Rehabilitation and Recovery) Team. The Multi-Link Team is based at Swinburne House on Swinburne Road in Hartlepool. For more information Tel. 01429 289921.</p> <p><u>Discharge Liaison</u> – Discharge Liaison work with members of multi-disciplinary teams in both the community and hospital settings to improve and facilitate links between patients, carers and other health professionals. Discharge Liaison plan for care following discharge from hospital ensuring that arrangements for continuing care are agreed with patients and carers prior to discharge. For more information Tel. 01429 522405.</p> <p><u>Continence Advisory Service</u> – The Continence Advisory Service is a confidential service for people who experience incontinence. The service provides advice, information and support to patients, their families and carers, health care professionals and other organisations. For more information Tel. 01429 868861.</p> <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</p>

Examples of key current programmes / projects	Description
Continued...	<p>service was only available within the Hospital. Referrals can be made via opticians, hospital clinicians and the Hartlepool Sight Loss Support Service. For more information Tel. 01429 285776.</p> <p><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><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 young 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><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><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><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. Health Trainers will work with the local community to assess their health needs and provide a 'navigation' service to help with people access appropriate services and initiatives. They will also work one to one with some clients to assist in lifestyle change for issues such as healthy eating, increased physical activity and smoking cessation.</p> <p><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 and will help patients to manage long term conditions by providing better support in the community.</p> <p>For more information Tel. 01429 223195.</p>
School Sports Co-ordinators Programme.	<p>The School Sport Co-ordinators Programme has been running since 2000 and is a national initiative which aims to provide creative, sporting, physical and outdoor activities that have clearly defined learning objectives to promote pupils well being and contribute to their personal and social development. Hartlepool School Sport Co-ordinators Partnership involves all of the Schools in Hartlepool. Each Primary School donates £100 and each Secondary School £1,000 each year to the budget, to help towards the activity. The Hartlepool School Sport Co-ordinator Programme has been very successful in increasing pupil's access to high quality physical activity and sports activity, within and out of normal school hours. This in turn has improved levels of physical exercise amongst pupils, which has a positive effect on the health and well-being of those who participate. For more information Tel. 01429 287506.</p>
Straight Line Project.	<p>The Straight Line Project offers support and guidance to young people who are found to be drinking or are believed to be regularly consuming alcohol.</p> <p>Once referred to the project, the benefits to the young people from attending the programme are that they have a better understanding of the law and underage drinking; a heightened awareness of what alcohol can do to their body, why they should not drink to excess and what the safe limits are for adults. For more information Tel. 01429 239922.</p>
Summerhill.	<p>Summerhill, opened in 2003 is a 100 acre site that has been transformed in to a Local Nature Reserve that is also an outdoor sports centre. The Visitor Centre includes activity rooms, exhibition space, changing rooms, toilets, baby changing and a kitchen which is open between 9.00am and 5.00pm. The Summerhill Team is</p>

Examples of key current programmes / projects	Description
	<p>available to run activity or educational sessions for schools, play schemes, businesses and any groups with an interest in conservation of outdoor sports.</p> <p>Some of the features include the Boulder Park, trim trail, play areas, BMX course and access routes. They also operate a Forest Mobility Scheme which provides facilities and features to enable people with disabilities to enjoy Summerhill. For more information, Tel. 01429 284584.</p>
The Autumn Club.	<p>The Autumn Club is for those aged over 50 and meets on Wednesday afternoons (1.00pm until 3.00pm) at The Catholic Club on Marlowe Road. Activities include darts, dominos, dancing, live entertainment, raffles and bingo.</p> <p>For more information, please contact Tel. 01429 290021.</p>
50+ Forum.	<p>50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of statutory and voluntary bodies in Hartlepool. The group meets on regular occasions and for further information contact the Anchor Trust Community Development Team on Tel. 01429 224466.</p>

COMMUNITY SAFETY

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes / projects	Description
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>
Childrens Centre's.	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.</p> <p>In the Rift House / Burn Valley area, the Children's Centre services are currently to be based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – the nursery has been vacated and is being refurbished. Works commencing April 2007; ▪ Kingsley Primary School – a new extension is being built, work is due to commence in summer 2007; ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the Centre is currently being marketed for sale but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there. <p>Children's Centre's deliver 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</p>

Examples of key current programmes / projects	Description
Continued ...	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 284284.
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 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 Rift House / Burn Valley neighbourhood include:</p> <ul style="list-style-type: none"> ▪ Free Home Fire Safety Checks where advice is given to help prevent fires and free smoke alarms are fitted to safeguard residents in case of fire. For more information please Tel. 01429 874063; ▪ Arson audits are carried out to help prevent fires starting. This includes the removal of potential fuel from areas, arranging for boarding up of unoccupied premises and advice to property owners on how to prevent arson; ▪ Various Youth Intervention Schemes e.g. LIFE, SAFE and the Duke of Edinburgh Award scheme to address youth inclusion and behaviour; ▪ Use of Advocates in various fields e.g. disability, deaf, elderly, ethnic minorities, to help to keep safe those deemed to be particularly vulnerable in our community; ▪ School education to reach the youngsters of the area to explain fire safety and the dangers of playing with fire; ▪ Advice to businesses as to compliance with current legislative requirements. <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.	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

Examples of key current programmes / projects	Description
Continued ...	<p>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 from their area to other parts of Hartlepool.</p> <p>The Neighbourhood Policing Team for the Rift House / Burn Valley area is based at the Community Safety Office, 173 York Road. 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>
Community Safety Capital Fund.	<p>Hartlepool Borough Council has approximately £150,000 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"> ▪ Projects should be community safety focused and should contribute to the outcomes in the Safer Hartlepool Strategy; ▪ Projects should contribute 20% to 50% match funding; ▪ There should be a commitment to mainstreaming / maintenance of the project. <p>The Section 17 Officer Group will recommend which projects are to be considered to Hartlepool Borough Councils Cabinet Grants Committee</p>

Examples of key current programmes / projects	Description
Continued ...	for approval.
Crucial Crew.	<p>Crucial Crew is an accident prevention initiative for Hartlepool primary schools. This multi-agency event aims to provide an interactive way of teaching children to become more aware of personal safety, to learn how to react to dangerous situations and to provide an opportunity for children to practice safety skills in an exciting, stimulating and safe environment.</p> <p>Crucial Crew should be regarded as an opportunity for young people to gain new knowledge that can be carried into the wider community and everyday lives.</p> <p>All primary schools in Hartlepool are invited to attend the event with their Year 6 children (10 and 11 year olds). The event takes place annually over a fortnight in October. Each school attends for a half day where the children visit a range of interactive scenarios based on safety.</p> <p>The event contains a number of different scenarios that are led by various agencies including (the scenarios may vary):</p> <ul style="list-style-type: none"> ▪ Fire Safety; ▪ Kitchen Safety; ▪ Road Safety; ▪ Safety at the Coast; ▪ Electrical Safety; ▪ Rail Safety; ▪ Building Site Dangers; ▪ Prison Life; ▪ Firework Safety.
Drug Interventions Programme (DIP).	<p>DIP was introduced to Hartlepool in April 2004 and continues to be a major part of the Government's drug strategy to reduce drug related crime. The initiative provides treatment and support structures that identify, engage with and track drug misusing offenders anywhere in the criminal justice system.</p> <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</p>

Examples of key current programmes / projects	Description
Continued ...	<p>in place to assist the offender after they have been released from prison or on completion of a community sentence. The DIP team provide a 24 / 7 Single Point of Contact Service which gives people in drug treatment a telephone contact for support and advice.</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. 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.

Examples of key current programmes / projects	Description
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 Rift House / Burn Valley area. The main duties of the floating Environmental Operative include:</p> <ul style="list-style-type: none"> ▪ Grounds maintenance; ▪ Cleaning provision; ▪ Gardening. <p>In Rift House / Burn Valley the floating Environmental Operative will respond to issues raised by the Rift House / Burn Valley Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>
Hartlepool Borough Council: Neighbourhood Renewal Lighting Budget.	In 2007 / 2008, there is £TBC 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 Rift House / Burn Valley 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 2007 / 2008 £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</p>

Examples of key current programmes / projects	Description
Continued ...	<p>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 the town and enabling such dogs to be quickly reunited with their owners.</p> <p>The Neighbourhood Enforcement Team has achieved a number of successful prosecutions for fly tipping, involving both individuals and companies. It continues to be a very proactive approach in this field and believes the publicity achieved by court action is a means of deterring others with similar intentions.</p> <p>A proactive and spontaneous approach is applied in areas such as back / alley gated streets, highways and shopping precincts to ensure companies and individuals comply with relevant legislation. This is achieved through education / guidance and where appropriate, the issuing of Fixed Penalty Notices and Court Action.</p> <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

Examples of key current programmes / projects	Description
Continued ...	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> <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 supportline@victimsupport.org.uk.</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>

Examples of key current programmes / projects	Description
Housing Hartlepool.	<p>Housing Hartlepool is the major Registered Social Landlord in the Rift House / Burn Valley area. Work to modernise the properties in Rift House commenced in August 2004 and the final property complete in September 2005.</p> <p>These works cost approximately £6.2 million, which demonstrates Housing Hartlepool's commitment to the Rift House estate. Housing Hartlepool intends to undertake environmental and boundary improvements across the Rift House estate. Priorities will be identified in partnership with residents and other partners. Housing Hartlepool continues to work closely with residents to improve the area, with a dedicated Estates Officer allocated to the area. Housing Hartlepool's Neighbourhood team, which deals with all tenancy and estate management matters, can be contacted on 01429 525252.</p>
Multi-agency Problem Solving Group: Joint Action Group (JAG).	<p>The area has a Multi-agency Problem Solving Group Joint Action Group (JAG) which meets on a regular basis and pulls together representatives from Hartlepool Borough Council, Hartlepool Police and other relevant groups to tackle some of the ongoing problems within the NAP area.</p>
Neighbourhood Renewal Fund (NRF): Community Safety Grants.	<p>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.</p>
Neighbourhood Watch.	<p>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 405588.</p>
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</p>

Examples of key current programmes / projects	Description
Continued ...	<p>degeneration of an individuals lifestyle and often effects housing status etc. The Strategy has four key strands:</p> <ul style="list-style-type: none"> ▪ Reducing supply and availability of drugs; ▪ Working with communities to limit the impact of drug misuse; ▪ Education and work to prevent young people taking drugs; ▪ Offering comprehensive treatment services to those who are taking drugs. <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>

Examples of key current programmes / projects	Description
Continued ...	<p>Albert Centre (part of the Hartlepool Community Drug Centre) provides Counseling and support. For more information Tel. 01429 285000.</p> <p>Advance is a user and ex-user group. For more information Tel. 01429 288113.</p> <p>Parent and Family (PINS) Support Group. For more information Tel. 01429 288302.</p> <p>HYPED is a team for young people. For more information Tel. 01429 860333.</p> <p>All of the above services apart from the Substance Misuse Service (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 Rift House / Burn Valley area. The team is available to meet with people in safe, designated areas to exchange needles. For more information Tel. 07734883730.</p>
Straight Line Project.	<p>The Straight Line Project offers support and guidance to young people who are found to be drinking or are believed to be regularly consuming alcohol.</p> <p>Once referred to the project, the benefits to the young people from attending the programme are that they have a better understanding of the law and underage drinking; a heightened awareness of what alcohol can do to their body, why they should not drink to excess and what the safe limits are for adults. For more information Tel. 01429 239922.</p>
Substance Misuse Service (SMS).	<p>The Substance Misuse Service (SMS) is based within the Community Drug Centre, Whitby Street and is responsible for the prescribing and healthcare needs of drug users.</p> <p>Referrals can be made by GP's, agencies or the individual themselves and there is a joint assessment and referral system within the Community Drug Centre to ensure access to packages of care. An</p>

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

ENVIRONMENT AND HOUSING

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>

Examples of key current programmes / projects	Description
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 Rift House/Burn Valley area. The main duties to include:</p> <ul style="list-style-type: none"> ▪ Grounds maintenance; ▪ Cleaning provision; ▪ Gardening. <p>In Rift House/Burn Valley the floating Environmental Operative will respond to issues raised by the Rift House/Burn Valley Forum through the Central Neighbourhood Manager and through Hartlepool Connect. For more information Tel. 01429 523333.</p>
Hartlepool Borough Council: Lighting Maintenance Plan (LTP).	The Council has a 3 to 4 year plan to implement more efficient lighting

Examples of key current programmes / projects	Description
Continued...	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 was £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 Rift House/Burn Valley 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>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.</p>
Hartlepool Borough Council: Strategic Housing Section.	The Strategic Housing Section is responsible for the production and

Examples of key current programmes / projects	Description
Continued...	<p>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 www.hartlepool.gov.uk.</p>
Hartlepool Tree Strategy.	<p>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.</p>
Housing Hartlepool.	<p>Housing Hartlepool is the major Registered Social Landlord in the Rift House/Burn Valley area, having 1092 properties. From August 2004 to September 2005 Housing Hartlepool has invested £6.2million to modernise their properties throughout the Borough, including Rift House/Burn Valley. There are plans for a £2.3 million investment Borough wide which will look at modernising the communal areas, which demonstrates Housing Hartlepool's commitment to the Rift</p>

Examples of key current programmes / projects	Description
Continued...	<p data-bbox="1060 175 1360 203">House/Burn Valley area.</p> <p data-bbox="1060 240 1894 391">Housing Hartlepool continues to work closely with residents to improve the area, 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 Rift House/Burn Valley area and is on site in the area on a daily basis.</p> <p data-bbox="1060 428 1879 516">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. 0800 0525399.</p>
Pride in Hartlepool.	<p data-bbox="1060 553 1913 737">Pride in Hartlepool is a campaign aimed at encouraging people living in Hartlepool to get involved in improving and developing their local area. This includes adopting plots of land, educating people about the environment and encouraging people to recycle. For more information, call HBC's Community Environmental Action Officer on Tel. 01429 284172.</p>

CULTURE AND LEISURE

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 Rift House / Burn Valley area who are, or cater for people 50+, to assess needs and requirements and to seek to address these where possible, for example 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 atcdteam@hotmail.com .
Brierton Community Sports Centre.	Awaiting Details.
Brinkburn Youth Centre.	As well as hosting Hartlepool Borough Council Children's Services (Youth Services) – Youth Group on a Monday, Wednesday, Thursday and Friday evening for 13-19 year olds, the Centre Swimming Pool is used by primary schools in the area and the Centre's Sports Hall is used by sporting clubs. The facility can be hired for training and other uses. The facility is also used by the Sixth Formers during lunchtime Monday to Friday. For more information Tel. 01429 265400.
Browning Avenue Baptist Church.	<p>A long standing Baptist Church, the activities currently offered include:</p> <p><u>Monday Evening:</u></p> <p>7.00pm – 9.00pm – Mayhem Meeting (fun, games and epilogue for young people aged between 11 and 15) Possible extension of this activity to 3 nights per week.</p> <p><u>Wednesday Afternoon:</u></p> <p>1.30pm – 3.00pm – Parent & Toddler Group</p> <p>A full time Youth Worker commences employment with the Church on 1st April 2007 and will be available to the whole community.</p> <p>The Church's Annexe has a range of uses and is available for hire.</p> <p>The Church has secured funding to create a safe, public space on its</p>

Examples of key current programmes / projects	Description
Continued ...	<p>land for use by all in the community, especially for young people.</p> <p>For more information Tel. 01429 407707 or 01429 424159.</p>
Burn Valley Gardens.	<p>A park comprising children's playground, 3 bowling greens, a cycle way and footpath. At the top end of the Gardens there is 'Family Wood', a place where people can plant trees in memory of loved ones and which the details of are recorded in a register. For more information Tel. 284124.</p>
Children's Centres.	<p>Children's Centres are a government initiative aimed at co-ordinating services for children under 5 by increasing childcare, health and family support services for children in disadvantaged neighbourhoods. By 2010, there will be a Children's Centre in every community.</p> <p>In the Rift House / Burn Valley area, the Children's Centre services are currently based at the following sites:</p> <ul style="list-style-type: none"> ▪ Rift House Primary School – nursery has been vacated and is being refurbished. Works commencing April 2007. ▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007. ▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the centre is currently being marketed for sale but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there. <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 284284.</p>

Examples of key current programmes / projects	Description
Community Outdoor Organised Leisure (COOL Project).	The Community Outdoor Organised Leisure (COOL Project) is based at Rift House Primary School on Wednesday evenings, 5.00pm-7.00pm. There is also another session held in Brierton Sports Centre on Monday evenings, 5.00pm – 7.00pm. A diverse range of sporting, arts and crafts activities are available for young people, aged between 8 and 14 years, to take part in on a weekly basis. There are also plans to hold a summer scheme at the Rift House Recreational Ground. For more information Tel. 01429 221832.
Eldon Grove Community Sports Centre.	The Sports Centre provides residents of all ages and abilities with access to a wide range of sporting and recreational activities during the hours of 9.00am to 10.00pm Monday to Friday. A multi-purpose hall can accommodate both sporting activities and small non-sporting events. The Centre also has two large rooms that have the potential for a range of uses, a small fitness room, two large tennis courts and access to the large playground of Eldon Grove Primary School outside of school hours. The Centre is currently being marketed for sale and will remain open until the end of June to allow alternative uses and options for the Centre to be explored. For more information Tel. 01429 868011.
Families Accessing Support Team (FAST Project).	<p>The FAST Project (in partnership with the Belle Vue Community, Sports & Youth Centre) offers a weekly football training session and participation in an under 18's youth league: 'Burn Valley FC'. Training is provided one evening per week on a Tuesday at Brierton Sports Centre, 7.00pm – 8.30pm.</p> <p>Brierton Boys & Girls Project (in partnership with Hartlepool Borough Council's Football Development Officer, Brierton Sports Centre and the Safer Hartlepool Partnership) also operates in the area for young people between the ages of 14 and 18 on a Monday evening between 7.00pm and 9.00pm at Brierton Sports Centre. Boys have the opportunity to take part in football sessions and the girls can take part in health and beauty sessions and netball. For more information Tel. 01429 271571.</p>
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. There are also funded coaching opportunities that are available throughout the area. For more information Tel. 01429 262798.

