

# PLEASE NOTE VENUE

## REGENERATION AND LIVEABILITY PORTFOLIO DECISION SCHEDULE



Wednesday 23<sup>rd</sup> May 2007

at 10.00am

in Conference Suite 3  
Belle Vue Community Sports and Youth Centre  
Kendal Road, Hartlepool

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

1. **KEY DECISIONS**

- 1.1 Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update (Final for Endorsement – *Head of Regeneration*)

2. **OTHER ITEMS REQUIRING DECISION**

- 2.1 Friarage Manor House and Surrounding Land – Feasibility and Development Work – *Head of Regeneration*  
2.2 Housing Market Renewal Programme 2007/8 – Resource Allocation – *Director of Regeneration and Planning*  
2.3 Regeneration and Planning Departmental Plan 2007/08 -2009/10 – *Director of Regeneration and Planning Services*

3. **ITEMS FOR INFORMATION**

- 3.1 Neighbourhood Services Departmental Plan 2006/07 – 4<sup>th</sup> Quarter Monitoring Report – *Director of Neighbourhood Services*

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

No items

**REGENERATION AND LIVE ABILITY PORTFOLIO**  
Report To Portfolio Holder  
  
Wednesday 23 May 2007



**Report of:** Head of Regeneration

**Subject:** RIFTHOUSE/BURN VALLEY NEIGHBOURHOOD  
ACTION PLAN (NAP) UPDATE (FINAL FOR  
ENDORSEMENT)

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## SUMMARY

### 1.0 PURPOSE OF REPORT

- 1.1 To seek endorsement of the Neighbourhood Action Plan (NAP) Update for the Rift House and Burn Valley areas.

### 2.0 SUMMARY OF CONTENTS

- 2.1 The report describes the background to NAPs with a specific focus on the Rift House/Burn Valley NAP. It outlines the comprehensive 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 also illustrates the residents' key concerns which need to be addressed as well as outlining the format of the NAP document, and the plans to produce the residents summary pamphlet. Finally, the report highlights the implementation procedure along with the financial implications of the NAP 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 Rift House/Burn Valley NAP will continue have an impact on service delivery and will potentially influence future funding opportunities in the Rift House and Burn Valley areas.

### 4.0 TYPE OF DECISION

- 4.1 Key decision, test ii applies.

**5.0 DECISION MAKING ROUTE**

5.1 The Rift House/Burn Valley Forum was requested to endorse the Rift House/Burn Valley NAP on Thursday 10 May 2007. The NAP Update has also been taken for endorsement to the Hartlepool Partnership on Friday 11 May 2007; the outcome of both meetings will be reported verbally to the Regeneration Liveability and Housing Portfolio Holder. In addition to this, the NAP Update will also be taken to the Central Neighbourhood Consultative Forum on Thursday 14 June 2007, for endorsement. Any significant amendments from the Portfolio Holder or the Central Neighbourhood Consultative Forum will be reported back to the Hartlepool Partnership.

**6.0 DECISION(S) REQUIRED**

6.1 The Regeneration, Liveability and Housing Portfolio Holder is requested to endorse the NAP Update for the Rift House and Burn Valley areas subject to endorsement from the Central Neighbourhood Consultative Forum.

**Report of:** Head of Regeneration

**Subject:** RIFT HOUSE/BURN VALLEY NEIGHBOURHOOD  
ACTION PLAN (NAP) UPDATE (FINAL FOR  
ENDORSEMENT)

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**1.0 PURPOSE OF REPORT**

- 1.1 To seek endorsement of the Neighbourhood Action Plan (NAP) Update for the Rift House and Burn Valley areas. A copy of the plan is attached along with a summary document highlighting the priority concerns of the local community, and the actions required to address these. A Diversity Impact Assessment (DIA) has also been undertaken and this is also attached for information.

**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 Rift House/Burn Valley Neighbourhood Action Plan was the third NAP to be successfully prepared for the town in 2004. This plan was used as a base by the Rift House/Burn Valley Forum to identify how the Residents Priority Budget (allocated by the Hartlepool Partnership, under Neighbourhood Renewal Funding), would be spent.
- 2.3 The Rift House/Burn Valley Neighbourhood Action Plan is the third NAP to be updated since the completion of the six NAPs across the town; Dyke House/Stranton/Grange, Burbank, Owton, Rossmere and North Hartlepool. In addition to this, it should be noted that a NAP has been developed for the New Deal for Communities (NDC) area, undertaken by the NDC Staff Team.
- 2.4 The Hartlepool Partnership has agreed to allocate a further £31,100 for the Residents Priority Budget for the 2007/08 financial year, specifically for the Rift House/Burn Valley NAP area. This funding will be used to continue to address some of the residents' priorities identified the updated plan.

### 3.0 CONSULTATION PROCESS 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, Tynbrooke, 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 outlined on page 1 of the plan). 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 NAP Update has been developed through a range of consultation sessions with residents, children and young people, community/voluntary groups, Councillors and those who deliver services to the area (e.g. Cleveland Police, Hartlepool Borough Council Officers and Housing Hartlepool). An initial community consultation event was held in February 2006, which was crucial in identifying the community's priorities and the actions required to address the priority concerns. Household survey data (Ipsos MORI 2006) and other baseline data and statistics have also provided an understanding of the conditions in the Rift House/Burn Valley area.
- 3.3 As described above, a wide range of consultation sessions were carried out to develop and inform the NAP Update. To complement this, comprehensive consultation was also undertaken to ensure comments were received from key stakeholders and residents on the draft. This further consultation included: -
- Working with the local residents associations; Rift House Community Association; Rift House East Residents Association and Burn Valley North Residents Association;
  - Working with groups and organisations such as the Autumn Club;
  - Working with Youth Groups operating throughout the area; Brinkburn Youth Centre and Monday Mayhem;
  - Visiting the Rift House/Burn Valley Forum;
  - Holding drop-in sessions at various community buildings;
  - Delivering a new sletter to every household in the area;
  - Visiting and working with local Primary and Secondary schools;
  - Liaising with Hartlepool Community Network and Housing Hartlepool;

- Meetings with key service providers including; Hartlepool Borough Council Officers, community/voluntary groups and Ward Councillors and
  - Seeking comments at the Hartlepool Partnership and the Central Neighbourhood Consultative Forum, in addition to the Regeneration, Liveability and Housing Portfolio Holder.
- 3.4 Hartlepool Community Network (HCN) have assisted in involving residents and community/voluntary groups in the consultation process.
- 3.5 All comments received were very positive and constructive and have helped to formulate an accurate action plan for the area. Meetings with key service providers (which all Ward Councillors were invited to) have also enabled us to identify funding and resources for some of the actions required, encourage key service providers to confirm their commitment to the delivery of actions and to ensure both residents and service providers felt ownership of the plan.
- 3.6 The final version will be placed on the Hartlepool Partnership and Hartlepool Borough Council's websites for future reference.

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

- 4.1 The information below illustrates some of the key issues which residents feel need to be addressed in order to improve the Rift House/Burn Valley area:
- 4.2 Jobs and Economy
- Increase provision and publicise existing opportunities around employment services.
  - Raise aspirations of young people/parents 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.
- 4.3 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, modern apprenticeships, adult education training/apprenticeship, Train to Gain scheme and apprenticeship opportunities.
  - Tackle barriers to education and training.
  - Increase access to learning based activities/courses.
- 4.4 Health and Care
- Lack of doctors, dentists and pharmacy located in the Rift House area.
  - High stroke rate in the Rift House/Burn Valley area.
  - Encourage healthier lifestyles.

- Increase support for the elderly and disabled population, particularly to those who live alone.
- Lack of access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).

#### 4.5 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, the Catholic Club and Burn Valley Gardens.
- Reduce incidents of anti-social behaviour (particularly in Burn Valley Gardens after dusk when gates are locked) and associated behaviour e.g. vandalism, underage drinking and graffiti.
- 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).
- 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.

#### 4.6 Environment and Housing

- Improve the environmental quality of the area.
- Address residents' concerns/problems with the refuse collection and recycling scheme.
- Traffic and road safety problems plus concerns with transport issues and uneven road surfaces/pavements as well as overhanging shrubs onto public footpaths.
- Improve provision and quality of cycle ways in the area.
- 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 and boarded up properties owned by private landlords.
- Lack of affordable housing including family houses and two bedroomed bungalows.