Examples of key current programmes / projects	Description
<p>Hartlepool Borough Council Adult and Community Services (Sports Development Team).</p>	<p>The following sports initiatives specifically impact upon the Rift House / Burn Valley area:</p> <ul style="list-style-type: none"> ▪ Swim Development Officer and programme including organised gala's; ▪ Sportability Club – a wide range of sports for disabled people to take part in, held in Eldon Grove Sports Centre on a Tuesday evening between 7.00pm – 9.30pm. ▪ Outdoor Activities Co-ordinator and programme including team building, climbing, mountain biking, canoeing, caving and fishing; ▪ Big City Walk Scheme – linking with PE and Geography cross curricular activities where pupils record how many miles they walk both in school and in their own time. ▪ Walking Your Way to Health – residents can improve their health and fitness by taking part in gentle to moderate walks throughout Hartlepool and other areas. ▪ School Coaching whereby coaches go into schools and teach multi-skills including activities such as netball and football. <p>For more information Tel. 01429 284050.</p>
<p>Hartlepool Borough Council: Central Library.</p>	<p>The Central Library is situated close to the Rift House / Burn Valley 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. 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> <p>The Central Library is open seven days per week: 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>

Examples of key current programmes / projects	Description
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 1 full-time Project Leader and 11 qualified Youth Support 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 Children's Services (Youth Services) – Youth Group.	The Youth Group runs on a Monday, Wednesday, Thursday and Friday (with the possible extension to 6 nights per week) at Brinkburn 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 sports hall, arts and crafts workshops, residential as well as drug education and sexual health sessions. For more information Tel. 01429 523762.
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"> ▪ Give a voice to young people, particularly disadvantaged young people, in relation to things to do and places to go, conveying a powerful message to young people that their needs and aspirations are important. ▪ Change the way that local authorities and their partners provide activities and facilities for young people, especially in deprived neighbourhoods, increasing the responsiveness of providers to what young people want. ▪ Improve things to do and places to go in line with what young people want in their neighbourhoods. ▪ Provide opportunities for young people to develop their confidence, knowledge, skills and abilities, gaining recognition and accreditation. ▪ Increase the well-being of young people. ▪ Increase young people's engagement with services and with the democratic process at local level. <p>Tel. 01429 284044 for further information and / or an application pack.</p>

Examples of key current programmes / projects	Description
Hartlepool Catholic Club.	<p>A members social club holding a variety of activities on a weekly basis. Currently the following activities are held in the Club and open to members and their visitors:</p> <ul style="list-style-type: none"> ▪ Dances on a Monday and Friday evening from 7.00pm. ▪ Club Bingo on a Monday, Wednesday, Friday, Saturday and Sunday and evening as well as Sunday afternoon from 8.30pm. ▪ All in All Out Bingo on Tuesday and Thursday evenings from 8.00pm. ▪ Karaoke on Saturday evenings and entertainment on Sunday evenings. ▪ Quiz and bingo every Sunday lunchtime. <p>The Autumn Club is held in the Catholic Club every Wednesday between 1.00pm and 3.00pm and is open to all senior citizens in the community.</p> <p>The function room is available to hire on a Tuesday, Wednesday and Thursday evening.</p> <p>For more information Tel. 01429 294007.</p>
National Day Nurseries Association (NDNA).	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire. The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal will include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community. For more information Tel. 236405.</p>
ORB Centre.	<p>A resource centre based in Shrewsbury Street and part of the Oxford Road Baptist Church, giving support to the community and is open to residents of all ages. A Community Link Worker and Youth Worker are assisted by volunteers. For more information Tel. 01429 266945.</p>
Rift House Recreation Ground 'The Rec'.	<p>An open area with open access, it has football pitches, available for hire via Mill House Leisure Centre, with 2 changing areas and 2 car parks for users of the football facilities. There is a bordered area to one side of the Waverley Terrace allotments. For more information Tel. 284124.</p>

Examples of key current programmes / projects	Description
St Aidan's Church.	Awaiting Details.
St Matthew's Hall / Community Centre.	<p>A community resource in the Rift House / Burn Valley area, St Matthew's Hall / Community Centre currently offers the following activities for young people.</p> <p><u>Monday Evening:</u> (during term time)</p> <p>5.00pm – 6.00pm Rainbows (games, crafts and outdoor activities) 6.00pm – 7.30pm Brownies (games, crafts and outdoor activities) 6.30pm – 8.00pm 4th Hartlepool Boys Brigade - Junior Section (a Christian organisation offering sports, games, activities and Christian teaching) 7.30pm – 9.00pm Guides (games, crafts and outdoor activities) For more information on Rainbows, Tel. 01429 860457. For more information on Brownies and Guides, Tel. 01429 276111.</p> <p><u>Tuesday Evening:</u></p> <p>6.00pm – 7.00pm – Be Free Plus (a chance for young people in Years 6 – 9 to learn more about what Christians believe in a small group through games, videos and discussions. For more information on this group, Tel. 01429 868849.</p> <p><u>Wednesday Evening:</u> (during term time)</p> <p>6.00pm – 7.15pm – Beavers 6.15pm – 7.45pm – Cubs 7.15pm – 9.00pm – Scouts For more information on these groups, Tel. 01429 268007.</p> <p><u>Thursday Afternoon and Evening:</u></p> <p>3.30pm – 5.00pm - Matt's Mates – an after-school club run by Stranton Church giving primary school aged children the chance to learn more about God and the Bible – (fun games, songs, crafts, stories and videos) 7.15pm – 9.00pm – Be Free - for young people in Years 6 – 9 (games, activities, crafts, drama, visits</p>

Examples of key current programmes / projects	Description
Continued ...	<p>and residential experiences) For more information on these groups, Tel. 01429 868849.</p> <p><u>Friday Morning and Evening:</u></p> <p>9.00am – 11.00am – Parents & Toddler Group 6.00pm – 9.30pm – 4th Hartlepool Boys Brigade – Anchor Boys & Company (a Christian organisation offering sports, games, activities and Christian teaching)</p> <p>For more information on the Parent & Toddler Group, Tel. 01429 288126. For more information on the Boys Brigade, Tel. 01429 263149.</p> <p><u>Other activities:</u></p> <p>Carpet Bowls can be played on a Tuesday between 1.00pm and 3.00pm.</p> <p>A coffee morning is held in St Matthew's Hall / Community Centre on the first Saturday of the month, 10.00am – 12.00noon where people can pop in for a drink and browse the selection of stalls – 50 pence entrance fee towards the Centre's maintenance costs.</p> <p>A Mothers' Union meets in the Hall fortnightly on a Monday at 2.00pm for prayer, fellowship and worship. Part of the worldwide Christian organisation the Mothers Union. For more information Tel. 01429 862529.</p> <p>St Matthew's Hall / Community Centre is a resource not only for the Church, but also for the surrounding community. The facility is available for bookings for either a one-off event or on a regular basis. For more information Tel. 01429 298241 or 01429 276111 to make a booking.</p>
Summerhill Visitors Centre.	<p>Summerhill, opened in 2003 is a 100 acre site that has been transformed in to a Local Nature Reserve that is also an outdoor sports centre. The Visitor Centre includes activity rooms, exhibition space, changing rooms, toilets, baby changing and a kitchen which is open between 9.00am and 5.00pm. The Summerhill Team is available to run activity or educational sessions for schools, play schemes, businesses and any groups with an interest in conservation of outdoor sports.</p>

Examples of key current programmes / projects	Description
Continued ...	Some of the features include the Boulder Park, trim trail, play areas, BMX course and access routes. They also operate a Forest Mobility Scheme which provides facilities and features to enable people with disabilities to enjoy Summerhill. For more information Tel. 01429 284584.
The Autumn Club.	The Autumn Club is for those aged over 50 and meets on Wednesday afternoons (1.00pm until 3.00pm) at The Catholic Club on Marlowe Road. Activities include darts, dominos, dancing, live entertainment, raffles and bingo. For more information, please Tel: 01429 290021.
50+ Forum.	50+ Forum brings together people in the older age group to discuss matters of mutual interest and also sends delegates or representatives to a number of statutory and voluntary bodies in Hartlepool. The group meets on regular occasions and for further information contact the Anchor Trust Community Development Team on Tel. 01429 224466.

STRENGTHENING COMMUNITIES

KEY RESOURCES AND PROGRAMMES

Investment by mainstream agencies:

Examples of key current programmes / projects	Description
Black and Minority Ethnic (BME) Reference Group.	The Black and Minority Ethnic (BME) Reference Group aims to give Hartlepool's different ethnic minority groups a stronger voice in local decision making and raise awareness of various populations. The group look at issues affecting the BME community such as racial abuse and attacks, housing and access to services. For more information Tel. 01429 262641.
Browning Avenue Baptist Church.	<p>A long standing Baptist Church, the activities currently offered include:</p> <p><u>Monday Evening:</u></p> <p>7.00pm – 9.00pm – Mayhem Meeting (fun, games and epilogue for young people aged between 11 and 15) Possible extension of this activity to 3 nights per week.</p> <p><u>Wednesday Afternoon:</u></p> <p>1.30pm – 3.00pm – Parent & Toddler Group</p> <p>A full time Youth Worker commences employment with the Church on 1st April 2007 and will be available to the whole community.</p> <p>The Church's Annexe has a range of uses and is available for hire.</p> <p>The Church has secured funding to create a safe, public space on its land for use by all in the community, especially for young people.</p> <p>For more information Tel. 01429 407707 or 01429 424159.</p>
Burn Valley North Residents Association.	Set up in 2001 in order to tackle the problems in the area at the time such as anti-social behaviour and drugs, the Residents Association meets on the last Tuesday of each month, 7.00pm at St Matthew's Hall / Community Centre. Since inception, anti-social behaviour is much less common. Activities have included quiz, pie and pea suppers and childrens' fancy dress competitions (judged by Councillors and the Police). The Association has been active in

Examples of key current programmes / projects	Description
Continued ...	<p>helping the Burn Valley Rejuvenation Consortium to regenerate the bottom half of Burn Valley Gardens in particular. Future social events and activities are currently being planned. The Association is now focusing on encouraging new members to become involved. For more information Tel. 01429 299146.</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 key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>Each Council Ward has a named, dedicated Neighbourhood Officer and Neighbourhood Police Community Support Officer (PCSO). These officers work within each Council Ward and are not pulled away from their area to other parts of Hartlepool.</p> <p>The Neighbourhood Policing Team 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</p>

Examples of key current programmes / projects	Description
Continued ...	<p>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).	<p>Community Empowerment Fund Agencies were developed in 2001 to manage the Community Empowerment Fund (CEF) in the 88 Neighbourhood Renewal Areas across England, 14 of which were in the North East.</p> <p>The CEF was designed to support Voluntary and Community Sector involvement in Local Strategic Partnerships (LSPs) with the aim of ensuring representatives will be equal partners. Community Empowerment Officers in the 14 CEF areas have developed strong and effective networks in the region. The Voluntary and Community Sector are represented on the LSP both as service providers and as representatives of their membership and/or wider community. The CEF supported the Community Empowerment Networks until March 2006 after which time most networks, including Hartlepool, have continued to develop with financial support from the Safer Stronger Communities Fund and Local Strategic Partnership funding. 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 & 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>
Hartlepool Catholic Club.	<p>A members social club holding a variety of activities on a weekly basis. Currently the following activities are held in the Club and open to members and their visitors:</p> <ul style="list-style-type: none"> ▪ Dances on a Monday and Friday evening from 7.00pm. ▪ Club Bingo on a Monday, Wednesday, Friday, Saturday and

Examples of key current programmes / projects	Description
Continued ...	<p>Sunday and evening as well as Sunday afternoon from 8.30pm.</p> <ul style="list-style-type: none"> ▪ All in All Out Bingo on Tuesday and Thursday evenings from 8.00pm. ▪ Karaoke on Saturday evenings and entertainment on Sunday evenings. ▪ Quiz and bingo each Sunday lunchtime. <p>The Autumn Club is held in the Catholic Club every Wednesday between 1.00pm and 3.00pm and is open to all senior citizens in the community.</p> <p>The function room is available to hire on a Tuesday, Wednesday and Thursday evening.</p> <p>For more information Tel. 01429 294007.</p>
Housing Hartlepool.	<p>Housing Hartlepool is the largest Housing Association in Hartlepool and has its 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 Rift House / Burn Valley area. For more information Tel. 01429 232716.</p>
National Day Nurseries Association (NDNA).	<p>The Centre is currently a dual use facility providing a mixture of childcare and nursery education, alongside a community facility with rooms available for hire. The building is currently being marketed for sale, however National Day Nurseries Association (NDNA) are confident that any proposal will include community use as there is a covenant with the council in relation to the land, which states that the 'use' should include provision for young people and the local community. For more information Tel. 236405.</p>
ORB Centre.	<p>A resource centre based in Shrewsbury Street and part of the Oxford Road Baptist Church, giving support to the community and is open to residents of all ages. A Community Link Worker and Youth Worker are assisted by volunteers. For more information Tel. 01429 266945.</p>
Rift House / Burn Valley Forum.	<p>The Rift House / Burn Valley 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</p>

Examples of key current programmes / projects	Description
Continued ...	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) funding, which is available for the Rift House / Burn Valley area, to begin to address the priority concerns identified in the Rift House / Burn Valley Neighbourhood Action Plan (NAP) Update. For more information Tel. 01429 855560.
Rift House Community Association.	<p>Set up in 2001 for the benefit of residents living in the area, the Residents Association operates a drop-in facility currently at the NDNA Building on the following days and times:</p> <ul style="list-style-type: none"> ▪ Tuesday, 10.00am – 12.00noon, ▪ Wednesday, 2.00pm – 4.00pm, ▪ Thursday, 2.00pm – 4.00pm. <p>The Association meets on the first Wednesday of each month, currently at the NDNA Building (this facility is currently being marketed for sale and alternative uses are being sought). Social activities have included coffee mornings and pie and pea suppers. Residents also take part in the regular estate walk-about with the Police and other partner agencies. The Association is always trying to encourage new members to become involved. For more information Tel. 01429 270146.</p>
Rift House East Residents Association.	Set up in 2006, Rift House East Residents Association is a young, yet strong community organisation. The Association meets on the third Wednesday of each month, 7.00pm at the Woodcutter Public House. Activities have included a safety event involving the Police and other organisations. For more information Tel. 271747.
St Aidan's Church.	Awaiting Details.
St Matthew's Hall / Community Centre.	A community resource in the Rift House / Burn Valley area, St Matthew's Hall / Community Centre currently offers the following activities for young people.

Examples of key current programmes / projects	Description
Continued ...	<p><u>Monday Evening:</u> (during term time)</p> <p>5.00pm – 6.00pm Rainbows (games, crafts and outdoor activities) 6.00pm – 7.30pm Brownies (games, crafts and outdoor activities) 6.30pm – 8.00pm 4th Hartlepool Boys Brigade - Junior Section (a Christian organisation offering sports, games, activities and Christian teaching) 7.30pm – 9.00pm Guides (games, crafts and outdoor activities) For more information on Rainbows, Tel. 01429 860457. For more information on Brownies and Guides, Tel. 01429 276111.</p> <p><u>Tuesday Evening:</u></p> <p>6.00pm – 7.00pm – Be Free Plus (a chance for young people in Years 6 – 9 to learn more about what Christians believe in a small group through games, videos and discussions. For more information on this group, Tel. 01429 868849.</p> <p><u>Wednesday Evening:</u> (during term time)</p> <p>6.00pm – 7.15pm – Beavers 6.15pm – 7.45pm – Cubs 7.15pm – 9.00pm – Scouts For more information on these groups, Tel. 01429 268007.</p> <p><u>Thursday Afternoon and Evening:</u></p> <p>3.30pm – 5.00pm - Matt's Mates – an after-school club run by Stranton Church giving primary school aged children the chance to learn more about God and the Bible – (fun games, songs, crafts, stories and videos) 7.15pm – 9.00pm – Be Free - for young people in Years 6 – 9 (games, activities, crafts, drama, visits and residential experiences) For more information on these groups, Tel. 01429 868849.</p> <p><u>Friday Morning and Evening:</u></p> <p>9.00am – 11.00am – Parents & Toddler Group</p>

Examples of key current programmes / projects	Description
Continued ...	<p>6.00pm – 9.30pm – 4th Hartlepool Boys Brigade – Anchor Boys & Company (a Christian organisation offering sports, games, activities and Christian teaching)</p> <p>For more information on the Parent & Toddler Group, Tel. 01429 288126.</p> <p>For more information on the Boys Brigade, Tel. 01429 263149.</p> <p><u>Other activities:</u></p> <p>Carpet Bowls can be played on a Tuesday between 1.00pm and 3.00pm.</p> <p>A coffee morning is held in St Matthew's Hall / Community Centre on the first Saturday of the month, 10.00am – 12.00noon where people can pop in for a drink and browse the selection of stalls – 50 pence entrance fee towards the Centre's maintenance costs.</p> <p>A Mothers' Union meets in the Hall fortnightly on a Monday at 2.00pm for prayer, fellowship and worship. Part of the worldwide Christian organisation the Mothers Union. For more information Tel. 01429 862529.</p> <p>St Matthew's Hall / Community Centre is a resource not only for the Church, but also for the surrounding community. The facility is available for bookings for either a one-off event or on a regular basis. For more information Tel. 01429 298241 or 01429 276111 to make a booking.</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 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</p>

Examples of key current programmes / projects	Description
Continued ...	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.
Westbourne Road Residents Association.	Awaiting Details.

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 eg 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.

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 eg 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.

GP – 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.

IT – 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.

NDNA – National Day Nurseries Association.

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 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 Eldon Grove Primary School, Kingsley Primary School, Rift House Primary School, St Aidens CE Primary School, St Cuthbert's RC 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 Associations within the Rift House / Burn Valley area are Rift House East Residents Association, Rift House Community Association, Westbourne Road Residents Association and Burn Valley North Residents Association.

Rift House / Burn Valley 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 Resident's Priorities Budget.

RSL's – Registered Social Landlords – Housing Associations.

Secondary Schools – This includes Brierton Secondary School, The English Martyrs RC School and VI Forum College and High Tunstall Science College.

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.

SureStart – 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 eg a community.

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

The “Rec” – Rift House Recreational Ground.

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.

**REGENERATION, LIVE ABILITY
& HOUSING PORTFOLIO**
Report To Portfolio Holder
20th April 2007



Report of: Head of Community Safety & Prevention

Subject: DOMESTIC VIOLENCE STRATEGY 2007-2010

SUMMARY

1.0 PURPOSE OF REPORT

To seek approval for the service provision for the Domestic Violence Strategy 2007-2010

2.0 SUMMARY OF CONTENTS

The strategy sets out:

- The national picture
- The local context
- Strategic objectives
- Local impact and services
- Action Plan
- Directory of services

3.0 RELEVANCE TO PORTFOLIO MEMBER

Community Safety issue.

4.0 TYPE OF DECISION

Non key.

5.0 DECISION MAKING ROUTE

Regeneration, Housing and Liveability Portfolio.

6.0 DECISION(S) REQUIRED

Approval of the strategy 2007-2010

Report of: Head of Community Safety & Prevention

Subject: DOMESTIC VIOLENCE STRATEGY 2007-2010

1. PURPOSE OF REPORT

1.1 To seek approval for the Domestic Violence Strategy 2007-2010

2. BACKGROUND

2.1 Work to support victims of Domestic Violence in Hartlepool has traditionally been carried out by the Voluntary Sector, Police and various housing organisations. A Domestic Violence Forum was set up circa 1998 and this has been the focus point for practitioners.

More recently, the need for a coherent strategy to tackle domestic violence in Hartlepool has been recognised.

2.2 On 13th June 2006, a Domestic Violence Strategy development event was held. The event was facilitated by a consultant from the Local Government Association and a representative from Government Office North East. Representatives from the following agencies were in attendance:

Hartlepool Borough Council
North Tees Women's Aid
PATCH
Cleveland Police
National Probation Service Teesside
Local solicitors
Hartlepool PCT

The purpose of the event was to determine what actions should be included in the strategy, which agencies could be involved and how it would fit within the Safer Hartlepool Partnership structure. Three key elements were agreed:

- Prevention
- Education
- Enforcement

2.3 A coordinator's post has been jointly funded with Stockton Council since July 2006 and a Hartlepool Domestic Violence Strategy Group was also formed. The Domestic Violence Coordinator is accountable to the Strategy Group. It was agreed that membership of the Strategy Group should be of an appropriate level of seniority to make decisions

in order to progress the strategy. The following agencies and departments are represented on the Group:

- Three Rivers Housing
- Housing Hartlepool
- Victim support and Witness Service Teesside
- Crown Prosecution Service
- HM Courts Services, Hartlepool County and Magistrates Courts
- Teesside Probation
- HBC (Community Safety, Supporting People, Children's Services, Adult Social Care, Housing)
- CAFCASS
- North Tees Women's Aid
- Government Office North East
- Cleveland Police
- North Tees and Hartlepool NHS Trust

The Group will meet on a regular basis and will oversee the delivery of the Strategy. Monitoring of the Strategy will be carried out by the Performance & Planning Management Group of the Safer Hartlepool Partnership.

3. DRAFT STRATEGY

3.1 The draft Strategy, which is attached as **Appendix 1**, identifies the five key objectives that will be the driving force behind the Strategy.

- Reduce Domestic Violence using Prevention and Education
- Support Victims and improve access to services
- Increase detections and positive enforcement outcomes
- Develop data collection and information sharing
- Coordination and Multi agency structures

3.2 The draft Strategy sets out the local and national context relating to domestic violence and shows the key outcomes, which mirror the objectives from the National Domestic Violence Delivery Plan:

- Reduce the prevalence of domestic violence
- Increase the rate of reported domestic violence
- Increase the rate of domestic violence offences brought to justice
- Ensure victims are adequately protected and supported
- Reduce the number of domestic violence related homicides

3.3 An Action Plan has been prepared with timescales and responsibility for implementation.

- 3.4 Indicators to measure the success of each action have also been detailed in the Strategy Action Plan.

4. RECOMMENDATION

The Portfolio Holder is recommended to approve draft Domestic Violence Strategy 2007-2010.

Contact Officer: Joe Hogan, Crime and Disorder Coordinator

Background Papers

None.



Hartlepool Domestic Violence STRATEGY 2007 -2010





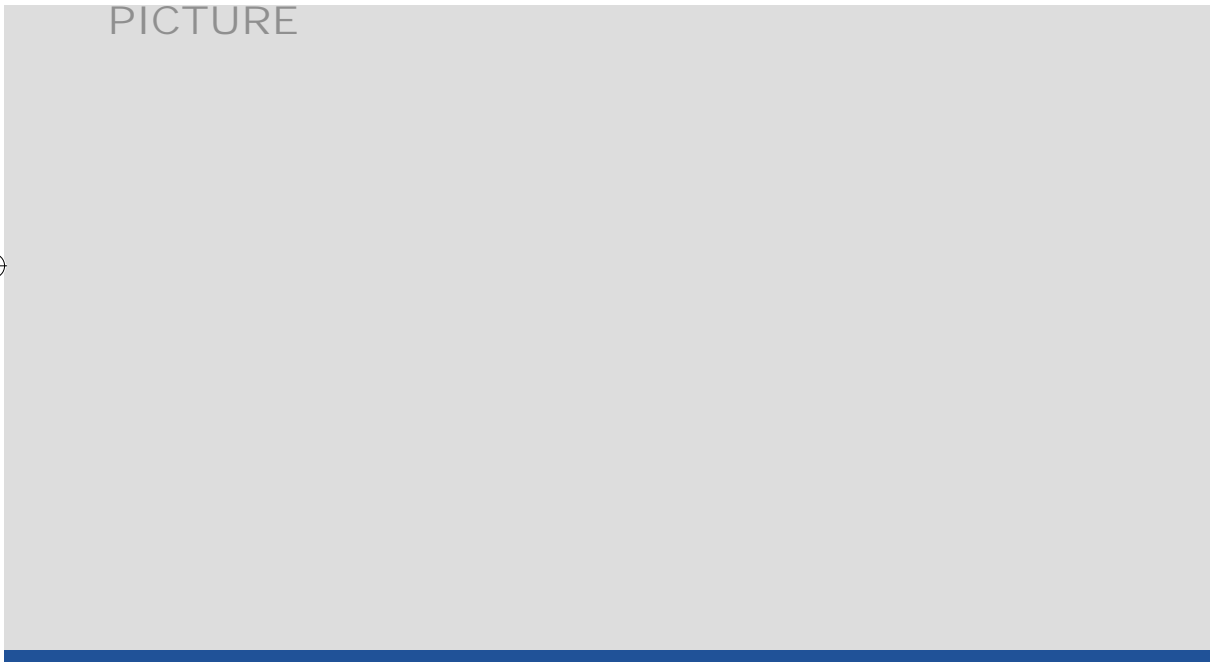
Foreword

By the Mayor

Endorsed by Chair of SHP and Chief Executive.



Vision Statement



It is our intention that this Strategy will deliver a comprehensive way of addressing all aspects of domestic violence, it acknowledges the good work already undertaken and the necessity to establish new ways of working to continue to make our town a safer and thriving environment in which to live and work.

Acknowledgements

Contributors to this strategy include:

Hartlepool Borough Council Strategic Housing, Children's Services, Adult Services, Supporting People, Adult Education, Cleveland Police, North Tees Women's Aid, Housing Hartlepool, Teesside Probation Service, North Tees and Hartlepool NHS Trust, Victim Support & Witness Service, Crown Prosecution Service (CPS), Children & Family Court Advisory & Support Service (CAFCASS), Court Services, Hartlepool Domestic Violence Forum, (this list is not exhaustive)

Contents

Introduction	1
The National Picture	2
The Local Context	3
Strategic Objectives	4
Reduce Domestic Violence using prevention and education	5
Support victims and improve access to services	6
Increase detections and positive enforcement Outcomes	7
Co-ordination and Partnership working	8
Data Collection and Information Sharing	9
Domestic Violence Local Impact and Services	10
Action Plan	11
Directory of Services	12
Appendices	13

Introduction

This Strategy outlines our priorities and planned actions on domestic violence for the following 3 years.

Our achievements to date:

Hartlepool was written by the Director of North Tees Women's Aid in her role as the Chair of the Domestic Violence Forum in 2004 and since this time a great deal of work has been achieved to realise the three main objectives we set ourselves.

- To raise awareness of domestic violence,
- To improve joint working between services and promote good practice responses,
- To hold perpetrators accountable for their behaviour.

Since these objectives were set we have worked hard to:

Raise Awareness of Domestic Violence and the services available within the Borough.

We have worked with our partner agencies to

promote awareness of domestic violence via the media and within schools and have seen a steady increase in individuals and families accessing services.

We have held a number of successful publicity campaigns which have served to encourage the reporting of incidents, inform our communities of the support services available and to deter domestic violence by showing the effects on victims and the consequences for perpetrators. Examples of campaign publicity can be seen throughout this document

We have had an increase in reports of domestic violence to statutory and non-statutory agencies during this timescale and we regard this partly as a successful feature of our awareness raising media campaigns. More reporting does not necessarily mean that domestic violence is increasing in our Borough; it also means that more individuals are reporting and accessing services and in the long term, we anticipate a down turn in our ratio of domestic violence incidents as our preventative and enforcement initiatives continue to make an impact.

Improve joint working between services and promote good practice responses

This area has seen our greatest achievement to date. We have undertaken a major scoping exercise to enable us to assess the services available within the Borough and map how our partner agencies respond to domestic violence covering a broad range of activity such as prevention / education, support, enforcement, data collection and co-ordination.

By undertaking this exercise we have been able to identify current best practice and gaps in service provision and compare this with national developments on domestic violence. This has helped us to agree with our partners our future priorities, the services we need to retain or enhance and those we need to develop based upon our local needs and national best practice.

Throughout this time our Domestic Violence Forum has co-ordinated activities to reduce domestic violence externally by awareness raising and internally by improving our multi agency working by formalising systems for referral and information sharing.

Holding perpetrators accountable for their behaviour

We have seen the development of both mandatory and voluntary perpetrator programmes and due to more effective information sharing we can now assess progress through the criminal justice system from incidents reported, arrests made, cases retracted, cases brought to justice and sentence outcomes.

Although our perpetrator programmes have been new developments - and at this stage it is too early to measure their degree of success - research suggests that such programmes require perpetrators to account for their behaviour and teaching new ways of behaviour.

Police policy dictates that a “positive” policing approach is taken when attending all domestic violence incidents, this means that when the police attend an incident if they have evidence to make an arrest they will do so. If the perpetrator has left the scene they will highlight their details on the police systems and make it a priority to locate and arrest the perpetrator.

National Directives

It is clear that domestic violence needs to be tackled by a variety of methods from prevention to crisis intervention and in 2005 Delivery Plan for Domestic Violence, the key outcomes of this plan for every local authority area were to:

- Reduce the prevalence of domestic violence
- Increase the rate of reported domestic violence
- Increase the rate of domestic violence offences brought to justice
- Ensure victims are adequately protected and supported
- Reduce the number of domestic violence related homicides.

In addition in 2005 – 2006 the Audit Commission introduced a new performance indicator BVPI 225 "Actions Against Domestic Violence". The purpose of BVPI 225 is to assess the overall provision and effectiveness of local authority services to help victims of domestic violence and prevent further domestic violence over 11 key areas.

Local Response

As you read through this, our second strategy for the Borough you will see how the Domestic Violence Strategy for 2007 -2010 will continue to utilise our strong and developing partnerships demonstrating Hartlepool's approach and commitment to tackling the consequences of domestic violence, an issue which has complex and far reaching consequences for individuals, families and our communities.

We have looked at national directives and our local context to develop a strategy that encompasses both services and responses that are meaningful and will help us to measure our progress over the next three years.

Our local objectives were based on the Hartlepool 2005 – 2008 Crime Disorder and Drugs Strategy. The overall strategic objectives for domestic violence were to reduce the incidents of repeat victimisation, improve joint working between services and promote good practice responses to domestic violence. In addition, during 2006 we held a Domestic Violence Strategy Day with partners to set new objectives and established an Executive Strategic Group to review our partnership achievements and develop an action plan

1. National Theme

- Reduce the prevalence of domestic violence.

Local Action

- Reduce domestic violence using prevention and education.

2. National Theme

- Ensure victims are adequately protected and supported.

Local Action

- Support victims and improve access to services.

3. National Theme

- Increase the rate of domestic violence offences brought to justice.

Local Action

- Increase detections and positive enforcement outcomes.

4. National Theme

- Reduce the number of DV related homicides.

Local Action

- Develop our data collection, and information sharing.

5. National Theme

- Increase the rate of reported domestic violence cases.

Local Action

- Co-ordination and multi agency working.

The National Picture

Domestic violence currently claims the lives of around two women a week, and affects millions more people. Nationally, the Government is determined to preventing domestic violence, to protect and support its victims, and to bring offenders to justice and we are working locally towards achieving these aims.

Domestic violence as:

“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.”

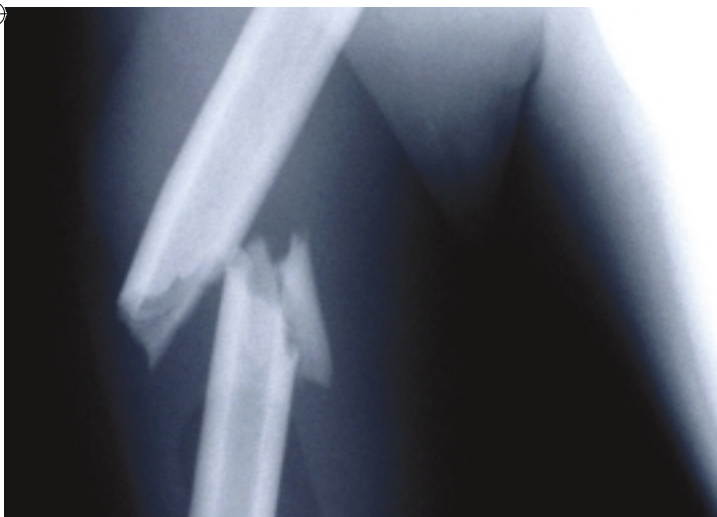
This includes issues of concern to black and minority ethnic (BME) communities such as so called ‘honour killings’.

The statistics below provide the stark reality of the extent of domestic violence in this country and how domestic violence can impact on the lives of our current and future generations. Whatever form it takes, domestic violence is

rarely a one-off incident, and should instead be seen as a pattern of abusive and controlling behaviour through which the abuser seeks to exert power over their victim.

Domestic violence occurs across society, regardless of age, gender, race, sexuality, however, that it consists mainly of violence by men against women. Children are also affected, not only are many traumatised by what they witness, there is also a strong connection between domestic violence and child abuse.

Domestic violence is a crime generally committed in private, behind closed doors, and is often under-reported and widely under-recorded. For these reasons it is impossible to have accurate statistics about the true extent of domestic abuse.



Domestic violence is a crime generally committed in private, behind closed doors, which is under-reported and widely under-recorded. For these reasons it is impossible to have accurate statistics about the true extent of domestic abuse.

- Domestic violence is chronically under-reported, but research shows that domestic violence accounts for 17% of reported crime.
- Nationally Domestic Violence accounts for 5th of all violent crime.
- One incident of domestic violence is reported to the police every minute.
- On average a woman is assaulted 35 times in her lifetime. Only 10% report to police.
- One in four women and one in six men will be a victim of domestic violence in their lifetime with women at greater risk of repeat victimisation and serious injury.
- 89% of those suffering four or more incidents are women.
- 1 in 3 domestic violence incidents begin in pregnancy.
- In 90% of incidents involving domestic violence, the children are in the same or next room.
- It is estimated that between one-third and two-thirds of children in homes where the mother is being abused are also at risk of being abused.
- At least 750,000 children a year witness domestic violence. Nearly three-quarters of children on the child protection register live in households where domestic violence occurs. (Department of Health, 2003)
- Approximately 2/3 of the people staying in refuges in England are children. (Women's Aid, 2005)
- In 2003/04 142,526 women and 106,118 children received support for domestic violence in England. (Women's Aid, 2005)
- An estimated 18, 569 women and 23,084 children stayed in refuges in England during the year 2003/04. (Women's Aid, 2005).
- In a 1998 survey of 2,039, 13-19 year olds, 1 in 5 young men and 1 in 10 young women thought violence against women was acceptable in some circumstances and 1 in 5 young men considered it acceptable to force a woman to have sex if she were his wife.
- Whilst the risk of staying may be very high, simply leaving the relationship doesn't guarantee that the violence will stop. In fact, the period when a woman is planning or making her exit, is often the most dangerous time for her and her children
- On average, two women a week in the UK are killed by a current or former partner
- Globally, men's violence against women causes more deaths and disability among females aged between 15-44, than cancer, a leading cause of death among women
- Domestic violence costs the country around £23bn a year, of which £3.1 bn falls to public services, £1.3bn as the cost to employers, this excludes the costs to individuals estimated at over £17 billion a year.

The Local Context

Hartlepool is located on the north east coast within the Tees Valley sub region. It is a compact town with a population of 89,600 living in 40,000 households of which 1.2% are from black and minority ethnic groups. A high proportion of the population are at, or above retirement age.

The town comprises dense urban areas, an established marina and expanding suburbs with a number of distinct rural villages.

A unitary local authority covers the town with a directly elected mayor and cabinet political structure. Other major service providers sharing the local authority boundary are the Hartlepool Primary Care Trust, The Police Basic Command Unit, The Probation Service and Learning and Skills Council. There is a strong tradition of partnership working in the Borough, more recently through the work of the Hartlepool Partnership, which brings together the public, private community and voluntary sectors.

The Borough has seen a major transformation over the past twenty years through regeneration programmes and public and private sector investment.

In Hartlepool we have adopted the national strategy towards reducing the problem via the three main theme groups which are responsible for the planning and delivery of actions to address this complex issue.

“Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.”

Of our population of 89,600:

- The female population over 16 years totals 37,200,
- The male population over 16 years totals 34,200
- Children living in the borough under 16 years totals 18,200

The national trend of 1 in 4 women and 1 in 6 men experiencing domestic violence at some point in their lives means that in Hartlepool potentially 9,300 women currently over 16 years and 5,700 men currently over 16 years may experience some form of domestic abuse in their lifetime.



The impact of domestic violence on children
 Department of Health in 2003 highlighted that 750,000 children had witnessed domestic violence. It is no less devastating for children to hear domestic violence taking place from another room or to be worried that it is occurring when they are at school or out with friends. Children's own accounts from "The Hideout" element of the National Womens Aid web site cite that the impact of being in a household where domestic violence is present has made children:

- Feel sad
- Feel angry
- Feel lonely
- Feel scared
- Feel ashamed
- Feel confused
- Have trouble concentrating in school
- Feel afraid their mum wouldn't be ok on their own
- Have scary dreams
- Have to switch schools a lot
- Have to move to a refuge
- Feel like a parent to younger siblings
- Feel scared all of the time
- Feel they had to protect their mum/ brother/sister

Every Child Matters details the Government's aim for every child, whatever their background or their circumstances, to have the support they need to:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

We have 18,200 children under 16 years living in Hartlepool and organisations involved in providing services to children - from hospitals and schools, to police and voluntary groups are sharing information and working together to protect children and young people from harm, including domestic violence to help them to achieve their full potential.

The National Index of Multiple Deprivation (2007) highlights that Hartlepool has 8 wards in the top ten percent of (Ward Maps required)

On a monthly basis, police in Hartlepool deal with about 3,500 recorded incidents, and of these 230-250 are domestic related. Although each incident may not necessarily involve a crime, police attend each and every incident and all staff are encouraged to take a positive

UbXÜfa 'gÜbW'k Jh 'dYfdYfUc'fg'

Multi Agency Domestic Violence Forum

The Multi Agency Domestic Violence Forum has representation fromkey agencies, organisations and voluntary groups all with a commitment to tackling domestic abuse.

The forum is the operational delivery arm of Hartlepool's strategic objectives and is comprised of practitioners with direct contact with victims, survivors, perpetrators and their children. The forum is one of the theme groups serving the Safer Hartlepool Partnership and has been the driving force behind the development of services within the borough, working to deliver on the three key objectives of the Interim Domestic Violence Strategy 2004 – 2005. The forum will continue this work by contributing to the operational aspects of this strategy during the forthcoming three years.

Multi Agency Domestic Violence Strategic Group

The Multi Agency Domestic Violence Strategic Group for this three year Strategy ensuring that it meets local needs, is compatible with the plans and the aims of the National Domestic Violence Delivery Plan.

This Group is comprised of relevant partner organisations with members of appropriate seniority to agree actions for their respective service areas.

The group acts as a sub group of the Safer Hartlepool Partnership and provides the strategic drive to support to the work of the Domestic Violence Forum. The strategic group is responsible for providing updates on performance to the SHP Partnership Performance and Planning Group.

Safer Hartlepool Partnership

The Safer Hartlepool Partnership is made up of a large number of organisations working together to reduce crime and the fear of crime in Hartlepool.

The 2004 Crime and Disorder Audit highlighted that over the preceding three years there was a gradual increase in reported incidents and arrests for Domestic Violence. The partnership acknowledges that an increase in reporting and arrests could be a positive outcome from the campaigning carried out by the Domestic Violence Forum. However, they recognise that repeat victimisation is still a problem and due to the serious physical and mental health effects this crime can have on victims, their families and children domestic violence has been given a high priority.

Domestic Violence has been incorporated into the 2005 – 2008 Crime Disorder and Drugs Strategy and the overall strategic objective for this theme area is to reduce the incidents of repeat victimisation, improve joint working between services and promote good practice responses to domestic violence.

This three year strategy will strive to deliver this.

Performance and monitoring reporting structure



Our Strategic Objectives for 2007 – 2010

During 2006 a number of consultation exercises were undertaken with our partners to establish our achievements to date, what we were doing well, gaps in services and the domestic violence services we needed to develop. This process culminated in a one day planning event held at Hartlepool Historic Quay to agree our new objectives for the forthcoming three years. This event was launched by the Chief Executive of Hartlepool Council, Paul Walker and Hartlepool Police District Commander, Superintendent Steve Ashman.

This multi-agency consultation process has driven the agenda for this strategy which will cover the following 5 objectives, highlight the work that is currently taking place and identify improvements to be made and new ways of working to tackle domestic violence .

- Reduce Domestic Violence using Prevention and Education.
- Provide Support to victims and improve access to services.
- Increase Detections and Positive Enforcement Outcomes.

- Develop our Data Collection and Information Sharing
- Coordination and Multi Agency Structures

Objective 1

To reduce domestic violence in Hartlepool using prevention and education.

It is vital that we work to dispel the myths and misconceptions associated with domestic violence by raising awareness of the issues and impact. This in turn will help to develop communities that care and that refuse to accept or tolerate such a violent crime.

To date the Governments main focus has been at the 'high-risk and crisis' end of domestic violence involving the setting up of multi agency risk assessments incorporating homicide review guidance, and the actions Specialist domestic violence courts, advocacy services, positive policing, training for the judiciary and concentration on brought to justice outcomes.

This “crisis end” of the process is easier to measure by analysis of crime statistics and resources have historically been targeted at the high-risk end of the problem and early intervention has been overshadowed.

There is now a national recognition that more resources and attention needs to be given to early intervention methods as this is the most effective way of having an impact on domestic violence in our society in the long term.

We recognise that the ideal strategy should have both areas of early intervention and to achieve the most effective balance in the actions we have set ourselves under our Education and Prevention theme by covering:

- Training for staff and agencies
- Education within schools
- Events and Campaigning
- Voluntary Perpetrator programmes

We will build on the multi-agency training package and programme currently implemented in the borough to establish a rolling programme of training for staff across all agencies and organisations that is non-judgmental, promotes equal opportunity and

highlights the link between domestic violence and child protection.

We will further develop our work within schools by incorporating domestic violence awareness and prevention into the PSHE programme and by the use of domestic violence resources to promote healthy and respectful relationships. We will further develop our work within schools by incorporating domestic violence awareness and prevention into the PSHE programme and by the use of domestic violence resources to promote healthy and respectful relationships.

We will measure the success of our voluntary perpetrator programme both during and after the intervention and analyse the results based on attrition rates and repeat victimisation.

We are aware that the number of incidents of violence in general have increased nationally and that 1/5th of all recorded violent crime relates to domestic violence. As domestic violence is not an actual crime category incidents can be recorded in a number of different ways such as criminal damage, harassment, sexual offences and violence against the person, combined with the problem to establish the real extent of the problem. Locally 27% of violent crime is as a result of

domestic incidents some of which are alcohol related.

In recognition of this in December 2006 we launched a publicity campaign linking alcohol and domestic violence with the message “there is no excuse for domestic abuse” . This campaign involved a series of six dramatic posters showing the effects on victims and the consequences to perpetrators of domestic violence and was shown on thirty buses and on billboards in the town centre area.

This seasonal campaign, covering the Christmas and New Year period, is being supported by ongoing press articles on the subject of domestic violence in the town and the work that is being done to reduce the number of incidents.

Within the lifetime of this strategy we will develop a targeted approach to awareness raising using a variety of medium to ensure the issue of domestic violence remains high on the local agenda.

We will know we have been successful by measuring the effectiveness of our prevention and education initiatives to achieve reduction in the acceptance of domestic violence over the lifetime of this strategy

Objective 2

To support victims and improve access to domestic violence services in Hartlepool

Under this theme we have concentrated on supporting victims and promoting access to services.

We have excellent services in place within the Borough to support victims and their families and we need to ensure we maintain this standard of provision by forward planning for the end of current funding regimes and by promoting the availability of services.

We will promote access to services by the widespread distribution of our directory of services for domestic violence and by linkages created to both the domestic violence forum and North Tees Women's Aid websites on our partnership websites.