#### 4.7 Culture and Leisure

- Improve community and leisure centre provision across the NAP area particularly with the possible closure of the National Day Nurseries Association (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 end of the Rift House area.
- Address the problems associated with the lack of locally based shops and improve the variety of products/produce stocked.

#### 4.8 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.

### 5.0 THE CONTENTS OF THE PLAN

- 5.1 The Rift House/Burn Valley NAP is attached, which includes a map of the area (outlined on page 1 of the plan).
- 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 NAP 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 Hartlepool Partnership. 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 In future, a resident's summary pamphlet will be produced to outline the key elements of the Rift House/Burn Valley NAP in response to the findings of the NAP Review. This will be delivered to every household in the Rift House/Burn Valley area.

## **6.0 IMPLEMENTATION**

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

## **7.0 FINANCIAL IMPLICATIONS AND RISK**

- 7.1 In addition to the Neighbourhood Renewal Funding (Residents Priority Budget), the NAP will also continue to be influential in the future allocation of resources. The NAP Update provides a strategic analysis of the current problems, gaps and priorities which could be tackled should any new funding streams emerge. Impact upon priorities is expected to be made by using more efficiently and effectively existing mainstream resources on the more disadvantaged areas. This will coincide with a continuous improvement to services by all partners, which often only involves a series of small adjustments and a more efficient co-ordination of activity. The objective of the NAP is to integrate policies at the local level to improve the way that services are provided.
- 7.2 As previously outlined in paragraph 2.4, the Hartlepool Partnership agreed to allocate £31,100 for the Residents Priority Budget for the 2007/08 financial year specifically for the Rift House/Burn Valley NAP area. The Rift House/Burn Valley Forum will continue to discuss with the Central Neighbourhood Manager, Hartlepool Community Network, Housing Hartlepool and other key service providers how this funding

and any subsequent match funding should be used to address some of the community's priority concerns.

- 7.3 There are no substantial risks in the Neighbourhood Action Plan process as the Local NAP Forum is well established and has experience in the allocation of funding. There is however a degree of risk associated with securing future resources, over and above the existing NRF monies. The Local Forum and the relevant officers will however be continually working in partnership with other service providers/organisations to ensure that every funding opportunity is utilised. There is also a slight risk in relation to the expenditure of the Neighbourhood Renewal Funding (Residents Priority Budget) not being achieved in the relevant financial year. This risk will be minimised by budgetary monitoring to ensure the funding is not lost to the area.

## **8.0 RECOMMENDATIONS**

- 8.1 The Regeneration, Liveability and Housing Portfolio Holder is requested to endorse the Rift House/Burn Valley NAP Update subject to endorsement from the Central Neighbourhood Consultative Forum.

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



**FINAL FOR ENDORSEMENT**  
*May 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.**

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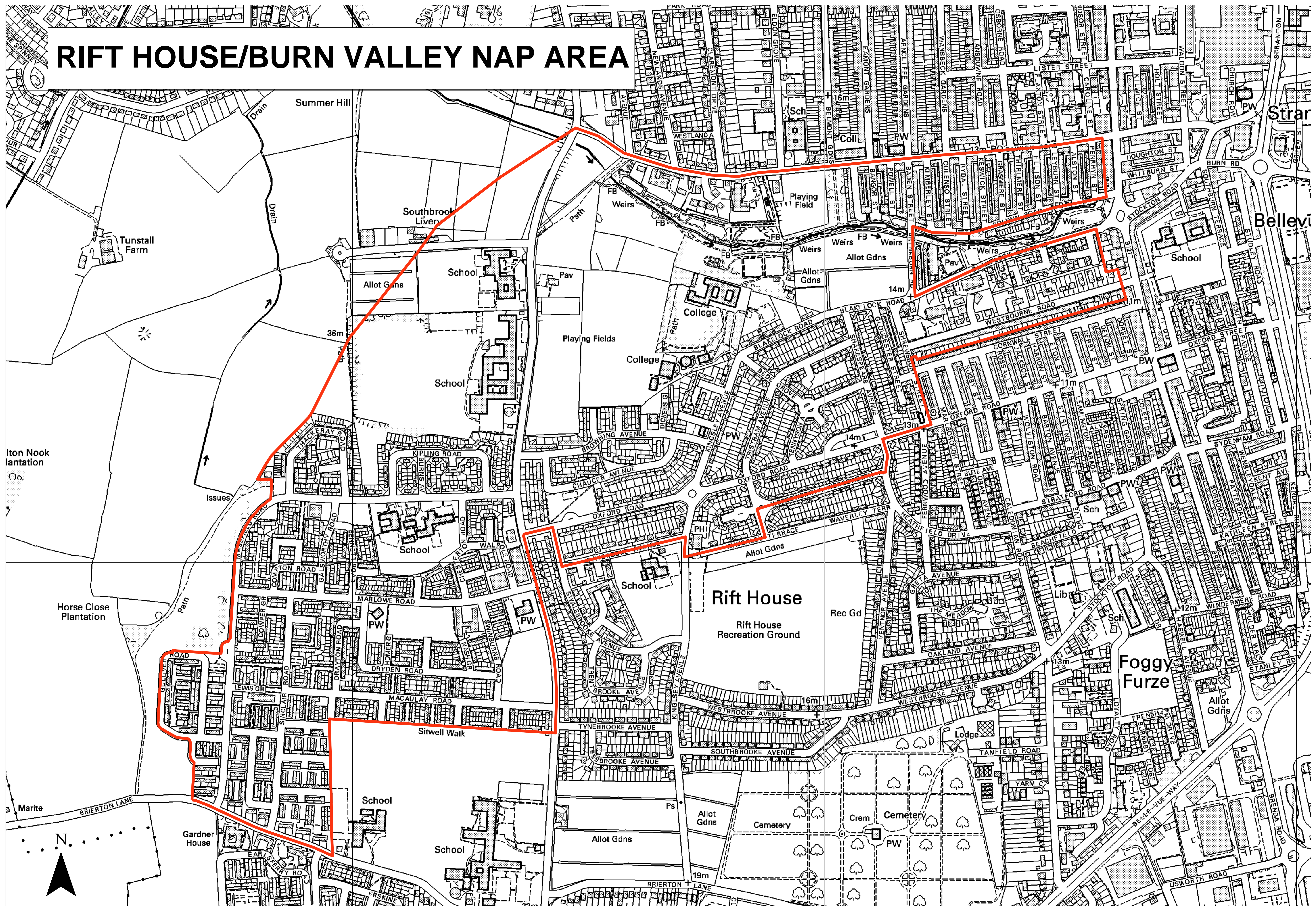
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# RIFT HOUSE/BURN VALLEY NAP AREA



# 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](http://www.hartlepoolpartnership.co.uk) alternatively you can contact the Hartlepool Partnership Support Team on Tel. 01429 284147 or by email to [hartlepoolpartnership@hartlepool.gov.uk](mailto:hartlepoolpartnership@hartlepool.gov.uk).

## **About the 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 (1092 properties in total). 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 schemes in areas such as Bennett Road, Burns Avenue, Compton Road, Dryden Road, Kipling Road and Martin Grove. The Forum has also initiated community safety projects such as anti-crime schemes for vulnerable households, contributed to the Waverley Terrace allotment improvements, 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/parents 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, modern apprenticeships, adult education training/apprenticeship, Train to Gain scheme and apprenticeship opportunities.
- Tackle barriers to education and training.
- Increase access to learning based activities/courses.

### **Health and Care:**

- Lack of doctors, dentists and pharmacy located in the Rift House area.
- High stroke rate in the Rift House/Burn Valley area.
- Encourage healthier lifestyles.
- Increase support for the elderly and disabled population, particularly to those who live alone.
- Lack of access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).

### **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, the Catholic Club and Burn Valley Gardens.
- Reduce incidents of anti-social behaviour (particularly in Burn Valley Gardens after dusk when gates are locked) and associated behaviour e.g. vandalism, underage drinking and graffiti.
- 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)).
- 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.
- 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/pavements as well as overhanging shrubs onto public footpaths. (NB for information relating to the illegal use of motorbikes, motorised scooters and quad bikes, see Community Safety section).
- Improve provision and quality of cycle ways in the area.
- 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 and boarded up properties owned by private landlords.
- Lack of affordable housing including family houses and two bedroomed bungalows.

### **Culture and Leisure:**

- Improve community and leisure centre provision across the NAP area particularly with the possible closure of the National Day Nurseries Association (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 end 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?**

<p><b>Statistics</b></p> <ul style="list-style-type: none"> <li>▪ 14% of households receive income support in comparison to 13% Borough wide, 20% NRF area and 8% Nationally (JSU, 2006 data).</li> <li>▪ 27% of the working age population are in receipt of a benefit in comparison to 23% Borough wide, 35% NRF area and 13% Nationally (JSU, 2006 data).</li> <li>▪ The unemployment rate is 5.4% in the area in comparison to 4.4% Borough wide, 6.9% NRF area and 2.6% Nationally (JSU, 2006 data).</li> <li>▪ The level of worklessness is 39% in the area in comparison to 33% Borough wide, 42% NRF area and 25% Nationally (JSU, 2006).</li> </ul>	
<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>▪ Good local public transport links to Town Centre.</li> <li>▪ Good Primary and Secondary Schools.</li> <li>▪ Jobs Club ran by Owton Manor West Neighbourhood Watch and Residents Association held in the NDNA Building, ORB Centre and St Matthew's Hall.</li> <li>▪ ORB Centre can provide employment advice but opening hours are limited.</li> </ul>	<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>▪ High levels of unemployment in comparison to Borough rates.</li> <li>▪ High levels of worklessness in comparison to Borough rates.</li> <li>▪ Large percentage of households have a low income.</li> <li>▪ High proportion of population over retirement age.</li> <li>▪ Irregular bus services to other areas of the Borough.</li> <li>▪ Lack of local work opportunities, especially apprenticeship opportunities.</li> </ul>

### **GAPS – WHAT NEEDS TO BE DONE**

<b>Service delivery issues needing attention</b>	
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"> <li>▪ Drop in surgeries to provide advice on employment opportunities.</li>   <li>▪ Drop in surgeries to establish resident's needs regarding accessing barriers to employment.</li> </ul>	<p>Medium Term.</p> <p>Medium Term.</p>	<p>HBC Economic Development. RH/BV Forum. HCFE. Hartlepool Business Forum. Hartlepool Working Solutions. Business Link. Enterprising Hartlepool. Connexions and its successor. Working Links. Owton Manor West N'hood Watch and Residents Association.</p>	<ul style="list-style-type: none"> <li>▪ Service Providers to liaise with Rift House/Burn Valley Forum to discuss opportunities within the area.</li>   <li>Owton Manor West Neighbourhood Watch and Residents Association hold a Jobs Club in the NDNA Building, ORB Centre and St Matthew's Hall. For more information Tel. 01429 273123.</li>   <li>▪ Service Providers to liaise with Rift House/Burn Valley Forum to discuss opportunities within the area.</li> </ul>	<p>Increase employment rate.</p>

## JOBS AND ECONOMY

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Raise aspirations of young people/parents in schools through information, advice and guidance for priority groups, especially those who are not in employment, education or training (NEET).	<ul style="list-style-type: none"> <li>▪ Increase the level/support of career guidance in schools/further/higher educational establishments, and look at proving this from an earlier age within schools.</li> <li>▪ Encourage local businesses to offer work experience/training opportunities/vocational training to motivate young people.</li> <li>▪ Develop an Employment Club where residents can access information regarding employment, employment services and benefits.</li> </ul>	Short Term.	Local Schools. HBC Children's Services. HBC Youth Service. HBC Economic Development. Hartlepool Working Solutions. Connexions and its successor.	<ul style="list-style-type: none"> <li>▪ Local schools to liaise with pupils/parents and Connexions plus its successor to discuss.</li> <li>▪ Local schools, HBC Economic Development, Hartlepool Working Solutions and other Service Providers to liaise with local businesses in the area to discuss, subject to the availability of resources.</li> <li>▪ All partners to discuss.</li> </ul>	<p>Ensure young people are supported in developing self-confidence, team working skills and enterprise.</p> <p>Increase employment rate.</p> <p>Reduce youth unemployment rate.</p>
		Medium Term.			
		Medium Term			
Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Address poor transport provision to increase access to employment opportunities outside the area.	<ul style="list-style-type: none"> <li>▪ Explore opportunities to increase the frequency of public transport in the area, especially to other areas of the Borough.</li> <li>▪ Liaise with Stagecoach and HBC Transport Coordinator to see if resources can be put in place for more frequent/late service to be introduced through the area.</li> </ul>	Long Term	N'hood Manager. RH/BV Forum. HBC Transport Coordinator. Stagecoach/ ARRIVA.	<ul style="list-style-type: none"> <li>▪ All partners to discuss.</li> <li>▪ Rift House/Burn Valley Forum to discuss.</li> </ul>	<p>Increase employment rate.</p> <p>Reduce youth unemployment rate.</p>
		Medium Term			

## **LIFELONG LEARNING AND SKILLS**

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

<p><b>Statistics</b></p> <ul style="list-style-type: none"> <li>▪ KS1 (Age 5-7) (L2+) Levels in Rift House/Burn Valley for numeracy and literacy are 82% in comparison to 82% Borough wide and 76% NRF area (JSU, 2006 data)</li> <li>▪ KS3 (Age 11-14) (L5+) Levels in Rift House/Burn Valley for numeracy and literacy are 71% in comparison to 71% Borough wide and 63% NRF area (JSU, 2006 data).</li> <li>▪ 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).</li> <li>▪ 47% of adults in the area have no qualifications in comparison to 33% Borough wide, 48% NRF area and 29% Nationally (JSU, 2006 data).</li> </ul>	
<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>▪ Brierton Community School.</li> <li>▪ Brierton Community Sports Centre.</li> <li>▪ The English Martyrs RC School and Sixth Form College.</li> <li>▪ High Tunstall Science College.</li> <li>▪ Hartlepool Sixth Form College.</li> <li>▪ Kingsley Primary School.</li> <li>▪ Rift House Primary School.</li> <li>▪ St Aidan's CE Primary School.</li> <li>▪ St Cuthbert's Primary School.</li> <li>▪ Eldon Grove Primary School.</li> <li>▪ High educational attainment in Primary Schools, which have significantly improved.</li> <li>▪ New Children's Centre developments at Rift House School and Kingsley School.</li> <li>▪ Community Network has a Capacity Building budget that can be used towards learning based activities in 2007/08.</li> <li>▪ National Day Nurseries Association (NDNA) building.</li> <li>▪ Brinkburn Youth Centre.</li> <li>▪ St Matthew's Hall.</li> </ul>	<p><b>Weaknesses</b></p> <ul style="list-style-type: none"> <li>▪ Educational attainment in Secondary Schools.</li> <li>▪ High levels of unemployment.</li> <li>▪ Residents have low aspirations.</li> <li>▪ No local post-school learning opportunities/courses available within the area for adults.</li> <li>▪ No local community library.</li> <li>▪ Possible pending closure of Brierton School is a threat to the Rift House community and morale is low amongst staff and pupils of the school.</li> </ul>

### **GAPS – WHAT NEEDS TO BE DONE**

<b>Service delivery issues needing attention</b>	
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/courses.