We will seek to retain and build upon our current refuge service by maintaining 1 refuge place per 10,000 population and by exploring the feasibility of move on accommodation with specialist support and a sanctuary scheme to enable victims to remain in their homes safely. We recognise that in the long term there is a need for 'move on' accommodation.

Women are staying on longer in the Refuge due to the lack of suitable accommodation and this can create a bottleneck whereby others in immediate need cannot gain a place of support. To enable greater choice we intend to research and identify, with housing providers, alternative accommodation options.

We know that we need to develop our target hardening scheme further with our partners offering a risk assessment on the individual's circumstances and their property with a view to installing a range of security measures to improve their safety and support to help them recover and rebuild their lives.

We will develop a sanctuary scheme to enable both male and female victims and their families to remain in their own homes without disrupting their lives, social support systems and children's education.

The Government is keen to see the development of such schemes, in Hartlepool we already have a successful target hardening scheme in place within certain areas of the borough whereby locks, lighting and alarms are put in place to enable those who wish to remain in their homes to do so. A sanctuary

scheme would also include installing more comprehensive measures such as reinforced doors, window shutters and in some circumstances a "safe room".

We will work towards providing more support for minority groups and those with complex needs such as substance misuse, alcohol dependency and mental health issues

Overarching this theme will be continued support to, liaison with and feedback from the domestic violence forum, the operational practitioner group who are in contact with service users and are best placed to identify and support their needs.

We will know we have been successful by measuring an increased take up of support services over the lifetime of this strategy

Objective 3

To increase detections and positive enforcement outcomes

Our enforcement objective relates to increased detections and positive enforcement outcomes.

We will achieve this by making use of other civil sanctions such as ASBOs and CRASBOs and by working with our partners in housing to enforce tenancy conditions and encourage the use of injunctions for domestic violence associated with their properties taking the

We will monitor the effectiveness of our voluntary and mandatory perpetrator programmes for repeat offences and will make active use of breach proceedings and licence conditions regarding attendance, threats to victims, entry into exclusion zones and to ensure recall's to custody for breach.

We will continue with our police "operation outreach" initiative with a view to decreasing retraction rates and empowering victims to be witnesses by providing "at the time" support and follow up support and advice to victims.

Our joint NTWA / Police initiative has been

very successful with an increase in the take up of support services. Over time we will be monitoring the incidents attended to see if there is a noticeable decrease in retractions from victims and a decrease in repeat victimisation when immediate and follow up support is provided.

NTWA outreach workers will continue to work with the police on "call backs" after incidents, to offer support to victims to encourage access to services to reduce repeat victimisation.

On some occasions the victim may choose to withdraw their evidence possibly due to reconciliation, fear of the perpetrator or the court process. In these circumstances, depending upon the severity of the incident a choice may be made to proceed with a victimless prosecution. We will also monitor the success of the advocacy role within the Specialist Domestic Violence Courts (SDVC) in other areas to assess the viability of developing a similar service in Hartlepool.

Working towards our domestic violence priorities Hartlepool police will continue to use Head Cams to increase the evidence base for prosecutions in addition to strengthening the way in which remand applications are applied for.

The police will work with partners to identify the top ten perpetrators of domestic violence with a view to additional enforcement action such as issuing ASBOs and CRASBOs. The top ten will link into the newly developed multi agency risk assessment for victims (MARAV) process to ensure adequate protection for high risk victims and the public protection MAAPA process managed by the probation service.

Alongside our partners we will monitor our progress under this theme and our other outcomes that we have set.

We will know we have been successful by showing an increase in detections and positive enforcement outcomes over the lifetime of this strategy

Objective 4

To enhance co-ordination and multi-agency structures

We will continue to build upon our strong and effective multi-agency working to achieve the objectives detailed within this strategy.

The co-ordination of services and activities is vital if we are to reduce the incidents of repeat victimisation, improve joint working between services and promote good practice responses to domestic violence.

We have appointed a Domestic Violence Co-ordinator to lead the development of additional structures to co-ordinate the broad remit for multi agency working this strategy entails.

We recognise that it is essential that all our service providers work together to address domestic violence through their working procedures and structures to ensure a consistent approach to service delivery and to achieve the aims outlined in this document. This is not an easy task however, if we are to break the cycle of domestic violence a commitment must be given to driving this agenda forward.

With this in mind we have nominated members of the Strategic Group senior to act as champions for domestic violence within their respective service areas This will ensure that

our strategy is cross cutting in relation to other service plans, and that the issue of domestic violence remains high on the agenda and is duly considered in the commissioning of future services.

We also recognise that as employers we need to have systems in place for both victims and perpetrators within the workplace and will achieve this by ensuring policies and procedures for staff cover our commitment to tackling domestic violence and outline each agencies response.

We will know we have been successful by measurable improvements in the awareness of and systems in place to address domestic violence over the lifetime of this strategy

Objective 5

To develop our methods of data collection and information sharing.

We appreciate that to gain a more complete picture of the extent of domestic violence in the Borough we need to develop appropriate processes for reporting and recording incidents of domestic violence by agency and utilise this information more effectively and intelligently. With this in mind we intend to conduct an audit of current data collection arrangements and consider the feasibility of either a generic system or consistent data recording categories for domestic violence across key agencies.

This will add another layer to the scoping exercise we have already undertaken on service provision in the borough and will assist in the development of future services.

We will also overlay the mapping of agency data to help us to access more resources for domestic violence in the borough and to identify 'hot spots' and 'hot individuals' thereby targeting our resources and interventions more effectively.

We will ensure effective information sharing by the development of information sharing protocols and the use of the MARAV and MAPPA process to protect victims and the general public. Information will also be fed through to other theme groups such as YIP, HIP etc so work is not missed or duplicated. Within North Tees A&E department a new I.T. system has been implemented which will help to identify repeat victims of town centre or domestic violence. Establishing where a victim lives as well as where an assault occurred will help identify dual victims and any repeat admissions as a result of domestic violence will be reduced.

By 2008 we aim to have a much more comprehensive view of the extent of domestic violence in Hartlepool to enable us to target our responses and services to achieve maximum impact.

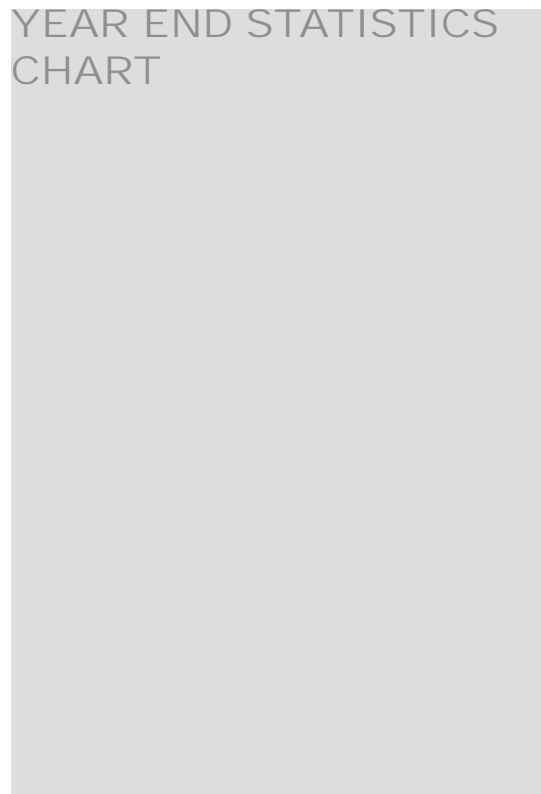
Our progress



We have stated our intention that this Strategy will deliver a comprehensive way of addressing all aspects of domestic violence by building on the good work we have already achieved and establishing new ways of working to meet local need and the national agenda.

We will report on our progress against targets on a quarterly and annual basis via the Safer Hartlepool Partnership Performance Management Group and monitor and revise actions where necessary in accordance with the Domestic Violence Strategic Group.

Domestic Violence Local Impact and Services



Police

The police are the main agency that deal with the impact and consequences of domestic violence on a daily basis.

Almost 27% of all violent crime that is recorded in Hartlepool is as a result of domestic incidents. However, the police also rigorously record all domestic incidents, which do not require a crime to be recorded. For example, when damage or injury is caused to someone, a crime would be recorded. However, in many cases, the incident may involve verbal abuse or other behaviour that does not require recording as a crime, but is dealt with and recorded to ensure a complete picture is obtained.

On a monthly basis, Hartlepool Police deal with about 3,500 recorded incidents, and of these 230-250 are domestic related.

It is one of our Hartlepool's highest priorities to reduce incidents of repeat victimisation associated with domestic violence and improve

joint working between services. Police and victims in all cases and work very closely with North Tees Women's Aid to meet this priority.

The Domestic Violence Unit (DVU) at Hartlepool is contained in the Neighbourhood CUZml bjh' hWbgg' cZUb' cZU' Wf_ž two Police Constables, one Sergeant, and is overseen by an Inspector. Highly committed to reducing domestic violence and tackling offenders, the DVU have made great strides in the last twelve months. Operation Outreach is a regular feature, multi-agency risk assessment has developed and the links to other agencies are growing strong and are viewed as a key area for further development. The staff are highly committed and have seen great success, including obtaining substantial prison sentences for offenders, even though the victim was not prepared to become involved in the judicial process.

Crown Prosecution Service

The CPS is the main prosecuting authority for criminal offences of domestic violence in England and Wales and recognises the impact that such conduct has on the victim and their family. The CPS work closely with the police to ensure all available evidence is gathered to support any proposed charge or charges. All CPS lawyers have been trained to assess cases involving domestic violence and this training is on going. The CPS recognises that in order to meet the full range of social and welfare needs a multi agency partnership is needed and are therefore committed to working nationally and locally within a multi agency framework to address domestic violence.

Victim Support and Witness Service Teesside

Victim Support and Witness Service Teesside is a voluntary sector service who receives details from the police of every victim of crime who wishes to receive advice or support relating to the incident. Victim support writes to the individual to offer emotional support, information and practical help and assistance. Victim support also deal with self referrals who have not reported

incidents to the police.

Support services for victims of domestic violence are available within the Magistrates and Crown Courts and include arranging pre-court visits, arranging a safe place to wait whilst at court and providing explanations for special measures that may be applied for when giving evidence.

TEXT TO BE ADDED



Refuge Provision

North Tees Women's Aid, a voluntary sector charity, manages the four refuges that are located across the region providing a total of thirty places for women and children who have left an abusive partner.

Hartlepool Refuge	6 Self Contained Units
Middlesbrough Refuge	11 Bedrooms
Peterlee Refuge	6 Self Contained Units
Stockton Refuge	7 Self Contained Units

In addition each refuge contains an extra room to accommodate emergency overnight stays. Refuges offer open access, 24-hour cover and a range of support and guidance services for women and children.

During 2006 – 2007 Hartlepool Refuge received referrals for women and referrals women and children were accommodated, the average occupancy level for the refuge stands at 99%.

The Government says that we need to have a minimum of one refuge place for every 10,000 members of the local population and the units the borough provides covers this requirement. However, our referrals for refuge places far exceed the number of spaces available as they do in other areas across the country, this

is why refuges throughout the region take referrals from other areas. If there are no spaces in adjoining boroughs a place of safety will be sought via the national refuge on line system to place the woman and her children in another area.

Hartlepool's refuge is funded by Supporting People who are responsible for commissioning services for housing related support for vulnerable people.

Sometimes the degree of danger or the debilitating effects of ongoing abuse can leave victims with no alternative but to leave their home. Many stay with friends or family on a temporary basis, or approach the council or other landlords for accommodation or return home

PICTURE

PICTURE

Homelessness & Housing Advice

Between 1st April 2006 and 2nd March 2007 we saw 87 individuals who presented to the council homeless and housing options service, of these 15 (17%) cited their main reason for homelessness was Domestic Violence and 13 (24% of all acceptances) were accepted as statutorily homeless due to domestic violence.

During this timescale .100% of acceptances were female.

Under BVPI 225 we are required to show if the number of accepted domestic violence cases has reduced within the local authority area over the past two years. As you can see this [unreadable] in a position to predict the number of people who present as homeless or the numbers who will cite domestic violence and have their cases accepted.

Due to our increased focus on homelessness prevention and based upon previous years trends the indication is that fewer people will a [unreadable] year but the proportion of domestic violence acceptances is likely to increase.

We have also made changes to the way we interview individuals as we now ask if

domestic violence is an issue rather than waiting for individuals to cite it as a cause for homelessness. In addition we do not currently record the number of individuals contacting us for housing advice only that linked to domestic violence but intend to introduce this measure in the near future. In this way we are hoping to gain a better picture of the extent of domestic violence in the Borough rather than relying on traditional police data.

We are aware that many individuals do not report domestic violence to the police but we would like to increase the choices for those that disclose domestic violence to us and other agencies. With this in mind, as part of this strategy, we are considering the development of a Sanctuary Scheme alongside the intended increased use of civil enforcement measures against perpetrators to increase the possibility for victims and families to remain in their homes.

Housing Hartlepool

Housing Hartlepool is the main social housing provider for the town with responsibility for the management of more than 7000 properties.

Housing Hartlepool's Tenancy Relations and Enforcement Team investigates and responds to all reported cases of domestic violence and

provides timely and appropriate support to victims and their family members. Help and support is also available for other tenants who may be affected by the impact of domestic violence taking place in their neighbourhood.

Housing Hartlepool works in partnership with the police and other support agencies to encourage a positive and united stance in tackling cases of domestic violence.

Housing Hartlepool has powers to seek legal remedies, namely Injunctions and proceedings for possession. These remedies have proved to be extremely effective in a number of cases. Possession will automatically be sought against [unreadable] home due to domestic violence.

Domestic Violence Outreach Services

Domestic Violence Adult Outreach Services are provided by North Tees Women's Aid, a voluntary sector charity providing holistic services to address all aspects of domestic abuse throughout the region.

Individuals and families leaving the refuge or other temporary accommodation can be supported by domestic violence outreach workers to establish a new home and enable their successful re-integration into their existing or new community. All support and assistance is needs led and differs in accordance with each individuals circumstances.

The adult outreach service also provides telephone, one to one and drop-in support and guidance for any women or men who are living with, or who have experienced domestic abuse. They can also accompany victims to court, or the solicitors, police, housing etc,

In addition to direct support, the outreach team also works to educate the wider community about the issues associated with domestic abuse by providing training to voluntary and statutory agencies and by participating in awareness raising campaigns within the community.

Insert Chart 2006 – 2007
Referrals received
Individuals supported =
Referrals by source

In addition to the Adult Outreach Service the North Tees Women's Aid Children's Outreach team works with children and young people aged between 3 and 16 years who have experienced, or who are living with domestic abuse. Children's services include one-to-one support and/or group work sessions, the team also works with young people in schools to signpost them to the additional support services and to promote the development of healthy and respectful relationships.

Chart 2006 – 2007
Referrals received
Individuals supported
Referrals by source
Support provided by ward
Number of schools worked in

CHART
Referrals received
Individuals supported

Supporting people

Supporting People is a government initiative to transform the provision and funding of supported housing for vulnerable people, which includes housing and linked support services for individuals at risk of domestic violence. The vulnerable groups whose needs are addressed through the Supporting People programme. The Hartlepool Supporting People Strategy Gap Analysis states there are large numbers of people who approach the police but do not go on to seek additional help.

Commissioning intentions identify the need for supported housing for children experiencing violence who do not want to leave their homes. However, remaining in the home is not an option when, for safety reasons, women and children must leave.

Women experiencing domestic violence supported housing in the short term. In Hartlepool this is provided by a specialist provider North Tees Womens Aid who are funded through Supporting People and provide support for children and general social activities. It is expected that the Hartlepool refuge will include the needs of ethnic minority women and women with disabilities.

Supported move on is achieved through the Housing Aid Resettlement service after women and families leave refuge accommodation. Research has show that supported resettlement from refuge accommodation increases a woman's chance of sustaining a new tenancy and rebuilding her and her children's life after violence.

Hartlepool currently has limited outreach support services for men who are victims of domestic violence and it is recognised more research needs to be carried out to identify needs including either accommodation and or

Perpetrator Projects

We have two male perpetrator projects in the Borough one is the voluntary CHRYSALIS Project and the other is the mandatory probation perpetrator programme (CDVP).

The Chrysalis Project provides a perpetrator programme for men who have been violent or abusive to a partner or ex partner and wish to change their behaviour. The programme is voluntary and, after an initial assessment, Chrysalis offers a 30 session rolling programme of group work. Victims are offered support during the process by North Tees Womens Aid women's safety workers.

The Probation CDVP programme is based on extensive research and is a mandatory Programme which formulates part of a Community Sentence or Licence. It is a 25 week Programme for perpetrators of domestic violence and also involves pre and post work as part of the sentence. Victims are supported by women's safety workers who support the women throughout the programme and if an offender does not comply then there is an immediate return to court/prison as this signals a breach of the licence or community sentence

The Community Domestic Violence Programme links with other agencies such as the Cleveland Police Domestic Violence Unit, MAPPA MARAV etc and liaison with other agencies and units is imperative for the management of the offenders and the protection of the public and victims.

Data on types of offences/orders within time periods to be inserted???

Adult Services

During 2006 – 2007 Hartlepool Adult Services dealt withcases involving

Youth Services

As part of the Youth Service's annual training programme all workers receive awareness raising training on domestic violence and the impact this can have on young people both in their personal relationships and in their family lives.

The Youth Service has previously hosted a theatrical production for young people with a theme covering domestic violence and its consequences and workers provide support and advice for young people as issues arise.

Children's Services

During 2006 – 2007 Hartlepool Children Services Specialist and Safeguarding Services (Social Care) dealt withchildren where the Initial Referral indicated Domestic Violence was an issue. In the same period children's names were entered upon the Hartlepool Local Safeguarding Board's Register of Children in Need of Protection, also where Domestic Violence was an issue.

Social Work staff will carry out either an initial

assessment or a Child in Need of Protection Enquiry in relation to each child who is referred to the Family Support and Young Peoples Teams and the impact of domestic violence upon the child's developmental needs forms part of that assessment. The initial status of the incident or the repeat nature of a referral.

Victims are routinely given information in relation to support services available via universal services including North Tees Women's Aid whether this is refuge support, the Domestic Violence Outreach Team and or the Children's Outreach Service.

Children's services provides victims with information about the impact of domestic violence upon the emotional health and well being of children alongside the direct risk of physical harm. The same issues of impact on children are shared with perpetrators of domestic violence who can be referred, with their consent to the Chrysalis perpetrator programme.

Initial assessments (Child in Need) involve multi-agency information sharing to provide a full picture of a child's individual situation and circumstance. Consent is sought from the parent or carer prior to a referral for an initial assessment whenever possible. The parent

or carer of the child must give consent to the social worker carrying out the assessment and if the parent or carer refuses consent then the assessment cannot be completed.

If Social Services? consider the child's situation harm an enquiry can be conducted without the consent of the parent or carer. The outcome of such an enquiry could lead to a multi agency conference to establish if a Child in Need of Protection Plan is required.

Children's Services Social Care staff receive ongoing training on domestic violence and the impact of domestic violence on children is a core element of the Specialist and Safeguarding Business Plan.

Children's Services are leading in the Local Authority's delivery of integrated working and Information Sharing for Hartlepool. A key component of this delivery plan is the establishment of the Common Assessment Framework. It is anticipated that this may lead to a reduction in the number of services to children and their families before the child's situation reaches the threshold of an assessment as a Child in Need.

The ACORN Therapeutic Team offer a Parents Advice Line that is accessible to all parents. The advice line can offer a listening ear for the one off situation where parents require a sounding board or a personal interview that may lead to assessment and a therapeutic service where children require it. ACORN also offer a referred service and has workers with experience and expertise in dealing with domestic violence issues.

SEARCH

The sexual abuse and rape counselling service (SEARCH) provides support to both male and female victims of sexual abuse or rape on either an individual or group work basis.

During 2006 -2007 Hartlepool SEARCH (sexual abuse and rape counselling service) receivedreferrals and supportedclients. data to follow

Health

Acute Services

Within North Tees Accident & Emergency Department there is a domestic violence link nurse who receives information from the Hartlepool Domestic Violence Forum and shares all relevant information on domestic violence services offered locally/nationally with health teams.

Hartlepool Refuge provides seasonal information displays in the waiting area of A&E, during major sporting events and at such times as Christmas and the New Year. These displays provide information on the help available to both male and female victims of domestic violence. At other times A&E department giving helpline numbers for individuals who may need support or assistance.

The Domestic Violence Link Nurse is currently setting up a portfolio of information that will be available for staff within the department to access in relation to the following issues:-

- What to look for, and how to recognise signs of domestic violence.
- Appropriate questions, and how to approach patients who you suspect are victims of domestic violence.
- The impact of domestic violence on children and other family members.
- Services available for victims and other family members.

This information will be presented to A&E staff in training sessions throughout the year.