## 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"> <li>▪ Develop a local base from which residents of the area can access I.T facilities and tuition.</li>   <li>▪ Provide and develop local clubs from which I.T skills can be developed (for residents of all ages and abilities).</li> </ul>	<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. Stranton Centre.</p>	<ul style="list-style-type: none"> <li>▪ Rift House/Burn Valley Forum, community groups and local schools to discuss the possibility of providing I.T facilities locally.</li>   <li>▪ Rift House/Burn Valley Forum to liaise with local Primary and Secondary Schools and HBC Adult Education and investigate.</li> </ul> <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, modern apprenticeships, adult education training/apprenticeship, Train to Gain scheme and apprenticeship opportunities.</p>	<ul style="list-style-type: none"> <li>▪ Explore opportunities for creating more 'hands on' learning opportunities in Primary and Secondary Schools.</li> </ul>	<p>Medium Term.</p>	<p>All Local Schools. HBC Children's Services. HCFE. Local Training Providers. LSC. HBC Adult Education. Jobcentre Plus. HBC Economic Development.</p>	<ul style="list-style-type: none"> <li>▪ Encourage local Primary and Secondary Schools to investigate.</li> </ul>	<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 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"> <li>▪ Promote and develop existing apprenticeship schemes available to residents of the area.</li> </ul>	Medium Term.	See previous page.	<ul style="list-style-type: none"> <li>▪ Resources to be confirmed with Hartlepool College of Further Education (HCFE).  HBC Adult Education will work with priority groups to develop provision of learning. Additionally the service also offers free information and advice on all learning opportunities. The service also offers specific projects to support people as they look for employment. For more information Tel. 01429 292340.</li> </ul>	<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>
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"> <li>▪ Provide support to deal with barriers to education, for example childcare provision to young parents.</li> </ul>	Medium Term.	All Local Schools. HBC Children's Services. HCFE. Local Training Providers. HBC Adult Education. HBC Youth Service. Stagecoach/ARRIVA. HBC Transport Coordinator.	<p>Resources to be confirmed with HBC Children's Services.</p> <p>Rift House/Burn Valley Forum to discuss with Stagecoach/ARRIVA, HBC Transport coordinator and HBC Economic Development.</p> <p>Hartlepool Jobcentre Plus has introduced Diplomas for young people aged 14-19 in specific subjects. Tel. 0845 600 1651.</p> <p>HBC Adult Education provides a range of support for certain courses including childcare and transport. In class support is also available.</p>	<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>

## 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
Continued...	<ul style="list-style-type: none"> <li>Promote the Educational Maintenance Allowance (EMA) and Adult Learning Grant (including Care to Learn).</li> </ul>	Medium Term.	HBC Economic Development. Tees Valley Works. Jobcentre Plus. DFES.	<ul style="list-style-type: none"> <li>EMA pays up to £30 a week directly into your bank account if you stay on in education at school or college after your GCSE's.</li> </ul> <p>An Adult Learning Grant could pay you up to £30 per week during term time to help with the cost of studying full-time for a first Level 2 or Level 3 qualification.</p> <p>For more information Tel. 0800 100 900.</p>	<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/courses.	<ul style="list-style-type: none"> <li>Series of workshops including book keeping, driving theory etc.</li> </ul>	Medium Term.	All Local Schools. HBC Children's Services. HCFE. Local Training Providers. LSC. HBC Adult Education. Jobcentre Plus. St Matthew's Hall.	<ul style="list-style-type: none"> <li>All Service Providers to discuss.</li> </ul> <p>Local Primary Schools are available to hire to hold training courses during the day and on an evening.</p> <p>Capacity Building Project funding is available for 2007/2008. Voluntary sector work can become a route to gain employment. For more information, call Hartlepool Community Network on Tel. 01429 262641.</p> <p>HBC Adult Education will work with priority groups to develop provision of learning. Additionally the service also offers free information and</p>	<p>Increase the New Skills for Life Qualification.</p> <p>Increase the number of learners participating in Adult Education programmes.</p>

**LIFELONG LEARNING AND SKILLS**

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued...	<p>Continued...</p> <ul style="list-style-type: none"> <li>▪ Prepare elderly residents for retirement through information sessions.</li> </ul>	<p>See previous page.</p> <p>Medium Term.</p>	<p>See previous page.</p>	<p>advice on all learning opportunities. The service also offers specific projects to support people as they look for employment. For more information Tel. 01429 292340.</p> <ul style="list-style-type: none"> <li>▪ All Service Providers to discuss.</li> </ul> <p>Rift House Primary School hall is available for hire out of school hours. Tel. 01429 275239.</p>	<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?**

#### **Statistics**

- 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).
- 20% of the population in Rift House/Burn Valley are of retirement age, in comparison to 18% NRF area and 19% 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).
- 13% of residents suffer with anxiety/problems with nerves/depression or stress in comparison to 18% Borough wide and 21% NRF area (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).

#### **Strengths**

- 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.
- Good access to the health care facilities (for example the Diabetes Clinic) on Wynyard Road due to it being on a regular bus route.
- Access to Health Centre on Caroline Street for residents in the Burn Valley area and access to Wynyard Road Primary Care Centre for all residents.
- Hartlepool's Primary Care Trust Health Trainer Co-ordinator based in the Rift House area.
- Kingsley Primary School: pupils believe the anti bullying policy, healthy food initiatives and opportunities for exercise and play are excellent.
- Rift House Primary School.
- St Cuthbert's RC Primary School.
- National Healthy Schools Status: all local schools in the Rift House/Burn Valley area have this status or are working towards it.
- Brierton Community Sports Centre.
- Good sexual health programmes delivered in both primary and secondary schools.
- Hartlepool's Public Health Strategy seeks to commence addressing many of the concerns that are highlighted by residents between 2005 and 2010 (for further details, see Key Resources

#### **Weaknesses**

- Perceived lack of doctors, dentists and pharmacies (although some in the town have delivery services available) in the area.
- Bus services to GPs out of the area are limited (for example, there is no bus available to the GPs on Kendal Road from the Rift House/Burn Valley area).
- Long waiting times to see GPs, and difficulties making appointments.
- Lack of health advice services/classes based in the area, for example a mother and baby clinic.
- Lack of health facilities, including affordable gyms and exercise facilities in close proximity.
- Lack of awareness of learning disability services available in the Rift House/Burn Valley area.
- Vulnerable groups such as the elderly and disabled require more support, particularly around awareness and access to services.
- Lack of community space to utilise for health and care courses/activities.
- Perceived prevalence of underage smoking.

<p><b>Strengths</b> and Programmes Section).</p> <ul style="list-style-type: none"> <li>▪ Stranton Community Learning Centre (CLC) is in close proximity to the area.</li> <li>▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road. 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.</li> <li>▪ The Rift House and Burn Valley area is in close proximity to Public Rights of Way reaching out into the wider countryside, although these could be promoted further.</li> <li>▪ Smoking cessation drop-in sessions serving the Rift House and Burn Valley area. The nearest smoking cessation session drop-in is held at Owton Rossmere Resource Centre on a Friday afternoon, 2.00pm until 4.00pm, although locations are reviewed regularly. All drop-in sessions sited around the town are however available to Rift House/Burn Valley residents.</li> </ul>	<p><b>Weaknesses</b> See previous page.</p>
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**GAPS – WHAT NEEDS TO BE DONE**

<b>Service delivery issues needing attention</b>	
1.	Lack of doctors, dentists and pharmacy located in the area.
2.	Need to tackle issues surrounding access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).
3.	Improve support for people who have had strokes.
4.	Encourage residents to live a healthier lifestyle.
5.	Provide more support to the elderly population, particularly to those who live alone.
6.	Tackle the issue of underage drinking.
7.	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
<p>Lack of doctors, dentists and pharmacy located in the Rift House area.</p>	<ul style="list-style-type: none"> <li>▪ Investigate the possibility of locating a doctors, dentist and chemist in the area.</li> <p>NB although there are no services based within the Rift House area there are a number of practices, in close proximity, which serve local residents, this includes the Wynyard Road Primary Care Centre.</p> <li>▪ Investigate the possibility of providing more health services on an outreach basis, for example hold health drop in clinics in the NDNA Building.</li>   <li>▪ Promote the delivery service of pharmacies in the town.</li> </ul>	<p>Medium Term.</p> <p>Short - Medium Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. GP's. Dentists. Pharmacies. RH/BV Forum. Hartlepool Families First.</p>	<ul style="list-style-type: none"> <li>▪ All relevant partners to discuss. Resources to be explored.</li> <p>Hartlepool PCT are seeking to recruit 5/6 new GPs in to Hartlepool in 2007/2008.</p> <p>Although not based in the area, the Town Centre Development will be open in 2009.</p> <li>▪ Hartlepool Primary Care Trust to consider.</li> <p>Hartlepool Families First Health Bus visits Shakespeare Avenue on Mondays, 1.00pm until 3.00pm (NDC funded project). Hartlepool Families First would be able to respond to the needs of Rift House/Burn Valley residents, subject to resources.</p> <p>Hartlepool Primary Care Trust's Health Trainer Co-ordinator based in the Rift House area. Health Trainers work with the local community to access their health needs and provide a 'navigation' service to help people access appropriate services and initiatives. They also work one to one to assist in lifestyle change for issues such as healthy eating, increased physical activity and smoking cessation.</p> <li>▪ Rift House/Burn Valley Forum to discuss with pharmacies town wide.</li> </ul>	<p>Increase life expectancy in both males and females.</p> <p>Reduce mortality rates for all causes and ages of males.</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>