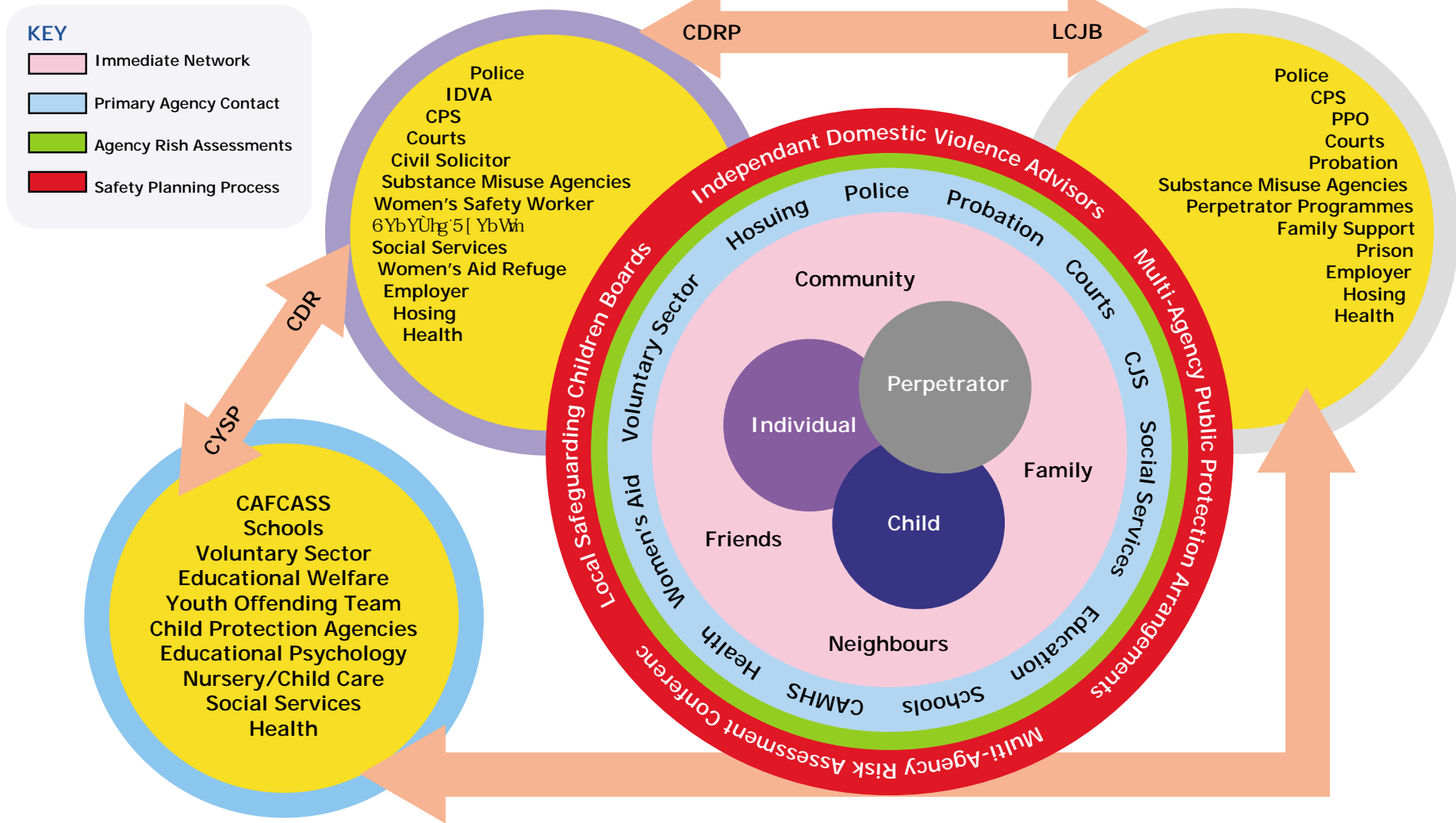
Accident and Emergency staff also work closely with Social Services, Child Protection, School Nurses & Health Visitors regarding patients presenting with domestic violence issues.

Health & Primary Services.

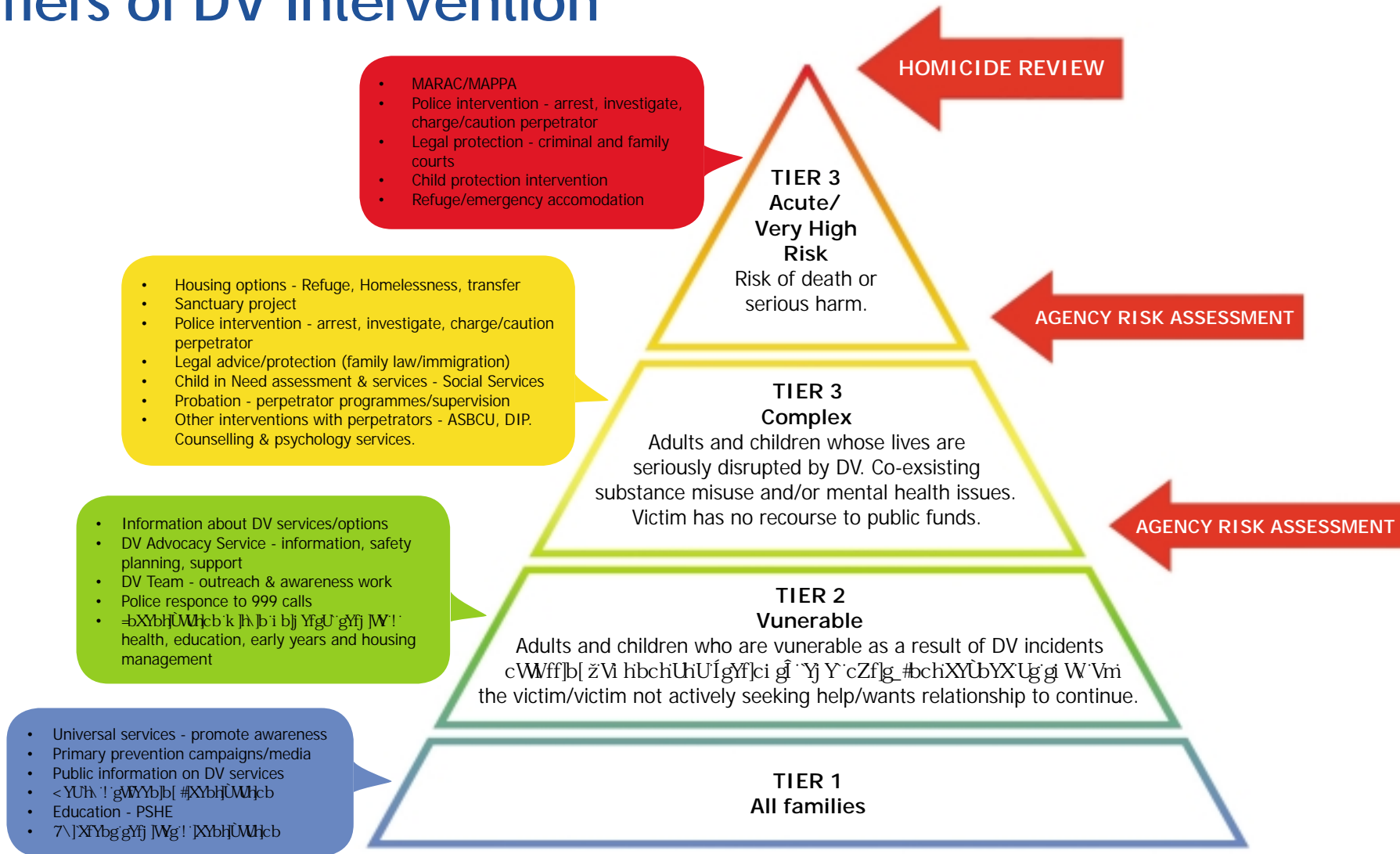
Midwife GP and Health Visitor text required here.

NOTE: Check for missing partner agencies and add here

Coordinated Community Response to DV



Tiers of DV Intervention



REDUCE DOMESTIC VIOLENCE BY PREVENTION AND EDUCATION

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Develop a rolling programme of multi agency domestic violence awareness training for front line staff and line managers	DV Coordinator NTWA	LSCB	Frontline staff within the HBC and Housing Hartlepool September 2007 Strategic Group Partnership agencies March 2008	To be	Training sessions provided to each agency Numbers of staff trained Evaluation showing increased awareness
Stage a half day conference event to raise awareness of the roles of agencies	Coordinator DVSG sub group	DVSG Members	Event for DV Strategic Group Members May 2007	To be	Training event held No's attending No of partner agencies contributing. Increased awareness of partnership agency processes reported
Provide Multi agency training on referral pathways and procedures for child protection and Domestic Violence to practitioners	LSCB		Annually	Existing	Audit of training provided List of nominated individuals available and updated annually
Nominate and maintain a practitioner within each agency with operational knowledge and responsibilities for DV (to act as a link person)	DV Co-ordinator DVSG Members		June 2007	Existing	List of nominated individuals available and updated annually. Each agency represented

REDUCE DOMESTIC VIOLENCE BY PREVENTION AND EDUCATION

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Introduce DV awareness and prevention into school PSHE and other young people's programmes to encourage and promote healthy relationships.	Childrens Services P&A	DV Co-ordinator PCT NTWA Police Schools Liaison Schools	Local Education Resource June 2007 Use in schools from September 2007	To be developed	Domestic Violence Education Pack available Number of schools receiving awareness raising sessions Numbers participating
Nominate a teacher within each school with expertise in child protection and domestic violence	LSCB Childrens Services P&A	PCT LSCB School Nurses	May 2007	Existing	List of nominated individuals available and updated annually.
Identify resources to support media/promotional campaigns	DV Coordinator HBC Community Safety	DVSG Members NTWA	July 2007	Resources required	Media strategy developed Number of campaigns publicised
Develop a targeted approach to awareness raising utilising a variety of media	DV Coordinator DV Forum	DVSG Members NTWA Police	June 2007	Existing	Monitor media coverage by type Monitor media coverage by agency Increased take up of DV support services. Survey of increased awareness via Crime and Disorder Audit

REDUCE DOMESTIC VIOLENCE BY PREVENTION AND EDUCATION

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Provide a session on domestic violence to pregnant young women and male partners as part of a 12 week accredited antenatal programme.	PCT Teenage pregnancy service		Rolling Programme	Existing	Number of sessions provided Number of male and female individuals participating
Provide target hardening measures for victims of Domestic Violence within areas with funding	Police HBC Community Safety	NTWA RSL'S	Rolling Programme	NRF area only Resources for other areas required	Number of installations completed for DV Monitor repeat victimisation Evaluation on "increased feelings of safety" for victims
Provide a voluntary perpetrator programme aimed at re education to reduce repeat incidents of domestic abuse.	NTWA CHRYSALIS programme	Police	2006 - 2009	Existing	Number of assessments Levels of participation Reduction in repeat incidents during and 6 months after programme
Reduce repeat victimisation	Police NTWA	CHRYSALIS	2007 - 2010	Existing	Decrease in the % of domestic violence incidents which involved a victim of domestic violence in the previous twelve months

SUPPORT VICTIMS AND ACCESS TO SERVICES

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Produce a Domestic Violence Directory of Services	DV Co-ordinator	DV partnership agencies	May 2007 On websites September 2007	Existing	Directory available at service points Directory on partner agencies internal systems and web sites Updated annually
Maintain and facilitate the Multi Agency Domestic Violence Forum	NTWA DV Co-ordinator	DV partnership agencies	Meetings every six weeks	Existing	Number of meetings held Consistent representation maintained
Develop and maintain a MARAV group for information sharing and planning for high risk victims	Police	DV partnership agencies	Monthly meetings	Existing	MARAV established Key agency representation maintained Victims safety enhanced
Avoid duplication of services by creating linkages between preventative systems such as MARAV MAPPAs, HIP YJB etc	Childrens Services DV Coordinator	DV Strategic Group	June 2007	Existing	Mapping exercise undertaken
Maintain the effectiveness of adult and children's outreach provision	NTWA	DV Strategic Group	2007 - 2010	Existing with reviews	Annual review of provision, Number of referrals received Number of Individuals supported Service user satisfaction levels

SUPPORT VICTIMS AND ACCESS TO SERVICES

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Maintain refuge provision	NTWA Supporting People		2007 - 2010	Existing	Level of provision maintained % occupancy maintained Numbers supported Assessment standard maintained
Research the viability of move on/safe house accommodation	Strategic Housing Supporting People DV Coordinator	NTWA Housing Providers Supporting People	Research undertaken June 2007 FYgc fWg' =YbhjUYX August 2007	Existing Resources required	Commitment and resources secured Move on / safe house available Numbers accessing provision
Promote the development of a Sanctuary Scheme by gaining political and partnership support and securing resources.	DV Coordinator Strategic Housing	RSLs Police	Gain commitment from partners and secure funding 2008 - 2009	Resources required	Scheme launched Installations completed Repeat victimisation analysis on "increased feelings of safety" Measure on move on and repeat incidents
Develop clear care pathways to support young dUYbfg' jYbhjUYX' Ug' Uhf'lg' . of domestic violence.	Teenage Pregnancy		Rolling Programme	Existing	

SUPPORT VICTIMS AND ACCESS TO SERVICES

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Revise the Domestic Violence Forum website and NTWA website and ensure links to partner agency sites	DV Forum NTWA	D V Co-ordinator NTWA DV Strategic Group DV partnership agencies	July 2007	Existing	Websites updated Links to partner agency sites achieved
Actively encourage the take up of services from minority and hard to reach groups	Cleveland Police DV Coordinator	HBC Diversity CZMF Hart Gables Others to be jXybÜX	June 2007	Existing	Sub Group established Targeted information distributed Take up of services by monitored for increase

INCREASE DETECTIONS AND POSITIVE ENFORCEMENT OUTCOMES

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Reduce Domestic Violence by the use of mandatory perpetrator programmes	Probation	Police Courts CPS	April 2007 onwards	Existing	Numbers participating Numbers completing Attrition rates during and after 6 months
Enforce the use of tenancy agreements for perpetrators of Domestic Violence	Housing Hartlepool	Police RSLs ASB Team	April 2007 onwards	Existing	Type of enforcement action taken per case by Housing provider
Encourage private landlords to adopt and enforce tenancy agreements with clauses relating to Domestic Violence	Strategic Housing	RSLs Landlord Accreditation Scheme	April 2007 onwards	Existing	Number of accredited private landlords with clauses Number of other landlords with clauses Tenancy action undertaken for dv
Increase sanction detections	Police	CPS Courts	April 2007 onwards Reviewed annually	Existing	Increase from March 2007 baseline Type of sanction obtained Ratio of victims to number of sanctions or prosecutions
Make use of other court related sanctions for domestic violence such as ASBOs CRASBOs, Injunctions and Evictions	ASB Team Housing Hartlepool Police	Housing Providers	April 2007 Reviewed quarterly	Existing	No of alternative sanctions used by type

INCREASE DETECTIONS AND POSITIVE ENFORCEMENT OUTCOMES

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Decrease retraction rates and empower victims to be witnesses by providing "at the time" support and follow up support.	Police NTWA Victim & Witness Support		December 2006 – March 2007 April 2007 onwards	Short term funding only Resources required	Number of Operation Outreach Initiatives Level of take up for support Numbers following through with prosecutions Numbers retracting
Increase the "evidence base" for unsupported prosecutions by use of at the scene head cam evidence	Police	CPS Courts	April 2007 onwards	Existing	Increased levels of charging and prosecution by use of head cam evidence vs statement only evidence Review annually
Increase awareness of DV amongst the judiciary	CPS Courts	NTWA Victim and Witness Service	October 2007	Existing	Number of training and awareness sessions provided Numbers participating

IMPROVE DATA COLLECTION AND INFORMATION SHARING

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Each partnership agency to develop a 'WU'ck WU'hc' process map describing their operational response to DV	DVS Group DV Coordinator	DVS Group agencies	June 2007	Existing	Flowcharts available for all key services
Conduct an audit of current data collection arrangements for domestic violence and consider the feasibility of either a generic system or consistent data recording categories across key agencies	DV Coordinator	DVS Group agencies DV Forum	October 2007 April 2008 onwards	Existing Resources required	Audit compiled Appropriate systems agreed More accurate data recording achieved
Establish the extent of DV within Hartlepool using data from all agencies	HBC community safety	JSU	April 2008	Existing	Baseline established to monitor trends and inform future service development
Multi agency partnership sign up to the Tees Wide Information Sharing Protocol	Cleveland Police	Housing Probation NTWA Health	May 2007	Existing	Protocol signed by all key partners

IMPROVE DATA COLLECTION AND INFORMATION SHARING

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Identify gaps in services and opportunities to improve provision	DV Coordinator DVS Group		March 2008		Scoping Exercise completed Gaps and improvements Strategy targets reviewed
Monitor the number of Domestic Violence homelessness presentations	Strategic Housing DV Coordinator		April 2007		Quarterly monitoring Year on year reduction

CO-ORDINATION AND MULTI AGENCY STRUCTURES

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Bca jbuY'U@YUX'ZWF' from each agency to take responsibility for strategic DV issues (dv champion)	DV Strategic Group	DV Forum members	April 2007	Existing	Strategic Group members nominated as champions
All agencies to have a personnel policy on domestic violence for staff experiencing or perpetrating domestic violence	DV Coordinator	DV Strategic Group agencies	April 2009	Resources Required	Policies in place for all agencies
An elected councillor to be jYbhÜYX'hc'WUa d]cb'h'Y domestic violence strategy across the borough?	HBC community safety	DV Coordinator	April 2007	Existing	Councillor nominated Contribution monitored

NEW APPROACHES/ENHANCED SERVICES

ACTION/TASK	LEAD AGENCY	OTHER AGENCIES	TIMESCALE	RESOURCES	MEASURE OF SUCCESS
Monitor the success of Specialist DV Courts in other areas	DV Coordinator	CPS Courts	March 2008	Existing	Levels of prosecutions Type of sanction Advocacy success rates
Monitor the success of Advocacy services in other areas	DV Coordinator	DV Strategic Group	March 2008	Existing	Report on National Research local success of advocacy services produced.
Explore mainstream funding options to develop and maintain Domestic Violence Services	DVS Group		2007 - 2010	Existing	Secure mainstream funding
Ensure ongoing funding for the role of DV coordinator during the lifetime of this strategy	DVS Group		2007 - 2010	Existing	Annual Review Achievements against action plan



HARTLEPOOL DOMESTIC VIOLENCE DIRECTORY OF SERVICES

AGENCY	CONTACT DETAILS	SERVICE INFORMATION
B76	76 Church Street Hartlepool TS24 7DN Tel: 01429 424222	Support and advice centre for young people aged between 13 and 21 on a variety of issues. Offers free pregnancy tests, condoms etc. Housing and employment advice are also provided.
CAFCASS	38 Saddler Street Durham Co. Durham DH1 3NU 0191 3839279	Looks after the interests of children involved in domestic violence. Advises the family courts on the best interests of the child.
Children, Education and Social Care	Children's Services Department Civic Centre, Victoria Road Hartlepool TS24 8AY Tel: 01429 266522	Offers a range of services to vulnerable children and their families. Covers child protection concerns including domestic violence.
Children's Outreach - North Tees Women's Aid	25 South Road Hartlepool TS26 9HD Tel: 01429 868805	Work with children aged between 3 and 16 years who have experienced or who are living with domestic violence. One to one support and group work sessions provided. Work is also undertaken in schools promote respectful relationships
Chrysalis - North Tees Women's Aid	Cambridge Chambers Regency House, West Row Stockton On Tees TS18 1BT Tel: 01642 733055	Voluntary perpetrator programme for men who have been violent or abusive to a partner and wish to change their behaviour. Working throughout Hartlepool And Stockton.

HARTLEPOOL DOMESTIC VIOLENCE DIRECTORY OF SERVICES

AGENCY	CONTACT DETAILS	SERVICE INFORMATION
Citizens Advice Bureau	87 Park Road Hartlepool TS26 9HP Tel: 01429 273223 www.citizensadvice.org.uk	Can advise on the legal aspects of money and other problems. Can advise on the legal aspects of domestic violence, separation and re-housing.
Cruise	Tel: 01642 210284	Bereavement counselling service
Drug Intervention Programme	Safer Hartlepool Partnership 8 Church Street Hartlepool TS24 7DJ Tel: 01429 405589	Offers support to drug offenders – out of crime into treatment, referrals made to gain support for victims of domestic violence.
Jobcentre Plus	Ward Jackson House Wesley Square Hartlepool TS24 8EZ Tel: 01429 253700 www.jobcentreplus.co.uk	including changes in circumstances, emergency payments and community care grants.
Hartbeat	Unit 35 Brougham Enterprise Centre Hartlepool TS24 8EY Tel: 01429 271571	Support service providing mentoring for children, parenting work. Training for volunteers covering aspects of domestic violence. Referrals to other agencies where necessary.

HARTLEPOOL DOMESTIC VIOLENCE DIRECTORY OF SERVICES

AGENCY	CONTACT DETAILS	SERVICE INFORMATION
Hart Gables	31 South Road Hartlepool TS26 9HD Tel: 01429 236790 www.hartgables.com	Provides support to gay/lesbian/bisexual and transgender domestic violence victims and survivors. Group or one to one support is available.
Hartlepool Borough Council	Civic Centre Victoria Road Hartlepool TS24 8AY Tel: 01429 266522 main switchboard www.hartlepool.gov.uk	Variety of services provided Housing Options investigate homelessness applications as a result of domestic violence and can provide temporary accommodation, rehousing or advice and assistance. Community Safety deals with all aspects of crime and disorder including publicity and initiatives to reduce domestic violence The Domestic Violence Strategy Manager can assist with enquiries related to service provision and initiatives for domestic violence
Housing Hartlepool	Wynyard House Wynyard Road Hartlepool TS25 3LQ Tel: 01429 525354 www.housinghartlepool.org.uk	Manages Hartlepool council housing on behalf of the authority. Clauses contained in the tenancy agreement relating to breaches for Domestic Violence. 5bh GcVU 6Y U j ci f CZWfg XYU k Jh bYI \ Vci fVccX Xgh fVubWg UbX \ ci gbl cZUWfg Wb Ugghk Jh hUbgZf Udd JWhcbg Zf Xca Ygh violence
Hartlepool Families First	Belle Vue Centre Kendal Road Hartlepool TS25 1QY Tel: 01429 867016	Provide one to one support for children with disabilities and support work.

HARTLEPOOL DOMESTIC VIOLENCE DIRECTORY OF SERVICES

AGENCY	CONTACT DETAILS	SERVICE INFORMATION
Hartlepool Outreach - North Tees Women's Aid	156 York Road Hartlepool TS26 9DT Tel: 01429 890558 www.ntwa.info	The Adult Outreach team offers individual or group support, advice and information for men and women who have experienced or who are experiencing domestic violence.
Hartlepool Domestic Violence Forum	Meets at: Hartlepool Education Development Centre Golden Flats, Seaton Lane Hartlepool TS25 1HN Tel: 01429 523423	Provides an opportunity for all agencies to exchange information, violence and its effects.
Hartlepool Domestic Violence Strategic Group	Meets Bi Monthly	Representatives from all partnership agencies with responsibility for domestic violence. Responsible for Domestic Violence Strategy Development and the monitoring and development of existing and new services.
Immigration Advisory Service	Newham House 96-98 Borough Road Middlesbrough TTS1 2HJ Tel: 01642 219222 www.iasuk.org	Offers advice and support for all immigration enquiries ie. Status, rights, no recourse to public funds etc. Can provide legal aid where necessary.
Interpreter (Everyday)	Robert House West Point Road, Thornaby TS17 6BA Tel: 01642 603203 www.everdaylanguagesolutions.co.uk	Provides interpreters within the community Working with a broad range of agencies to ensure services are understood and accessible.

HARTLEPOOL DOMESTIC VIOLENCE DIRECTORY OF SERVICES

AGENCY	CONTACT DETAILS	SERVICE INFORMATION
Health Visitors	Attached to each GP Surgery	Can provide advice information and support for domestic violence.
Mental Health Support Network fA]bXŁ	Crown Buildings Tees Street Hartlepool TS24 8HB Tel: 01429 269303	Offers one to one support, counselling, workshops, support work and advocacy.
P.A.N.I.C (Parents & Addicts against Narcotics in the 7ca a i b]hŁ	Tel: 01642 871999 Free phone: 08000522050 www.stockton.gov.uk/citizenservices	Offers a range of services for drug users and their families, including a free phone helpline, advice support and counselling.
PATCH	Avondale Centre Raby Road Hartlepool TS24 8NQ Tel: 01429 862727	Support, one to one and group. Linked with Sure Start.
Police	DV Team Tel (01642) 326326 5j Ybi YFcUXDc]W CZW Hartlepool In an Emergency 999	<Uj YgdYVU]ghCZWFgk \c k cf_ k]h]b h YXca YghWj]c YbW hUa " In an emergency situation always dial 999

HARTLEPOOL DOMESTIC VIOLENCE DIRECTORY OF SERVICES

AGENCY	CONTACT DETAILS	SERVICE INFORMATION
Three Rivers Housing Association	St James House Portrack Lane Stockton On Tees TS18 2HR 01642 674342	Supported housing project for temporarily homeless people/families.
Salaam Centre	18-20 Murray Street Hartlepool TS26 8PE Tel: 01429 284297	Resource centre, drop in service, access to agencies, provides courses, and language support.
SEARCH - North Tees Women's Aid	156 York Road Hartlepool TS26 9DT Tel: 01429 891151	Sexual Abuse and Rape Counselling Service for Hartlepool & Stockton, offers support and therapy to women and men who have experienced sexual abuse or rape.
Supporting People Team	Hartlepool Supporting People Civic Centre Victoria Road Hartlepool TS24 8AY Tel: 01429 266522	Provides funding for housing related supported services for vulnerable people. Contracts reviews and monitors services for domestic violence.
Teesside Probation Service	Avenue Road Hartlepool TS24 8BL Tel: 01429 265101 www.teesside-probation.org.uk	Provides a mandatory Community Domestic Violence Programme (CDVP). Prepares sentencing reports for the courts and leads on public protection arrangements by undertaking multi agency risk assessments to protect the wider community.

HARTLEPOOL DOMESTIC VIOLENCE DIRECTORY OF SERVICES

AGENCY	CONTACT DETAILS	SERVICE INFORMATION
Tilly Bailey & Irvine Solicitors	York Road Hartlepool TS26 Tel: 01429 264101	Provides legal advice on domestic violence.
Turner Morgan Jamieson Solicitors	Foster House 99 Raby Road Hartlepool TS24 8DN Tel: 01429 235616	Provides legal advice on domestic violence.
University Hospital Of Hartlepool	Holdforth Road Hartlepool TS24 9AH Tel: 01429 266654 www.nth.nhs.uk	Provides accident and emergency treatment, can refer those disclosing domestic violence to other sources of assistance.
Victim Support & Witness Service Teesside	Victim Support Hartlepool Hartlepool People Centre Raby Road, Hartlepool TS24 8AH Tel: 01429 221920 www.victimsupport.org.uk	Offers practical and emotional support to victims of domestic violence and other crimes including incidents not reported to the police Offers support to enable victims and witnesses of domestic violence to view the court and have the process explained to them before giving evidence.
Women's Refuge's - North Tees Women's Aid	Tel: 01429 277508 (Hartlepool) Tel: 01642 553323 (Stockton) Tel: 01642 353211 (Middlesbrough) Tel: 0191 5868890 (Peterlee)	Offers safe emergency accommodation, help and support for women support sessions are provided for women and children. Outreach workers support at the end of their stay to help them to move back to independent living in a new or existing home.

NATIONAL PHONE NUMBERS

AGENCY	CONTACT DETAILS	SERVICE INFORMATION
Domestic Violence Helpline	Tel: 0808 2000 247	24 hour helpline provided by Refuge and Women's Aid for victims and survivors.
Broken Rainbow	Tel: 08452 604460 www.broken-rainbow.org.uk	Supports lesbian, gay, bisexual and transgender people who are experiencing domestic violence.
7\]X'6YbYÜh	Tel: 08453021444	Supports children up to the age of 18 (in full time education) and 16 (who are working).
N.S.P.C.C	Tel: 0808 8005000 www.nspcc.org.uk	Provides 24 hour freephone helpline for children and young people.
K ca Yb'g'5]X'fB Uhc bUŁ	Tel: 0117 9444411 www.womensaid.org.uk	National charity working to end domestic violence against women and children. The "Hideout" link has pages for and from children and young people.
Male Advice Line	Tel: 0845 1228609 www.mensadvice.org.uk	Support for male victims of domestic abuse.
Rights of Women Sexual Violence Advice Line	Tel: 020 7251 8887 www.rightsofwomen.org.uk	Provides a sexual violence advice line, provides free legal advice for k ca Yb'UbX'fbcXi W'g'ZY'YU'Yg'UbX'jbZ'fa Uhc b"

Victim and survivor comments

The violence and abuse affected our relationships with our children.

We could see the effects of the abuse on the children and we felt:

- Inadequate
- Helpless
- Guilty

Social services held us responsible, we were labeled as bad mothers

We feared that we were burdening the children if we showed our feelings...

...or we felt that we could not let our feelings out in front of them...

...then we became withdrawn and unavailable.

We felt as if our children were judging us.

We felt that we hadn't got the energy for them

We felt bad for being down around them

We felt guilty to them for staying

We felt guilty to them for leaving

We were inconsistent with them

They began to play up to us

They talked to us and treated us as he did

We couldn't control them

We felt as if we couldn't control ourselves

K \Yb k Y'Ughia YhYj Yfmb|b| 'k Ug| fYUz nYU k Y\UXci f'UF| i a Yblg'Vi h=hci [\hgc Xc'a cghi couples. It was only when we got married that the arguments got worse and then came the violence the humiliation.

CbW\Y\UX'hUhf|b| 'cb'a mÜb| Yf\Y'hci [\h\Y'ck bYX'a Y''=i gYX'hc 'VÜa Y'a ngYZ

I thought it was something I had done or said that made him so angry and violent.

It took me a while to phone the police or seek any form of help. I thought no-one would believe me. My family tried to help the best they could but it only made things worse and it made him angrier because he would say that they were interfering, so I never told my family or friends.

Anything just to keep the peace with him.

After I had phoned the police I used to feel silly as if I was overreacting so I used to withdraw any statements I had made.

I used to put a brave face on for everyone, hide behind a smile hoping no one would suspect that anything was wrong.

I always felt alone, I felt as if there was no way out. So I just kept on going hoping that maybe

Being with a partner that is so violent makes you feel unhappy. I felt very lonely no-one to turn to. I was crying all the time. When he actually hits you, you get it in to your head its normal for him to do that. You can't do anything right. You can't spend anything on your self, but they tell you that you look scruffy, but he gets you everything. They stop you getting on with your life.

You don't have any laughs.

You stop with him them because you feel you have to, they pressure you.

It's really hard to get out because you feel useless. You don't mind when he is nice, but it's not for long.

Physical injuries, including bruises, broken bones, being protective of mother and/or siblings - Advance in maturity and responsibility - Aggressive and angry towards others - Withdrawn - Self-blame - Secretive - Insecure - Running away - Difficulties at school - Disruptive in school - Living arrangements - Bed wetting - Physical injuries, including bruises, broken bones, being protective of mother and/or siblings - Advance in maturity and responsibility - Aggressive and angry towards others - Withdrawn - Self-blame - Secretive - Insecure - Running away - Difficulties at school - Disruptive in school - Living arrangements - Bed wetting

"Before I started doing this course, it was all about me. All about what I wanted and what I needed. I never thought about what my son wanted or needed. Since doing the course I've realised that it's what my son wants and needs that's important, not me at all."

On learning to keep calm

"I used to go mad at the least little thing. If someone spilled food on the carpet I would go mental. I've learned to calm down and realise that these things don't matter."

He threatened to beat me if I called the police. He threatened to kill me when I put only mums name on the Easter card. He forced us to watch and wouldn't let us leave. One day it was from 10:00 am to 10:00pm, sometimes he pushed me and would slap me round the face.

I used to scream and shout "stop it" but I did nothing else. I was too scared I would get hit.

He used to punch me all over my body and it was worse if I tried to help mum. **Stephen aged 15**

He would push me away and give me a back hander...so I called the police. He ruined all my birthdays. **Sarah, aged 7**

Child's comments

I'm much happier now 'cause I don't have to see my mum get beaten up, I feel safer to sleep out because I know my mum is safe.

Nightmares - Sleep disturbances - Eating difficulties - Self-harm - Developmental delays - Depression - Social isolation - Difficulties with trusting others - Low self-esteem - Poor social skills - Highly developed social skills - Fear of being touched - Úinching - Úinching - Regression - Violent behaviour - Partner of perpetrator group member

<YgUjX=k Ug'bU [\hmUbXdi g\YXa Y'cb'hYÚccž'gUicb' top of me and began punching me. My sister helped pull him off.

Partner of perpetrator group member
 "I'm just ringing to thank you for what you've done. You have made such a difference to how he is. He gives me space to think things through. He has stopped phoning me every two minutes when I'm out and we can argue now without him getting abusive."

I'm scared
 My tummy hurts
 It makes me angry
 What's going on?
 I feel responsible
 This is really embarrassing
 I can't tell anyone
 I don't know what to feel
 It's all my fault
 It's hard at school

Getting my new house and just starting all over with my mam – no one will come and smash it up because they don't know where it is

Victim's comments
 I would like to be successful so that I could prove that no matter what you go through you can always come out better than the person who tried to ruin your life

Appendix

Links to Other Strategies and Plans and relevant legislation

Community Strategy
Cleveland Probation Service Plan
Hartlepool Crime and Disorder Audit
Community Safety Plan
Cleveland Policing Plan
Youth Justice Plan
Homelessness Strategy
Local Preventative Strategy
DAAT Strategy
Supporting People Strategy
Surestart Plan
Children and young peoples plan
Neighbourhood Action Team Plans
Early Years Plan
Every Child Matters
Working Together to Safeguard Children
A vision of services for children and young people affected by domestic violence

Legislation

Domestic Violence Crime and Victims Act 2004
Childrens Act 1989
Crime & Disorder Act 1998
MAPPA and MARM Arrangements

To be added to

**REGENERATION, LIVEABILITY AND HOUSING
PORTFOLIO**

Report to Portfolio Holder
Friday 20th April 2007



Report of: Head of Public Protection and Housing

Subject: PRIDE IN HARTLEPOOL PROPOSALS

SUMMARY

1. PURPOSE OF REPORT

To consider a recommendation of the Pride in Hartlepool Steering Group in respect of proposals for community projects.

2. SUMMARY OF CONTENTS

To consider recommendations of the Pride in Hartlepool Steering Group in respect of proposals for community projects.

3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Holder is responsible for environmental initiatives.

4. TYPE OF DECISION

Non key decision.

5. DECISION MAKING ROUTE

Recommendation of Pride in Hartlepool Steering Group to Regeneration, Liveability and Housing Portfolio Holder.

6. DECISION(S) REQUIRED

To agree the recommendation of the Pride in Hartlepool Steering Group in respect of community environmental projects.

Report of: Head of Public Protection and Housing

Subject: PRIDE IN HARTLEPOOL PROPOSALS

1. PURPOSE OF REPORT

- 1.1 To consider a recommendation of the Pride in Hartlepool Steering Group in respect of a proposal for a community project.

2. BACKGROUND

- 2.1 The Pride in Hartlepool Steering Group met on Thursday 5th April and recommended the following for approval:
- 2.2 **Hartlepool Environmental Action Team (HEAT)**
HEAT are a group of mental health service user volunteers who are supported by a number of organisations to assist them to participate in practical environment projects. The group wish to set up a Community Allotment to grow fruit, vegetables and flowers and have already secured a site at Waverley Terrace, a storage container, external fencing and tools. To ensure security and success of the site the group wish to erect internal fencing and requested £2308.60 for the fencing and shrubs as screening. The Steering Group recommended £1000.00 be approved towards this work.
- 2.3 **Gainford House**
Gainford House is part of a charity that provides supported accommodation for young homeless people aged 16 – 25. Young people living at the centre plus adult staff and a volunteer would like to develop small areas surrounding the new accommodation, part council owned and part owned by Gainford House, into a garden. The total requested was £920.00. The Steering Group recommended £500.00 be approved towards this work.
- 2.4 **Dalton Piercy Parish Council 'Has Dalton Gone Potty'**
Members of the Parish Council are requesting funding to enable them to purchase traditional wooden barrel planters and plants to site throughout the village. Members of the Parish Council will take responsibility for planting and maintaining the planters. The total requested for 10 planters and plants was £426.97. The Steering Group recommended £426.97 be approved towards this work on the understanding that children are involved in planting of the containers.
- 2.5 **Burbank Back Alley**
Residents from Burbank Street are requesting funding from Pride in Hartlepool for a Reclaim Your Back Lane project. The back street is due to be alleygated this Spring and funds are requested to improve the appearance of the street by putting up hanging baskets, erecting benches,

planting climbing plants and to paint to re-paint some of the back gates. The total requested was: £687 excluding benches. The Steering Group recommended that £350 is approved towards the cost of these works.

2.6 The Friends of Regent Square

The Friends of Regent Square are requesting funds to assist them to further develop the garden in the new square. Funding is requested for a range of garden tools as the volunteers currently use their own in addition to plants, compost and seasonal hanging baskets which the group are willing to plant up themselves. They would also like to insert edging stones round the borders to prevent soil being scratched up onto the pathways. The total cost of the project would be £1750.00 but the group requested a contribution of £850.00 from Pride in Hartlepool and will be actively seeking alternative funding. The Steering Group recommended that £550 is approved towards the cost of these works.

2.7 Cobden Area Residents Association (CARA)

Cobden Area Residents Association are requesting funds in order to obtain hanging baskets to go up at the front of houses in the local area. Funding has been requested for 39 hanging baskets at a total cost of £643.50. The Steering Group recommended that £350 is approved towards the cost of these works.

2.8 Headland Future 'The Youth Yard'

Headland Future are working with young people at Brougham Terrace on a number of youth initiatives. They would like to support the young people to develop the yard at the building to form a garden and growing area. The total funds requested were £1118.35. The Steering Group recommended that £651.13 is approved towards the cost of these works.

3. FINANCIAL IMPLICATIONS

3.1 The funding for the above projects is available within the Pride in Hartlepool budget.

4. RECOMMENDATION

4.1 That the recommendation of the Pride in Hartlepool Steering Group be approved.

REGENERATION & PLANNING PORTFOLIO

Report To Portfolio Holder

20TH April 2007



Report of: Strategic Housing Manager

Subject: HOUSING CAPITAL PROGRAMME 2006/8

SUMMARY

1. PURPOSE OF REPORT

1.1 To update the Portfolio Holder on the two year housing capital programme 2006/7 approved in March 2006, and to recommend approval of the draft housing capital programme 2007/8 following confirmation of the North East Regional Housing Board's capital allocation to Hartlepool.

2. SUMMARY OF CONTENTS

2.1 The report details capital allocation changes for 2007/8.

3. RELEVANCE TO PORTFOLIO HOLDER

3.1 The Portfolio holder has responsibility for housing.

4. TYPE OF DECISION

4.1 Non-key.

5. DECISION MAKING ROUTE

5.1 Portfolio.

6. DECISION(S) REQUIRED

6.1 To approve amendments to the one year housing capital programme 2007-8.

Report of: Strategic Housing Manager

Subject: HOUSING CAPITAL PROGRAMME 2006/8

1. PURPOSE OF REPORT

- 1.1 To update the Portfolio Holder on Housing Capital finance including changes to the capital budget for 2006/7 and to seek approval of the capital programme (set out in attached table) for 2007/8.

2. BACKGROUND

- 2.1 Funding for housing capital projects changed in 2004 to grant funding of specific projects through the Regional Assembly (North East Housing Board). Additionally funding for Disabled Facilities Grants (DFGs) comes from a central allocation, subject to a 40% contribution from the authority. SHIP funding was available for this, subject to a bidding process. Bids were required prior to the 2006/7 allocation of central funding, for 2006/7 our SHIP allocation was sufficient to cover the 40% contribution.
- 2.2 The housing capital programme for 2006/8 was approved by the portfolio holder, however, our allocation for 2007/8 was 'subject to confirmation'. The North East Housing Board have advised that the SHIP allocations are subject to a reduction of 8% following a reduction in grant allocation from central government to the NE Region.
- 2.3 In order to maximise spending in the Tees Valley and to ensure the smooth running of regeneration schemes in Hartlepool we received a transfer of £600,000 from the Communities and Local Government department (CLG, formerly ODPM) Housing Market Renewal funding bringing forward our spend from 2007/8. This funding is outside the SHIP allocation and is not subject to the 8% reduction.

3. FINANCIAL IMPLICATIONS

- 3.1 This reduction in funding will affect all capital projects funding through SHIP (shown in attached **Appendix 1**). Most of these will, therefore, fund fewer works – with for example a reduction from an anticipated £660k to be spent on works to improve homes to £607k. This will mean fewer works carried out and will adversely affect our ability to reach Government targets to achieve 70% of homes in the private sector to reach decent homes standards by 2010.