## HEALTH AND CARE

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"> <li>Promote the services of the Community Stroke Team Mobile services who are based at Wynyard Road.</li> </ul>	Short Term.	Hartlepool PCT. North Tees and Hartlepool NHS Trust. GP's. Dentists. Pharmacies. Community Stroke Team. RH/BV Forum. H'pool Carers.	<ul style="list-style-type: none"> <li>Hartlepool PCT (including the Community Stroke Support Team based at Wynyard Road) and relevant partners to discuss.</li> </ul>	<p>Increase life expectancy in both males and females.</p> <p>Reduce mortality rates for all causes and ages of males.</p>
Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Encourage healthier lifestyles.	<ul style="list-style-type: none"> <li>Promote the benefits of walking (particularly to school).</li> <li>Promote access to Hartlepool PCT Health Trainer sited in the area.</li> </ul>	<p>Short Term.</p> <p>Short Term.</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.	<ul style="list-style-type: none"> <li>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. Tel. 01429 284050.</li> <li>Owton Manor West Neighbourhood Watch and Residents Association's Health Care Co-ordinator organises healthy walks in the Brierton area. Tel. 01429 273123.</li> <li>All relevant partners to discuss and undertake a marketing campaign where possible.</li> </ul>	<p>Increase life expectancy in both males and females.</p> <p>Reduce mortality rates for all causes and ages of males and females.</p> <p>Increase the proportion of people satisfied with their area.</p> <p>Increase the number of schools</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"> <li>▪ Promote access to countryside. The Rift House and Burn Valley areas are in close proximity to Public Rights of Way into the wider countryside.</li> <li>▪ Liaise with local schools in order to promote and use the facilities of schools with and/or seeking 'Healthy Schools' status more effectively.</li> <li>▪ 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.</li> <li>▪ Promote local health services (including those for mental health issues and learning disabilities services) more effectively as residents are not aware of those available.</li> </ul>	<p>Short Term.</p> <p>Short - Medium Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>Children's Centre. Summerhill. FAST Project. COOL Project. HBC Youth Services. HBC Children's Services. HBC Adult and Community Services. HBC Sports Development Team. Hartlepool MIND. Hartlepool Mental Health LIT.</p>	<ul style="list-style-type: none"> <li>▪ All relevant partners to discuss.</li> <li>▪ Hartlepool Borough Council's Children's Services, Healthy Schools Co-ordinator, local schools and other relevant partners to discuss.</li> </ul> <p>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). Tel. 01429 221832.</p> <p>St Cuthbert's RC Primary School and Rift House Primary School have the capacity to develop family learning or healthy eating courses, resources permitting.</p> <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ All relevant partners to discuss.</li> </ul> <p>Hartlepool MIND offers a variety of services and activities that all age groups can attend. Tel. 01429 269303.</p>	<p>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> <p>Increase the percentage of residents who feel that people in their area are not treating them with respect and consideration is a very or fairly big 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"> <li>▪ Need to develop the education and training/skills with regards the healthy eating, for example by providing cookery classes.</li>   <li>▪ Encourage the use of health facilities and activities available and advertise more widely any concessionary rates available.</li>   <li>▪ 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.</li>   <li>▪ Continue to deliver the 'Straight Line' Project in order to tackle the issue of underage drinking.</li>   <li>▪ Approach local shops to discuss how the alcohol is being obtained by young people.</li> </ul>	<p>Medium Term.</p> <p>Short - Medium Term.</p> <p>Short - Medium Term.</p> <p>Short Term.</p> <p>Short - Medium Term.</p>	<p>School Sport Co-ordinators Programme. HBC Healthy Schools Co-ordinator. HBC Children's Centre and Childcare Co-ordinator. Local Schools Residents. Young people. RH/BV Forum. HBC N'hood Manager. HBC Football Development Officer. GP's. Straight Line Project. Local Shops. Hartlepool PCT.</p>	<ul style="list-style-type: none"> <li>▪ Hartlepool Primary Care Trust, Hartlepool Borough Council's Healthy Food Co-ordinator and other relevant partners to discuss.  Rift House Primary School have a Cookery Club for their Key Stage 1 pupils, which parents could partake in, resources permitting.</li>   <li>▪ Hartlepool Borough Council's Adult and Community Services, Sports Development Team and the Rift House/Burn Valley Forum to consider.</li>   <li>▪ Hartlepool Borough Council's Children's Centre and Childcare Co-ordinator to consider.</li>   <li>▪ The 'Straight Line' Project educates young people in the effects of underage drinking. For more information, Tel. 01429 239922.</li>   <li>▪ Rift House/Burn Valley Forum to discuss with local shops.</li> </ul>	See previous pages.

## 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 and disabled population, particularly to those who live alone.</p>	<ul style="list-style-type: none"> <li>▪ More low level support required for the elderly, for example befriending, shopping, cleaning etc.</li>   <li>▪ Adaptations required to housing to allow the elderly to live on their own comfortably.</li>   <li>▪ Promote local clubs which the elderly can attend, for example the Autumn Club.</li> </ul>	<p>Medium Term.</p>  <p>Medium - Long Term.</p>  <p>Short Term.</p>	<p>Hartlepool PCT. North Tees and Hartlepool NHS Trust. GP's. Housing Hartlepool. Home Housing. NDNA Building. Local Imp. For Older People. Residents. RH/BV Forum. Anchor Trust Community Development Team. HBC Central Integrated Team. Hartlepool Access Group. Hartlepool Borough Council Adult and Community Services.</p>	<ul style="list-style-type: none"> <li>▪ Anchor Trust Community Development Team cater for those over the age of 50 and over to assess needs and seek to address them. Tel. 01429 224466.</li>   <li>Rift House Primary School would like to set up a buddying system with the elderly in the community to improve the citizenship skills of their pupils, subject to resources.</li>   <li>Hartlepool Borough Council's Adult and Community Services in conjunction with the 50+ Forum and the Local Implementation Team for Older People' have produced 'Ageing Well in Hartlepool', a directory of activities, services and contact numbers for the older community. For a copy, Tel. 01429 266522.</li>   <li>▪ Anchor Trust Community Development Team, Hartlepool Access Group (HAG), Housing Hartlepool, Hartlepool Borough Council's Central Integrated Team and other relevant partners to discuss.</li>   <li>▪ Rift House/Burn Valley Forum to discuss.</li>   <li>The Autumn Club is held for senior citizens and is held on a Wednesday, 1.00pm until 3.00pm at the Catholic Club. Tel. 01429</li> </ul>	<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.</p> <p>Reduce the proportion of people feeling no involvement in their community.</p> <p>Increase number of people receiving housing support services.</p>

## 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
Continued ...	<p>Continued ...</p> <ul style="list-style-type: none"> <li>▪ Promote the Hartlepool Exercise for Life GP Referral Scheme.</li> <li>▪ Explore the possibility of using the National Day Nursery Association (NDNA) Building on Masefield Road for activities for the elderly as it easily accessible.</li> </ul>	<p>See previous page.</p> <p>Short Term.</p> <p>Medium Term.</p>	See previous page.	<p>298686 or 292850.</p> <p>Palm Springs is held at Browning Avenue Baptist Church on the second Thursday of every month. Tel. 01429 222103.</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> <ul style="list-style-type: none"> <li>▪ Hartlepool PCT and relevant partners to explore possibility of further promotion subject to resources.</li> <li>▪ Rift House/Burn Valley Forum to discuss with National Day Nursery Association (NDNA) Building.</li> </ul>	See previous page.

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Lack of access to GPs and hospitals serving the Hartlepool area (especially with the closure of University Hospital of Hartlepool pending).	<ul style="list-style-type: none"> <li>▪ Need to address the lack of buses available for accessing GPs (particularly on Kendal Road) and hospitals serving Hartlepool residents (James Cook University Hospital and University Hospital of North Tees, especially with the pending closure of University Hospital of Hartlepool).</li> </ul>	Medium Term.	Hartlepool PCT. North Tees and Hartlepool NHS Trust. James Cook University Hospital.	<ul style="list-style-type: none"> <li>▪ Stagecoach/ARRIVA to discuss with Hartlepool PCT, North Tees and Hartlepool NHS Trust. James Cook University Hospital. Bus services are to be fully reviewed in 2008.</li> </ul> <p>The Number 1 service runs to James Cook University Hospital.</p>	<p>Improve access to social care services.</p> <p>Improve A and E waiting times.</p> <p>Improve outpatient waiting times.</p>

## HEALTH AND CARE

Priority Concern 5	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ...  <ul style="list-style-type: none"> <li>▪ Difficulties in making GPs and/or hospital appointments as waiting times are long.</li> </ul>	See previous page.  Short Term.	Stagecoach/ ARRIVA. RH/BV Forum.	A commitment is required to providing a service to University Hospital of North Tees due to high cost implications.  <ul style="list-style-type: none"> <li>▪ Hartlepool PCT are seeking to recruit 5/6 new GPs in to Hartlepool in 2007/2008.</li> </ul> Rift House/Burn Valley Forum to discuss with all relevant partners.	Improve diagnostic waiting times.  Improve inpatient and day case waiting times.

## **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).
- 57% of residents are satisfied with the level of visible Police patrols in comparison with 20% in the rest of the neighbouring Police areas in the Tees Valley (Cleveland Police Satisfaction Survey 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, but residents would like more officers for the Rift House/Burn Valley area.
- Relatively low crime statistics for the area.
- Improved lighting and CCTV installed at Colwyn Road.

#### **Weaknesses**

- Drug dealing and associated burglary and litter.
- Anti-social behaviour: perception of lots of youths hanging around Catcote Road shops area, Wordsworth Avenue, 'the Rec', Kipling Road and in Burn Valley Gardens after dusk in gangs, drinking, causing disturbances, fighting and smashing glass.
- Some residents still think graffiti is a problem on the estate.
- Vandalism, drug taking and graffiti in Burn Valley Gardens and

<b>Strengths</b>	<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>▪ Reduced anti-social behaviour by young people.</li> <li>▪ Improved street lighting in Martin, Dickens, Ruskin, Spenser Groves, Chaucer Avenue, Oxford Road, Elwick Road, Colwyn Road, Colenso Street, Shaw Grove, Gulliver Road and Waverley Terrace allotments.</li> <li>▪ Improved fencing at Waverley Terrace allotments.</li> <li>▪ Improved security measures in Burn Valley Gardens including improved lighting and pruning of bushes and trees.</li> <li>▪ Increased target hardening measures through the distribution of 'Smartwater'. ('Smartwater' is an indelible solution containing its own unique DNA style identification code which can be painted on to possessions).</li> <li>▪ A number of alleyways have been blocked off with alleygates and this has helped to reduce crime.</li> <li>▪ Improved security measures to Housing Hartlepool properties (including secure doors).</li> <li>▪ Families Accessing Support Team (FAST) Project contributing towards tackling problems of anti-social behaviour.</li> <li>▪ Neighbourhood Watch Scheme.</li> <li>▪ Domestic Violence Support Service and Domestic Violence Outreach Support Worker.</li> <li>▪ Parking improvements and traffic calming measures in the area, although more improvements are required.</li> <li>▪ Fitting of free fire and smoke alarms by Cleveland Fire Brigade.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Marlowe Road garages.</li> <li>▪ Poor Neighbourhood Watch coverage in some parts of the area.</li> <li>▪ Off road motorbikes and quad bikes especially at the top of Masefield Road and also Waverley Terrace and 'the Rec'.</li> <li>▪ Young people destroying shrubbery in Sheridan Grove</li> <li>▪ No CCTV coverage at Catcote shops and in the Rift House area in particular.</li> <li>▪ Poor street lighting at the top end of Burn Valley Gardens, in the side streets off Elwick Road and the drive to Hartlepool Sixth Form College and Brinkburn Youth Club.</li> <li>▪ Incidents of anti-social behaviour and associated behaviour e.g. underage drinking and playing football on a night.</li> <li>▪ Car parking on grassed areas.</li> <li>▪ Fires at allotment sites and 'little woods' at the top of Masefield Road.</li> <li>▪ Speeding cars particularly on Masefield Road and Marlowe Road.</li> <li>▪ Children and young people have identified incidences of racism and bullying at school and in Burn Valley Gardens.</li> <li>▪ Young people feel that there is a poor relationship between young people and the Police at Summerhill.</li> <li>▪ Some young people do not feel safe around the estate during the day and on a night.</li> <li>▪ Absentee private landlords in the area (see Environment and Housing section).</li> </ul>

**GAPS – WHAT NEEDS TO BE DONE**

<b>Service delivery issues needing attention</b>	
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.	Further improve street lighting provision throughout the area.
4.	Address the issue of illegal off road motor bikes and quad bikes especially at the top of Masefield Road.
6.	Address traffic issues throughout the area.
7.	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 ...	<p>operations and advertise the existing drug clean up services more widely.</p> <ul style="list-style-type: none"> <li>▪ 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.</li>   <li>▪ Improve street lighting in the area to deter drug related activity e.g. at the top end of Burn Valley Gardens.</li>   <li>▪ Explore the possibility of increasing CCTV provision in the area to deter drug related activity and especially in 'hot spot' areas such as the front and rear of Catcote Road shops.</li> </ul>	<p>See previous page.</p> <p>Short Term.</p>        <p>Short Term.</p>         <p>Short Term.</p>	<p>Prevention Officer). Residents. DISC. Hartlepool Young Persons Drug Team (HYPE). ASB Unit. Community Drug Centre. British Telecom.</p>	<ul style="list-style-type: none"> <li>▪ Hartlepool Borough Council's 24 hour Drug Litter Service – 2 hour response time. 9.00am to 5.00pm, Tel. 01429 523333. 5.00pm to 9.00am, Tel. 01429 869424.</li>   <li>▪ Subject to funding and resources.</li>   <li>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.</li>   <li>A town wide Personal Advisor who works alongside Hartlepool Young Persons Drug Team (HYPE).</li>   <li>▪ 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.</li>   <li>NRF, Hartlepool Borough Council's Public Lighting Maintenance Plan and Housing Hartlepool.</li>   <li>▪ HBC Community Safety is looking into CCTV provision in the area.</li>   <li>Subject to funding and resources.</li> </ul>	<p>for 12 weeks or more.</p>

## COMMUNITY SAFETY

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Reduce incidents of anti-social behaviour (particularly in Burn Valley Gardens after dusk when gates are locked) and associated behaviour e.g. vandalism, underage drinking and graffiti.	<ul style="list-style-type: none"> <li>Residents to report incidents of anti-social behaviour to the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588.</li> <li>Residents to provide specific information regarding persons committing illegal activity to the Neighbourhood Policing Team Tel. 01429 235811, Anti-Social Behaviour Unit Tel. 01429 296588 or Cleveland Police Tel. 01642 326326 (Police Headquarters).</li> </ul>	Short Term.	Cleveland Police. ASB Unit. Residents. Residents' Associations. RH/BV Forum. HBC Public Lighting Manager. Housing Hartlepool. Housing Associations. HBC Children's Services. Local Schools. HBC Pride in Hartlepool.	<ul style="list-style-type: none"> <li>Cleveland Police – Neighbourhood Policing scheme. Single Point of Contact number Tel. 01429 235811.</li> <li>Neighbourhood Policing through the Joint Action Group (JAG) group is looking at developing a template/process for enforcement, education and diversionary activities.</li> <li>The FAST project is working to tackle the early signs of anti-social behaviour.</li> <li>The Anti-Social Behaviour Unit (ASB Unit) based on Jutland Road can be contacted on Tel. 01429 296588.</li> <li>Housing Hartlepool's Tenancy Relations and Enforcement Team deals with all aspects of anti-social behaviour Tel. 01429 525336.</li> <li>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.</li> <li>The Friends of Burn Valley Gardens are working to improve conditions within the park (see Resources section).</li> <li>Brinkburn Youth Centre is currently open four nights per week for the Rift House/Burn Valley area.</li> </ul>	<p>Reduce personal, social and community disorder reported to the Police.</p> <p>Reduce the percentage of residents stating that 'people being drunk or rowdy in public places' is a problem.</p> <p>Increase the 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 the percentage of residents who have a high level of perceived anti-social behaviour in their local area.</p>
	<ul style="list-style-type: none"> <li>Seek to increase presence (high visibility patrols of Police/Police Community Safety Officers (PCSO's) and, ensure</li> </ul>	Short Term.			