- 3.2 Our central government allocation for DFGs has risen from £253,000 to £264,900. This sum is the maximum payable, subject to 40% contribution from the authority. This sum is £176,600. Our SHIP allocation will be £155,000 leaving a shortfall of £21,600. A 40% contribution of £155,000 would attract a grant of £232,500 giving a total reduction of £54,000.
- 3.3 To prevent the loss of funding for DFGs Housing Hartlepool have agreed to contribute £21,600 towards DFGs in their properties, ensuring the full take up of central government grant allocation.
- 3.4 The next SHIP round will be done on a three year basis (with years 2 and 3 subject to confirmation). The Regional Housing Board will be allocating grant funds on the basis of costed sub regional housing strategies. SHIP allocations will include all DFG funding, there will be no central government allocations after 2007/8.

4. CONSIDERATION OF ISSUES

- 4.1 The reduction in housing capital funding has significant implications in achieving targets for decent homes standards and the outcomes for residents of Hartlepool

5. RECOMMENDATIONS

- 5.1 That the Portfolio Holder notes the changes to the housing capital programme for 2006/7 and

approves the proposed housing capital programme for 2007/8 detailed in Appendix 1.

Housing Capital Four Year Programme 2004-8 showing all funding

Housing Capital Programme '000s	2004/5	2005/6	2006/7	2007/8 (5)	2007/8(6)
SHIP 1 (Safety Net)	1,560 (1)	1,599 (1)	-	-	
SHIP 2 (Regeneration) (2)	1,325 (3)	825 (3)	1,721 (1) (4)	1,105 (1) (4)	1,016(1)(4)
SHIP 3 ('Vulnerable People')	380	620	-	-	-
SHIP 4 (Renewal and 'vulnerable people')	-	-	967	998	918
<i>BRE study (Tees Valley wide project)</i>	-	-	6	-	-
<i>Thermal Insulation Scheme</i>	-	-	231	208	191
<i>Grants and loans to improve and re-occupy homes</i>	-	-	670	660	607
<i>Tees Valley Empty Property Initiative</i>	-	-	60	130	120
SHIP 5 (DFG and Handyperson)	-	-	180	180	166
<i>DFG</i>	-	-	168	168	155
<i>Handyperson</i>	-	-	12	12	11
Total SHIP funding	3,265	3,044	2,868	2,283	2,100
Other resources					
ODPM Housing Market Renewal Funding (5)	-	-	1,958,750	2,571,250	600,000
DFG (Government Allocation)	180	180	253	253	264
NRF/adult & community services funding for DFGs	90	60	82.5	u/k	u/k
NRF for Resident Priority Spend	100	100	63	47	47
English Partnership Funding	3,500	1,500	-	-	
Housing Hartlepool contribution to DFG					21.6
Total Housing Capital Programme	7,246	4,995	6,041.5	6,958	6,207.6
Notes					
(1) includes contribution to NDC					
(2) funding for acquisitions/regeneration					
(3) funding for North Central Hartlepool to complement English Partnership Funding					
(4) funding for regeneration (acquisitions) for NDC and NCH					
(5) subject to confirmation (as at 13 th March 06)					

(6) confirmed funding, showing impact of 8% reduction

(7) Funding pulled forward from 2008 to 2007 to facilitate sub regional spend and NCH project

**REGENERATION, LIVE ABILITY & HOUSING
PORTFOLIO**

Report To Portfolio Holder
20th April 2007



Report of: The Assistant Director (Planning and Economic Development), The Director of Neighbourhood Services and the Chief Solicitor

Subject: UNTIDY LAND AND DERELICT BUILDINGS – A CO-ORDINATED APPROACH TO THE IR IMPROVEMENT

SUMMARY

1.0 PURPOSE OF REPORT

To advise the Portfolio Holder of the powers to deal with derelict and untidy buildings in the town with particular emphasis on the scope for demolition, to update on action taken to date to deal with identified problem sites, and to propose a further list of premises for targeted action.

2.0 SUMMARY OF CONTENTS

The report explains the scope of s.125 of the Town and Country Planning Act 1990 to address the problems of untidy and derelict buildings. It updates on the progress to date on the initial batch of targeted properties and sets out proposals for a further batch of properties and related actions.

3.0 RELEVANCE TO PORTFOLIO MEMBER

The impact of derelict/untidy buildings adversely affects the ongoing regeneration of the town.

4.0 TYPE OF DECISION

Non key.

5.0 DECISION MAKING ROUTE

Portfolio Holder, 20th April, 2007 (similar report also going to Planning Committee, 18th April, 2007).

6.0 DECISION(S) REQUIRED

That the Portfolio Holder notes the report and authorises officers to pursue appropriate action as indicated in the report.

Report of: The Assistant Director (Planning and Economic Development), The Director of Neighbourhood Services and The Chief Solicitor

Subject: UNTIDY LAND AND DERELICT BUILDINGS – A CO-ORDINATE D APPROACH TO THEIR IMPROVEMENT

1. PURPOSE OF REPORT

1.1 To advise the Portfolio Holder of the powers to deal with derelict and untidy buildings in the town with particular emphasis on the scope for demolition, to update on action taken to date to deal with identified problem sites, and to propose a further list of premises for targeted action.

2. BACKGROUND

2.1 the Portfolio Holder will no doubt recall that following previous reports officers have been pursuing a comprehensive and co-ordinated approach of action against untidy and derelict buildings and land throughout the town.

2.2 At the meeting of the Planning Committee on 21 February Members requested an update report on the issues relevant to such buildings and land with particular emphasis on the scope for demolition to resolve related problems. They also asked for an update on action taken to date and the scope for further action.

2.3 Accordingly, similar reports are being submitted to this meeting and to the Planning committee on the 18th April 2007.

3. SCOPE OF s215 NOTICE PROCEDURE

3.1 Legal advice has been sought in relation to members' concerns regarding the scope of Section 215 Notice powers, specifically relating to the demolition of untidy properties. Initial thoughts are that demolition can be specified in the most extreme cases, where the condition of the building is such that demolition is considered to be the most appropriate way to remedy the harm caused. The Borough Solicitor will provide a more detailed explanation of the scope of

4. **PROGRESS ON THE FIRST 10 BUILDINGS IDENTIFIED FOR ACTION**

4.1 The current position in relation to the buildings identified as problem sites in the first target list is as follows:

1. **Golden Flatts Public House**

Planning permission has been granted for housing on the site, as has a recent application for the substitution and adjustment of house types of the previously approved scheme. It is anticipated that works will commence in the near future to implement the scheme; officers have stressed the need for the early demolition of the former pub within the scheme.

2. **Longscar Centre, Seaton Carew**

All required works have been carried out to the Council's satisfaction, although the owner has been given a written reminder to keep the site free from litter.

3. **Morison Hall, Church Close**

A Section 215 Notice was issued to the owner of the property in November 2006, which required that all ground floor windows were secured and that all rubbish was cleared from the site by 19th December 2006. Despite further correspondence with the owner explaining the consequences of non-compliance, the requirements of the notice have not been undertaken. The Chief Solicitor has been asked to commence the prosecution of the owner of Morrison Hall for non-compliance with the section 215 notice.

4. **Former Gas Showroom, Victoria Road**

Works have commenced on site in connection with a planning permission for the public house development. Progress is being monitored.

5. **The New Fleece Public House, Northgate**

The building has been demolished and a new housing scheme is almost complete.

6. **Niramax, Mainsforth Terrace**

Permission has been granted for a residential development on the site, which has been cleared of tyres. The wall around the site, which is to be demolished as part of the housing scheme,

remains. There are still some concerns regarding the appearance of the site from the railway line. Officers continue to liaise with the owner/prospective developer to urge progress on the redevelopment of the site.

7. Odeon Cinema, Raby Road

The premises are boarded up and secure and the owners are currently in discussions with the Council and a Registered Social Landlord re the future development of the site.

8. Old United Reform Church & Former Independent School, Durham Street

All required works have been carried out and the building is now secure. The existing planning permission for conversion to flats has not been implemented.

9. Crown House, Surtees Street

The property has been significantly improved, by removal of external cladding and, following the formal restoration of the owning company, the owners have been asked to confirm their future intentions for the site.

10. Victoria Buildings, Middlegate

A grant-funded scheme of redevelopment is under detailed negotiation.

- 4.2 Two of the buildings identified above, Morison Hall and the old United Reform Church, have the potential to continue to be a problem, as approved development schemes have not been progressed. As a consequence officers believe a more radical approach may be necessary. Preliminary discussions have therefore been held with the Cleveland Building Preservation Trust to see if they could possibly become involved in progressing the approved residential developments. They have indicated that the developments are of interest to them and that they wish to explore this proposal further. This course of action could be done with the agreement of the owners or alternatively it may be that Compulsory Purchase Order (CPO) powers would have to be considered.

- 4.3 A further building, listed former Engine House on the corner of West View Road and Old Cemetery Road, was also identified for action in the first round. This however has proved difficult to progress given the particular nature and condition of the building. The Chief Solicitor is investigating the powers available to the Council to make the building secure and weather-tight for up to 2 years while options are explored with suitable trusts and/or the owner to try to secure a long term use for the building.

5. NEXT BATCH OF BUILDINGS IDENTIFIED FOR ACTION

- 5.1 The Council has tackled several high profile sites in private ownership with some success over the past year or so using a variety of means, e.g. planning legislation to drive improvements. Whilst progress details have been reported above on the top 10 headline premises, action has also been taken by Neighbourhood Managers working in conjunction with Development Control Officers to get private owners of unused premises and land to improve and in some places introduce future maintenance regimes **see Appendix 1** for status reports.
- 5.2 Whilst it is recognised there is still work to be carried out on some of the original headline properties, there are however other premises throughout the town which have worsened in their condition or have become vacant in the last 12 months. In order to maintain this strategy a second list of private and public sector premises has been prepared for targeted enforcement action.

1. Jackson's Landing

Since the building was vacated by the last retail operators in 2005, officers have sought to solicit viable proposals for re-use of the building from the owners or facilitate discussions between prospective purchasers/developers and the owners. To date, however, no detailed proposals have been forthcoming from the owners nor have any prospective purchasers been able to agree terms for the acquisition of the premises with the owners. Periodically the owners have undertaken short-term works to secure the building but it is felt that a more formal enforcement approach, including if appropriate, the use of s.215 powers, is warranted.

2. The Lion Public House

The owners of the building have not taken the opportunity to voluntarily carry out works to tidy the premises as had been previously indicated. The Planning Committee has authorised enforcement action and the Borough Solicitor has now been consulted regarding the possibility of issuing a Section 215 Notice.

3. The Brus Arms Public House

Planning Committee has authorised enforcement action, however negotiations with the owner have resulted in significant remedial works being undertaken to tidy the site. The associated outbuildings have been demolished, all rubbish and debris has been removed and the site has been secured. It is anticipated that a planning application for the redevelopment of the site will be submitted in the coming weeks.

4. The site adjacent to the Church of the Nazarene

The Church has responded to the Planning Committee's previous demands for the site to be tidied and for a planning application for the continued retention of the "temporary" building and the play area to be submitted, however concerns about the suitability of the scale, design and usage of the "temporary" building remain.

5. Buildings/sites within the rail corridor

It is recognised that the authority needs to continue its focus on the rail corridor in the wake of the recent scrutiny investigation with appropriate action being taken against individual problem properties.

A need has also been recognized to follow a similar line with the Council's own land and buildings, although in terms of buildings there are now relatively few that are vacant. It is accepted however, that they need addressing. The Council does have a disposals strategy, approved by Cabinet in September 2004 which highlights operational and non operational land and property that could be the subject of disposal over time.

The current practice is for a department to declare land or property surplus for use when a decision is made that it is no longer needed for service delivery. At this point the needs of the rest of the Council are considered and each department is asked via the Strategic Corporate Asset Group to identify potential future use. If none is identified then the Performance Management Portfolio Holder is requested to consider the asset for disposal. Legal, planning and estate management issues are considered for future uses e.g. via a planning brief. The asset would be marketed then sold.

Sometimes there is little notice given when an asset becomes vacant. This process can be complex and lengthy, especially for the bigger sites and buildings. Any maintenance and/or security needs of the site are identified and costed against the expected capital receipt. In some occasions where a department has funding demolition may take place e.g. Lynn Street Adult Day Centre, but this can take some time to arrange, if no budgeted funding is available.

Detailed below is a progress report of work carried out to date on our own land through either disposal, demolition or reuse undertaken over the last year.

6. The Barlow's Site

Is owned by the Primary Care Trust, with the Council owning the land on which the former St. Benedict's Hostel and the Stranton House E.P.H. were located.

The Council has for some time been in negotiations with the PCT with regard to the proposed development of a LIFT scheme to provide primary care facilities on this site. In 2006, the PCT and the Council, arranged for the Barlow's building and the St. Benedict's Hostel to be demolished, and the site grass seeded and boulders placed around the perimeter to stop illegal parking. In addition, gable wall works were carried out to The Arches building, which has aesthetically improved this area. Negotiations are ongoing with the PCT and it is hoped that a planning application will soon be submitted.

7. Eldon Grove Community Centre

The Council resolved that it did not have sufficient funding to allow the property to remain open after the financial year 2006-7. Following public and elected member campaigning, Cabinet granted approval for the site to be marketed locally inviting community parties to submit bids. This is now being undertaken in the hope of keeping the building open with its current occupiers to remain in place. The marketing period began on 29th March 2007, and bids need to be submitted by 4th May 2007. Following this, the bids will be evaluated according to specific objectives set out by Cabinet.

8. Briarfields

The site was declared surplus to requirements by the Council in 2006, with Adult and Community Services having moved out of the property and no other service department having identified a requirement for the property.

It was hoped that the site could be marketed with the adjacent land, but following the Local Plan review, the land was removed as a housing allocation. This site was therefore marketed in isolation until the end of October 2006. The site was made available in 3 lots; the main house, the small lodge and a building plot.

29 bids were received, with bidders electing to bid for 1, 2 or 3 of the lots. A report was prepared for Cabinet proposing options based on different permutations from bidders. Cabinet elected to proceed with 3 different bidders. All of the preferred bids are subject to satisfactory planning approval being received and each of the proposed developers are currently in discussions with the Council's Development Control Section, with the application for the lodge now having been submitted.

9. Rossmere Pool

Building now demolished.

10. Burn Valley Referral Unit

This site was declared surplus to requirements in 2006 after it was offered to service departments and none proposed a sustainable future use for the property.

The site was marketed between May and July 2006, with 19 bids being received. Portfolio Holder decided that the Council should proceed with the highest bidder, but as his bid contained a residential element (an on site bungalow ancillary to the proposed photographer's studio and training facility), the Council's Development Control Section advised that the proposal was not acceptable in planning terms.

In November, a further report was put to Performance Management Portfolio Holder proposing that an alternative bidder be selected, however this bidder responded stating that they were no longer interested in the property. A third bidder was then approached and they are now progressing with the purchase of the property.

It is proposed that the property is to be used as an office premises by a local charity and a planning application in respect of this is due to be submitted.

11. The Bridge Youth Centre

This property is due to be vacated in 2007, with the majority of the users to be relocated into the Burbank Community Centre. In the meantime, the users of the Burbank Community Centre are to

move into Bridge Youth Centre whilst improvement works and alterations to that building are carried out.

Once the site is vacated, it is proposed that the building will be demolished and marketed along with the site of the former Lynn Street ATC. A submission has recently been made to the Council's 'one stop shop' to ascertain proposed uses for this site.

6. **RECOMMENDATIONS**

- 6.1 That the Portfolio Holder notes the report and authorises officers to pursue appropriate action as indicated in the report.

COMPLETED ABANDONED PROPERTIES AND DERELICT LAND**Portfolio Report 2007**

12 April 2007

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
<u>NORTH</u>		
<u>BRUS</u>		
Open land Bakers Mead, Central Estate and Oakway Industrial area (boundary land) Winterbottom Avenue Skerne Road Warren Road	Work has commenced. NSD have provided quote for contract to clean on regular basis – no outcome to date. Need to establish ownership of land at Winterbottom boundary. Agreed there is a need to establish long-term strategy for this land and industrial estate. Subject to funding, Economic Development would hope to carry out a study which will look at rationalisation of land available for industry/commercial use, which could include this area.	ONGOING
Small plot of land Challoner Road	Estates investigating potential usage.	ONGOING
* Land Powlett Road/Easington Road and Winterbottom Avenue Iona/Richardson Club	Options to ensure tidy up by owners to be investigated.	ONGOING
Brus Pub West View	Planning Committee have authorised Section 215 Notice.	ONGOING
<u>DYKE HOUSE</u>		
Corner shop 68 Turnbull Street	Owner to be contacted in relation to improving the general exterior – monitor.	ONGOING

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
* Lion Hotel Lancaster Road	Planning Committee have authorised Section 215 Notice.	ONGOING
Chatham Road Shops Chatham Road	General run down. Neighbourhood Services has carried out some environmental work with regard to renewed litterbins, graffiti removal etc. Neighbourhood Services also to investigate trade waste agreement in this area. - monitor	ONGOING
Empty house Lancaster Road	Development Control investigating	ONGOING
<u>ST HILD'S</u>		
CJC Chemicals Old Cemetery Road	Meeting held on 26 February 2007 with developers and Natural England regarding development and its impact on the SPA site, and how this could be mitigated. New information should enable planning application to be progressed.	ONGOING
* 3 Large sheds HMS site Cleveland Road	Developer to contact residents group/NAP group regarding proposal for apartments.	ONGOING
* Morrison Hall	The requirements of the section 215 Notice issued to owners have not been complied with and as such an offence has been committed. Instructions have been passed to the Chief Solicitor to pursue a prosecution in this instance.	ONGOING

	PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
*	Union House 39 Southgate	Headland Development Trust exploring social housing options.	ONGOING
*	Old Reformed Church Durham Street	Action now taken, site cleaned up. CBPT interested, subject to a feasibility study, so the prospect of a repairs notice/CPO by HBC again arises.	ONGOING
*	Victoria Building Headland	Grant still available, but short time scale. Referred to CBPT.	ONGOING
*	Pump House Throston Bridge	Options for restoration as a landmark of local historic interest, whether by a specialist trust or HBC (subject to member approval of funded proposals). Repairs notice and potentially CPO therefore need to be investigated.	ONGOING
	St Andrew's Church Hall York Place, Headland	Planning and listed building consent applications approved for tea rooms.	ONGOING
	Durham Street Open land	Grass – general poor appearance – owner has received letter – awaiting response from owner.	ONGOING
*	Quayside Pub Headland	Building advertised for sale.	ONGOING
	Sun Inn Headland	Building appears to be subsiding. Closed to the public. Officers to carry out inspection regarding public safety.	ONGOING
	Manor House	SRB currently working with owners on the future use of Manor House. Feasibility study currently underway.	ONGOING

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
<u>CENTRAL TOP 10</u>		
The Odeon Raby/York Road Open Space York Rd/Young St Opposite Odeon	Report concludes only feasible option, subject to funding, is demolition and redevelopment to residential use. 3 Rivers to pursue with owners and Housing Corporation, supported by HBC.	ONGOING
Crown House Surtees Street	Company status under question and long term intentions.	ONGOING
Niromax Tyres Mainsforth Terrace	Current timescale for approved housing redevelopment unclear.	ONGOING
<u>NDC</u>		
Church of the Nazarene Play area	Noted that the Church has responded to the Planning Committee's previous demands for the site to be tidied and for a planning application for the continued retention of the "temporary" building and the play area submitted.	ONGOING
Titan House York Road	Planning Committee in March gave authority for Section 215 Notice action.	ONGOING
<u>BURN VALLEY</u>		
Burn Valley Education Centre	Now progressing with a different bidder who is in the process of submitting a planning application.	ONGOING

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
Corner of Osborne/ Park Road (Listed Building)	Permission granted to retain ground floor, apartments above.	ONGOING
Garage Osborne Road	Demolition commenced – recent planning application refused.	ONGOING
<u>PARK</u>		
Briarfields, lodge and allotments	Sites marketed. Progressing with 3 different bidders in respect of the house, lodge and land. All in process of submitting proposals to Development Control.	ONGOING
Tunstall Court & Land	Building secured following action by Police/Fire Brigade/HBC. Being monitored by community police team.	ONGOING
<u>STRANTON</u>		
Open space South Marina behind Custom House Maritime Avenue	Public consultation event undertaken by prospective developers. Planning application awaited.	ONGOING
Trincomalee open space Maritime Avenue		
Open space Clarence Road	Owner's response awaited – Monitor.	ONGOING