## COMMUNITY SAFETY

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>Officers establish good relationships with the local community particularly young people.</p> <ul style="list-style-type: none"> <li>▪ Explore the possibility of a 'graffiti wall' (mural).</li> </ul>	<p>See previous page.</p> <p>Short Term.</p>	See previous page.	<ul style="list-style-type: none"> <li>▪ Neighbourhood Policing Scheme to continue to address this issue. Single Point of Contact number Tel. 01429 235811. Increased patrols in the area (in the evenings and at weekends).</li> <li>▪ Rift House/Burn Valley Forum to discuss with HBC Pride in Hartlepool and local schools.</li> </ul>	See previous page.

Priority Concern 4	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"> <li>▪ Improve street lighting provision.</li> </ul>	Medium Term.	HBC Community Safety. HBC N'hood Services. HBC Public Lighting Manager.	<ul style="list-style-type: none"> <li>▪ Rift House/Burn Valley Forum to identify areas and discuss with HBC Public Lighting Manager.</li> </ul> <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>

**COMMUNITY SAFETY**

Priority Concern 5	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"> <li>▪ Seek to reduce illegal off road motor bike and quad bike usage.</li>   <li>▪ 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.</li>   <li>▪ Local schools to raise awareness regarding the legalities and dangers of using motorbikes illegally.</li>   <li>▪ Increased enforcement e.g. Cleveland Police to increase targeted operations using the Motorbike Unit.</li> </ul>	<p>Short - Long Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>Cleveland Police. Motorbike Unit. Residents. RH/BV Forum. Local Schools. HBC Adult and Community Services. N'hood Manager. ASB Unit. Cleveland Fire Brigade. Housing Hartlepool.</p>	<ul style="list-style-type: none"> <li>▪ Town wide illegal off road motorbike Steering Group to investigate and report on how to tackle and reduce the problem (increasing enforcement and awareness).</li>   <li>There is a multi-agency group operating in conjunction with Stockton and Middlesbrough which looks at tackling the issues associated with off road motor bikes and quad bikes. Three meetings have been held since its inception in Summer 2006 and involves local Authority Officers (Neighbourhood Services), the Police and the Anti-Social Behaviour Unit Coordinator Tel. 01429 296588.</li>   <li>An Off Road Motor Cycle Strategy is nearly developed which will bring a more co-ordinated approach to this issue.</li>   <li>▪ Residents to work with Cleveland Police and other relevant organisations.</li>   <li>▪ Rift House/Burn Valley Forum to work with local schools and other relevant organisations.</li>   <li>▪ Cleveland Police and other relevant organisations to discuss subject to funding/resources.</li> </ul>	<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
Continued ...	<ul style="list-style-type: none"> <li>Increase publicity on what is illegal activity.</li> </ul>	Short Term.	See previous page.	<ul style="list-style-type: none"> <li>Cleveland Police and other relevant organisations to discuss subject to funding/resources.</li> </ul>	See previous page.
Priority Concern 6	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"> <li>Explore the possibility of installing traffic lights to control the flow of traffic in Baden Street.</li> <li>Explore the possibility of introducing speed reduction measures/further speed reduction measures on Masefield Road and Marlowe Road.</li> </ul>	<p>Short - Medium Term.</p> <p>Short Term.</p>	<p>HBC Transport'n and Traffic. HBC N'hood Manager. Residents' Associations. RH/BV Forum. Cleveland Police.</p>	<ul style="list-style-type: none"> <li>Hartlepool Local Transport Plan, Neighbourhood Renewal Fund and Central Consultative Forums minor works budget.</li> <li>HBC Transportation and Traffic can provide the Rift House/Burn Valley Forum and Residents' Associations with options to reduce speeding cars.</li> </ul>	<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 7	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"> <li>Investigate the possibility of organising a publicity campaign to raise awareness and identify local volunteers to join the Neighbourhood Watch Scheme.</li> </ul>	Short Term.	<p>Cleveland Police. N'hood Police Support Team. N'hood Watch. Residents. Residents' Associations. Community/</p>	<ul style="list-style-type: none"> <li>The Neighbourhood Watch Scheme is in the process of becoming more proactive in the process of getting more volunteers from existing Neighbourhood Watch Schemes to go into the Police station by way of involving them in printing newsletters etc. Further information on the Neighbourhood Watch scheme can be obtained from the Neighbourhood Watch Officer on</li> </ul>	<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</p>

**COMMUNITY SAFETY**

<b>Priority Concern 7</b>	<b>Actions to Include</b>	<b>Timescale to address actions</b>	<b>Who needs to be included</b>	<b>Funding/Resources</b>	<b>Local Area Agreement (LAA) Indicators</b>
Continued ...	Continued ...	See previous page.	Voluntary Sector.	Tel. 01429 405585.	of people who are satisfied with the quality of service provided by the Police.

## **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 litter is still a problem in some areas.
- 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, Elwick Road and the Town Centre (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 (Burn Valley Gardens), graffiti and vandalism (Burn Valley Gardens) 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.
- Perceived lack of enforcement action on illegal parking (permit zones and double yellow lines) particularly on Elwick Road and Marlowe Road/junction of Catcote Road.
- Off road motorbikes and quad bikes especially at the top of Masefield Road (see Community Safety section).
- Grass cuttings not collected after an area has been mowed.
- Overhanging shrubs on public footpaths in some areas.
- 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.
- Need improvements to public transport system particularly after



<p><b>Strengths</b></p> <p>the top end of the Gardens.</p> <ul style="list-style-type: none"> <li>▪ Good public transport system along Oxford Road and Catcote Road although could be improved further particularly after 6.00pm in the Rift House area.</li> <li>▪ Improvements to Waverley Terrace allotments although further work is still required.</li> <li>▪ Green open spaces.</li> <li>▪ Overgrown vegetation removed at a number of locations.</li> <li>▪ Improvements in parking provision although more work is required.</li> <li>▪ Quiet area to live in with good neighbours.</li> <li>▪ New Care Home development (Lindisfarne) on the old Rift House Club site.</li> <li>▪ Removal of raised flower beds in some streets off Elwick Road to increase car parking provision.</li> <li>▪ Traffic calming measures.</li> <li>▪ Street lighting improvements across the area particularly in the lower end of the Burn Valley Gardens, Ruskin, Martin, Spenser, Dickens Groves, Oxford, Elwick and Colwyn Road, Colenso Street, Shaw Grove, Chaucer Avenue and Gulliver Road.</li> <li>▪ Alleygates/security improvements.</li> <li>▪ Recycling scheme although there are unsuitable collection points for some residents.</li> <li>▪ Regular visual audits.</li> <li>▪ Good lines of communication with housing offices/associations.</li> <li>▪ New development on the St Columba Church site will improve the area.</li> <li>▪ Housing Hartlepool's dedicated Estate Caretaker.</li> <li>▪ Recent modernisation to Housing Hartlepool properties.</li> </ul>	<p><b>Weaknesses</b></p> <p>6.00pm in the Rift House area.</p> <ul style="list-style-type: none"> <li>▪ Lack of dog litter bins in some areas.</li> <li>▪ Uneven road surfaces and hazardous pavements e.g. Sinclair Road, Gulliver Road and Doyle Walk.</li> <li>▪ Lack of drop off and pick up points for local schools especially on Catcote Road.</li> <li>▪ Some flower beds remain in some streets off Elwick Road which limits parking availability.</li> <li>▪ Poor street lighting at the top of Burn Valley Gardens, in the side streets off Elwick Road and the drive to Hartlepool Sixth Form College (for Brinkburn Youth Club).</li> <li>▪ Fires at allotment sites.</li> <li>▪ Empty properties and absentee landlords particularly in the Burn Valley area.</li> <li>▪ Transient population, need to retain tenants within the community particularly in the Burn Valley area.</li> <li>▪ Vacant and boarded up properties in terraced streets plus absentee landlords and anti-social tenants.</li> <li>▪ Lack of affordable housing including family houses and two bedroomed bungalows in particular.</li> </ul>
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**GAPS – WHAT NEEDS TO BE DONE**

<b>Service delivery issues needing attention</b>	
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 provision and quality of cycle ways in the area.