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
Former Pine Shop near the station Church Street	Is to be demolished as part of Interchange Scheme. Purchase by HBC being delayed until the rest of the Interchange Scheme is ready to go and Development Agreement signed. Monitor and report back at next meeting.	ONGOING
Open space Near to petrol Station, Mainsforth Terrace	Neighbourhood Services to be involved regarding litter control notice	ONGOING
<u>BURBANK</u>		
Open space Moreland Street	Enforcement Action to get land cleaned up to be taken	ONGOING
<u>SOUTH</u>		
<u>OWTON WARD</u>		
Old Police Station opposite St Patrick's Shops Owton Manor Lane.	Options being pursued with Housing Hartlepool as part of possible wider development.	ONGOING
Carlisle Street / Berwick Street open space	Durham Land registry contacted but land is unregistered. Monitor.	ONGOING
<u>SEATON WARD</u>		
The Front Seaton Carew known as Coasters	No further action deemed necessary at present, however, to continue discussions with owners regarding development. Monitor.	ONGOING
5 South End	The owner has been contacted to have this section of land tidied. Continue to monitor to ensure area is maintained and tidy.	ONGOING
Rear of 50 The Front (compound)	Legal action to be pursued.	ONGOING

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
South End access road leading to The Front Seaton Carew	Litter pick and de-weeding completed, further remedial works are now being considered – monitor.	ONGOING
<u>ROSSMERE WARD</u>		
Dumfries Road at rear garage area	This land has been cleared but it has recently been subject to major fly tipping. Neighbourhood Services has organised CCTV cameras to monitor the situation and will instigate prosecutions. No further tipping has taken place, but continue to monitor.	ONGOING
Golden Flatts Pub Seaton Lane	Work has been delayed due to protracted negotiations over the diversion of a gas main. An order has been placed, but no date as yet for the diversion. Demolition will take place once the gas main is diverted. Late April/early May.	ONGOING
B & Q Banks Brenda Road	Continue to maintain with regards to fly tipping. Potential of HBC land to be planted as a community forest to be investigated.	ONGOING
British Steel site Brenda Road	Revised proposals for storage/nature reserve/walkway being progressed.	ONGOING
<u>NORTH BRUS</u>		
Rovers Rugby Club (old training ground) West View Road	Probation have cleared the area and cut down grass. NSD to provide cost for grass cutting during summer. Monitor the situation.	COMPLETE
* Land adjacent to Old Boys Football Club Easington Road HOBFC	Neighbourhood Services to make contact with owners to discuss future of land and its maintenance.	COMPLETE

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
<u>ST HILD'S</u>		
3 Garages Abbey Street/Bond Street	Site visited but no justification for enforcement - case closed.	COMPLETE
Corner Shop Montague Street Headland	Conversion works have commenced – case closed.	COMPLETE
Coast Road from Easington District Boarders (North) to King Oswy Roundabout	Not maintained on regular programme, due to cost of traffic management. Need to address cost and long term implications for NSD.	COMPLETE
Land (verges) from Hart Village to Golf Course	Not maintained on regular programme. Need to address cost and long term implications for NSD.	COMPLETE
<u>CENTRAL</u>		
<u>Top 10</u>		
The Gas Show Room Avenue Road	Work has commenced to refurbish the premises.	COMPLETE

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
Open Space Murray Street	Approved car park provided.	COMPLETE
<u>NDC</u>		
Barlow's building Park Road	DEMOLITION COMPLETE.	COMPLETE
St. Benedict's House	DEMOLITION COMPLETE.	COMPLETE
Leck DIY Stranton Garth	NDC business grant approval has been awarded – work commenced.	COMPLETE
York Road flatlets	PCT managing site, NDC ETF clearance flytipping etc. Linked to PCT development.	COMPLETE
Studley Road open space	Endeavour 6 bungalows on site.	COMPLETE

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
<u>RIFT HOUSE</u>		
Open space Kipling Road	Derelict play area, probation scheme cleared up.	COMPLETE
Resource Centre Lynn Street	Demolition complete.	COMPLETE
Former Co-op building Park Road	Demolition/renovation works underway.	COMPLETE
Open space back/side of Pools, Victoria Ground	Leased to Pools. Maintained by HBC.	COMPLETE
Raby Road Triangle	There will be no development on this site due to cost and use however three covert cameras were installed for a period of five weeks and no incidents of fly tipping occurred, community wardens continue to monitor and no further incidents have been reported – monitor	COMPLETE
<u>BURBANK</u>		
Open space Moreland Street	Neighbourhood Services pursuing environmental enforcement.	COMPLETE

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
Open space Clark Street	Monitor	COMPLETE
Huckelhoven Court Properties	Refurbishment commenced.	COMPLETE
<u>SOUTH</u>		
<u>OWTON WARD</u>		
220 Owton Manor Lane.	Works now complete.	COMPLETE
Red Admiral/The Goldmine Catcote Road.	Formerly known as The Red Admiral it has now been renamed The Goldmine and has now been renovated and is up and running as a public house.	COMPLETE
Land at Rear of Lindsay Road and Wynyard Road	This area of land has now been cleared and the residents have been contacted by our environmental enforcement team warning that any future incidents of fly tipping will result in action been taken.	COMPLETE
Carlisle Street / Berwick Street open space	HBC have taken responsibility and have had this area tidied. It will also be maintained as per open space until resolved. Unregistered Initial registration with the land registry to be considered by Estates.	COMPLETE
Graythorpe Area Open Space	Neighbourhood Services will maintain these areas as part of our open space maintenance contract.	COMPLETE
Newburn Bridge Open Space	This section of land has now been tidied as part of open space maintenance programme	COMPLETE
Queen Street Open Space	This section of land has been tidied as part of operation Cleansweep and is to be added into open space maintenance contract.	COMPLETE

PROPERTY/ OPEN SPACE	COMMENTS/ACTION	ONGOING/ COMPLETE
Decaux Advertising Hoardings Seaton Lane	DeCaux have been contacted to get this area of land tidied. Now completed.	COMPLETE
Lawson Road Open Space	This area has been tidied as part of Operation Cleansweep and will be added into open space contract for maintenance.	COMPLETE
<u>FENS WARD</u>		
Monkton Road Open Space	This land is HBC's and has been added into open space maintenance contract. A NIPS scheme will be developed to improve this area further.	COMPLETE
Macrae Road Open Space	The gas board has been contacted to have this area of land tidied. Another NIPS scheme will be developed to further improve this area.	COMPLETE
<u>ROSSMERE WARD</u>		
Brenda Road open space near to stagecoach	This land has been cleared and planted as part of a South Area Forum Scheme and will be maintained as part of grounds maintenance contract.	COMPLETE
Rossmere Pool	Demolition complete.	COMPLETE

**REGENERATION, LIVEABILITY AND HOUSING
PORTFOLIO**

Report to Portfolio Holder
20 April 2007



Report of: Head of Technical Services

Subject: PROPOSED RESIDENTS ONLY PARKING
SCHEME - COLLINGWOOD ROAD/WALK AND
BROOK STREET

SUMMARY

1. PURPOSE OF REPORT

1.1 To consider introducing residents only permit parking controls on Collingwood Road, Collingwood Walk and Brook Street.

2. SUMMARY OF CONTENTS

2.1 The report outlines the background and considers the results of a consultation exercise, which has taken place with residents.

3. RELEVANCE TO PORTFOLIO HOLDER

3.1 The Portfolio Holder has responsibility for traffic and transportation issues.

4. TYPE OF DECISION

4.1 This is a non-key decision.

5. DECISION MAKING ROUTE

5.1 This is an executive decision made by the Portfolio Holder.

6. DECISION(S) REQUIRED

6.1 That the Portfolio Holder approves the request to introduce residents only parking permit controls.

Report of: Head of Technical Services

Subject: PROPOSED RESIDENTS ONLY PARKING
SCHEME - COLLINGWOOD ROAD/WALK AND
BROOK STREET

1. PURPOSE OF REPORT

1.1 To consider introducing residents only parking permit controls on Collingwood Road, Collingwood Walk and Brook Street.

2. BACKGROUND

2.1 This residential area is on the fringe of the town centre existing permit zone.

2.2 **Appendix A** shows the location of the proposed new controlled zone.

2.3 Several requests have been received from residents asking for a permit controlled zone to be established in order to ease traffic congestion and provide parking availability close to the residential properties.

2.4 Since July 2005 the introduction of Decriminalised Parking Enforcement (DPE) within the district has allowed further opportunities to consider potential extensions to the current permit zones. Residents directly affected by this proposal have therefore been consulted.

3. CONSIDERATION OF ISSUES

3.1 Consultation has taken place with residents in this area over a five-week period to determine the level of support or otherwise for the proposal. The table overleaf shows the response from residents by the location.

	Number of Properties Consulted	Number In favour	Number Against	% return	% in favour	% against
Collingwood Road	71	24	6	42	80	20
Collingwood Walk	7	4	1	71	80	20
Brook Street	6	0	0	0	0	0

- 3.2 In the case of Collingwood Road and Collingwood Walk the majority of residents who responded to the consultation were in favour of the scheme, with many stating parking had become difficult with a noticeable increase of commuter traffic now parking in the area.
- 3.3 In Brook Street, only 6 properties were affected by the proposal and no responses were received from residents. Although this may be a reflection of the current traffic concerns, the introduction of any new controls in Collingwood Road and Collingwood Walk may have a noticeable future impact on Brook Street if it were to be excluded from the proposal.
- 3.4 In general residents living in the affected area supported the scheme, with 42% of those returning the consultation. 80% of residents who responded were in favour of the introduction of permit only parking controls.

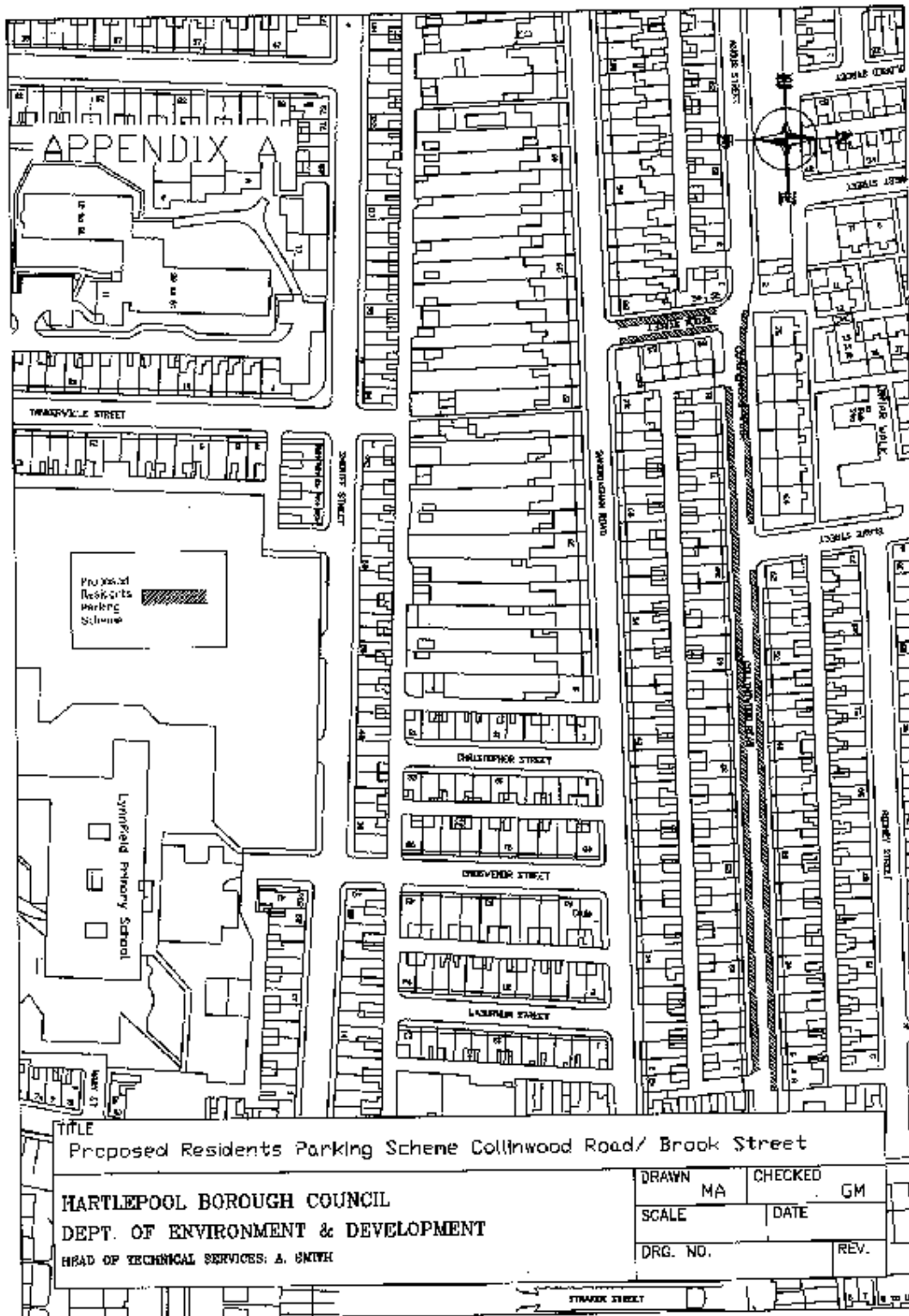
4. FINANCIAL IMPLICATIONS

- 4.1 Permits are currently available to residents at a cost of £1. This does not cover the entire cost of the service and any additional cost would be supplemented from the Parking Services budget.
- 4.2 Patrol Officers already enforce controlled zones in the area and the inclusion of the additional properties would be an extension to the current zone. The creation of a new zone would have a minimal cost implication on the Parking Services budget.

5. RECOMMENDATION

- 5.1 That the Portfolio Holder approves the request to create a residents only permit parking zone for Collingwood Road, Collingwood Walk and Brook Street.

APPENDIX A



REGENERATION, LIVEABILITY & HOUSING
Report to Portfolio Holder



Report of: Director of Neighbourhood Services

Subject: ASHWOOD CLOSE

SUMMARY

1. PURPOSE OF REPORT

1.1 To consider results of two consultation exercises carried out in relation to residents' request to close the cut-through from Ashwood Close to Templeton Close on the grounds of anti social behaviour.

2. SUMMARY OF CONTENTS

2.1 The report provides details of statistical information relating to anti social behaviour in two areas of Clavering Estate, results of two consultation events and details of ongoing work around tackling anti social behaviour in the area.

3. RELEVANCE TO PORTFOLIO MEMBER

3.1 Portfolio Holder is responsible for issues relating to anti social behaviour and its effect in relation to the liveability agenda.

4. TYPE OF DECISION

4.1 Non key

5. DECISION MAKING ROUTE

5.1 Regeneration, Liveability and Housing Portfolio meeting on 20 April 2007.
Culture, Leisure and Transportation Portfolio meeting on 24 April 2007.

6. DECISION(S) REQUIRED

6.1 The Portfolio Holder is requested to consider making a recommendation to the Culture, Leisure and Transportation Portfolio Holder in respect of this issue.

Report of: Director of Neighbourhood Services

Subject: ASHWOOD CLOSE

1. PURPOSE OF REPORT

- 1.1 To consider results of two consultation exercises carried out in relation to Ashwood Close residents request to close the cut-through from Ashwood Close to Templeton Close on the grounds of anti social behaviour.

2. BACKGROUND

- 2.1 Ashwood Close is situated within the Hart Ward. There is a footpath which has been established over the years by residents, and became a formal cut through from upper Clavering down Templeton Close and on to Gillen's shops, St Mark's Church and Clavering school.

Problems with anti social behaviour started around 2003, with a number of people gathering and drinking at the Ashwood Close/Muirfield Walk open space. Over the years the police and Anti Social Behaviour Unit have dealt with issues as they have occurred. On many occasions the problem start at the Gillen's shopping parade and spill over into Thornbury, Templeton, Rafton and Ashwood Close, inline with the Council's thoroughfare policy.

- 2.2 In March 2006 the North Neighbourhood Manager carried out a consultation exercise based on a request from several residents regarding the closure of the cut-through from Ashwood Close to Templeton and from Templeton through to the Gillen's shops. Consultation was carried out and included residents of: -

- Templeton Close
- Thornbury Close
- Ashwood Close
- Pinewood Close
- Westwood Way (part)
- Middlewood Close

- 2.3 Some 250 households received a letter of consultation. 113 responded, out of which 62 residents wanted the closure and 51 residents were against, 137 residents did not respond. It was felt that due to the high level of objections, the authority would try other avenues in which to tackle the anti social behaviour issues.
- 2.4 In April 2006 Hartlepool embarked on one of the countries first Neighbourhood Policing pilots. The additional policing resource gave the opportunity to focus on policing in this location.

- 2.5 A number of meetings took place between Superintendent Ashman, Ward Councillors, residents and officers of the Council. As a result of these meetings, and over the past 12 months, a multi agency/community approach has been developed, which are tackling issues around young people, the environment, under age drinking and anti social behaviour enforcement.
- 2.6 However, several residents have been consistent in their belief that anti social behaviour continues, due to access from Templeton Close to Ashwood Close. As a result of these complaints, the North Neighbourhood Manager was asked to carry out a further consultation exercise. Given that the request for a closure of the Ashwood close cut through have come from Ashwood Close residents only, it was considered that consultation be concentrated in Ashwood Close.
- 2.7 The consultation took place in February 2007. All 59 households in Ashwood Close were consulted. There were 42 returns, of which 26 residents said yes to the closure and 16 residents were opposed.
- 2.8 In both consultation exercises the residents in favour of the closure/s had strong views and had experienced harassment and damage to property at first hand. Those residents against the closure/s had equally strong views and felt that a closure would create inconvenience and safety issues for them and their families.

3. STATISTICAL INFORMATION

- 3.1 The North Neighbourhood Manager has received data from the Anti Social Behaviour Unit for the period April 2006 – February 2007. The data highlights reported incidents for two areas, Gillen's shopping parade and Ashwood Close. The information gathered is provided by the Community Safety "Profiler" system.
- 3.2 Between the above period Gillen's shopping parade, and including a 50 meter radius, 24 incidents of anti social behaviour were reported to Cleveland Police, relating to rowdy/nuisance behaviour.

Analysis reveals that the majority of calls have been received over the weekend period, namely Friday and Saturday nights. At present the Anti Social Behaviour Unit have 10 cases on individuals who have been identified as causing anti social behaviour problems around the Gillen's shopping parade. In relation to criminal damage, there was 1 incident reported during this period.

- 3.3 With regard to Ashwood Close and immediate surrounding area, the statistical analysis revealed 14 incidents of anti social behaviour between April 2006 – February 2007. Again the type of disturbance related to rowdy/nuisance behaviour. There were 2 incidents of criminal damage.

- 3.4 Over the past three years the anti social behaviour Unit has received, on average, 4 cases per year with regards to anti social behaviour problems within the Ashwood Close area. Complaints tend to be received from springtime onwards and involve groups of youths congregating near the residential properties where they are playing football and underage drinking.

4. THOROUGHFARE POLICY

- 4.1 Section 129A to 129G Highways Act 1980 (Gating Orders), written into the Act by Clean Neighbourhoods and Environment Act 2005, allows highways to be gated due to crime and anti social behaviour, and also for gates to be locked at prescribed times of the day and/or days of the week.
- 4.2 The Council's Thoroughfare Policy stipulates the Neighbourhood Manager, in liaison with the police and Anti Social Behaviour Unit, will investigate reported areas of concern establishing the extent of the problem, considering alternative options prior to the gating or closure of a walkway e.g., Neighbourhood Policing, Anti Social Behaviour Enforcement, community involvement and CCTV, if there is strong evidence and the problems persist and it is recommended by the police that a closure is the only remaining option, then the Neighbourhood Manager will undertake a full consultation with all stakeholders, including residents in the immediate vicinity and those residents who will be affected by the closure, appropriate resident associations, access groups and Council officers (including those in the Transportation & Planning sections), to determine the extent of support for any closure.

A report will then be submitted to the relevant Portfolio Holder by the Head of Technical Services detailing the results of the consultation, and a decision will be sought as to whether the proposed gating or closure should proceed.

5. SUMMARY

- 5.1 Any closure of a public footpath requires the approval of a Magistrates Court, on the grounds that it is unnecessary, and requires almost 100% approval from the community. The view received from the Head of Technical Services indicated that given the number of objections already received, and the criteria for closure, that an application to a Magistrates Court for the stopping up of such a footpath would most likely be unsuccessful.
- 5.2 It is recognised that since 2003 there have been a number of incidents relating to anti social behaviour in the two locations as outline in this report. The North Neighbourhood Manager, in conjunction with the police, health, youth and other relevant services, including the Hart/Clavering Resident Group, are continuing to develop a number of initiatives to tackle issues

around anti social behaviour in the long term, in line with the Council's Thoroughfare Policy.

6. RECOMMENDATIONS

- 6.1 The Portfolio Holder is requested to consider making a recommendation to the Culture, Leisure and Transportation Portfolio Holder in respect of this issue.