8.	Improve regulation in the private rented sector.
9.	Address the lack of affordable housing including family houses and two bedroomed bungalows.



## 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 ...	<p>Continued ...</p> <ul style="list-style-type: none"> <li>▪ Clean up graffiti and address incidents of vandalism particularly in Burn Valley Gardens, on the substation and telephone cable boxes.</li> </ul> <p>Residents to provide specific information regarding persons committing illegal activity to the Neighbourhood Policing Team Tel. 01429 235811, the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588 or Cleveland Police Tel. 01642 326326 (Police Headquarters).</p> <ul style="list-style-type: none"> <li>▪ Address dog fouling issues, particularly on Elwick Road, 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.</li> </ul> <p>Need to map the location of existing dog</p>	<p>See previous page.</p> <p>Short 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 Service. Dog Wardens. Probation Service. Housing Hartlepool. Business Community. HBC N'hood Services: Waste Management.</p>	<p>Rift House/Burn Valley Forum and HBC Central Neighbourhood Manager to discuss and prioritise in terms of NRF Residents Priority Budget and Minor Works Budget.</p> <p>HBC's Bulky Waste Service.</p> <p>Housing Hartlepool's dedicated Estate Caretaker responds to incidents of fly-tipping.</p> <ul style="list-style-type: none"> <li>▪ Central Environmental Action Team and Neighbourhood Enforcement Team 'Graffiti Services'.</li> </ul> <p>Rift House/Burn Valley Forum and Neighbourhood Manager to discuss and prioritise in terms of NRF Residents Priority Budget and Minor Works Budget.</p> <p>Rift House/Burn Valley Forum to work with HBC Youth Offending Service.</p> <p>Housing Hartlepool's dedicated Estate Caretaker is soon to be trained in graffiti removal.</p> <ul style="list-style-type: none"> <li>▪ HBC Central Neighbourhood Manager to liaise with NRF Environmental Operative and Central Environmental Action Team.</li> </ul> <p>Neighbourhood Enforcement Team: Dog Warden Service can issue notices and fixed penalty fines. They can attend School Governors</p>	<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 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>fouling bins across the Rift House/Burn Valley area and identify 'hot spot' areas which require action.</p> <ul style="list-style-type: none"> <li>▪ Improve street cleansing (including litter removal and chewing gum on pavements) especially in public areas, such as shopping parades as well as back lanes (particularly in the Burn Valley area and behind Catcote Road shops), though enforcement, publicising fines, more litter bins or perhaps fewer larger bins, more regular cleansing and emptying of dog litter bins and encourage local people and businesses to contribute (e.g. helping with clean ups</li> </ul>	<p>See previous page.</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 Service. Dog Wardens. Probation Service. Housing Hartlepool. Business Community. HBC N'hood Services: Waste Management.</p>	<p>meetings to raise the profile and state the zero tolerance policy. Tel. 01429 523333.</p> <p>Neighbourhood Services Budget has £15,000 available town wide (£5,000 each for North, Central and South) per annum to provide bins (£200 per dog bin, disposal cost additional) at present but this is currently under review as providing more bins may not be the best solution if there are not the resources to empty more.</p> <p>Minor Works Budget and NRF Residents Priority Budget. Rift House/Burn Valley Forum and HBC Central Neighbourhood Manager to identify existing provision and look to identify 'hot spot' areas.</p> <p>Housing Hartlepool's Tenancy Relations and Enforcement Team Tel. 01429 525252.</p> <ul style="list-style-type: none"> <li>▪ NRF Environmental Operative and Central Environmental Action Team.</li> </ul> <p>Neighbourhood Enforcement Team Street Cleansing and Dog Warden Services can also issue notices and fixed penalty fines. They can attend School Governors meetings to raise the profile and state zero tolerance policy Tel. 01429 523333.</p>	<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 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>and removing litter from garden areas).</p> <p>NB chewing gum is not currently removed as the equipment is not available.</p> <ul style="list-style-type: none"> <li>▪ Better response by litter clearance services to cover most problematic periods in the Burn Valley area (most concentrated litter problems caused by night time economy at weekends).</li> <li>▪ 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 appropriate and feasible.</li> <li>▪ Educate local residents regarding recycling responsibilities.</li> <li>▪ Improve the appearance of local shopping parades/commercial properties</li> </ul>	<p>See previous page.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Medium Term.</p> <p>Medium Term.</p>	<p>HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC Environmental Action Team. N'hood Enforcement Team. Youth Offending Service. Dog Wardens. Probation Service. Housing Hartlepool. Business Community. HBC N'hood Services: Waste Management.</p>	<p>Rift House/Burn Valley Forum and HBC Central Neighbourhood Manager to discuss and prioritise in terms of NRF Residents Priority Budget.</p> <p>Neighbourhood Services budget has £15,000 available town wide per annum (£5,000 each for North, Central and South) to provide litter bins (£350 per litter bin, disposal cost additional) at present but this is currently under review as providing more bins may not be the best solution if there are not the resources to empty more.</p> <ul style="list-style-type: none"> <li>▪ HBC Central Neighbourhood Manager to discuss with HBC Neighbourhood Services, the feasibility of timetabling litter clearance services so it can cover Mondays.</li> <li>▪ HBC Central Neighbourhood Manager to discuss with Rift House/Burn Valley Forum and identify potential locations for future amenities, although it is difficult to find suitable locations for recycling facilities.</li> <li>▪ Resources to be confirmed.</li> <li>▪ Subject to funding available but opportunities could become</li> </ul>	<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 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>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. Work also required to the vacant building opposite Burn Valley Gardens which is in a state of disrepair.</p> <ul style="list-style-type: none"> <li>▪ Further improve the allotments sites at Waverley Terrace (fencing improvements already taken place) and Catcote Road to include CCTV and security fencing where appropriate and feasible.</li> <li>▪ Fires at allotment site in Waverley Terrace site and in the 'little wood' at the top of Masefield Road.</li> </ul>	<p>See previous page.</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. Housing Hartlepool. Business Community. HBC Parks and Countryside Manager. HBC N'hood Services: Waste Management.</p>	<p>available through Minor Works Budget, NRF Residents Priority Budget.</p> <p>Rift House/Burn Valley Forum to work with Youth Offending Service and local shop proprietors regarding a maintenance programme.</p> <ul style="list-style-type: none"> <li>▪ Subject to funding available but opportunities could become available through Minor Works Budget, NRF Residents Priority Budget etc.</li> </ul> <p>Work with Allotment Association/allotment holders to identify solutions to upgrade allotment sites in the short term.</p> <p>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).</p> <ul style="list-style-type: none"> <li>▪ HBC Parks and Countryside Manager meeting with all allotment holders to discuss residents concerns.</li> </ul> <p>Cleveland Police: Neighbourhood Policing Scheme. Single Point of Contact number Tel. 01429 235811.</p> <p>The Anti-Social Behaviour Unit (ASB)</p>	<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> <p>Reduce number of deliberate fires.</p>

## 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 ...	Continued ...	See previous page.	See previous page.	Unit) based on Jutland Road can be contacted on Tel. 01429 296588.	See previous page.

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"> <li>▪ Improve the collection of grass cuttings once the area has been mowed.</li>   <li>▪ Look at issues such as the litter created by the white bag and blue box collection.</li>   <li>▪ Look at issues such as residents have to carry boxes/bins to the end of the road to have the refuse/recycling collected.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p> <p>Short Term.</p>	<p>HBC N'hood Manager. Residents Associations. RH/BV Forum. HBC N'hood Services: Waste Management. HBC Environmental Action Team.</p>	<ul style="list-style-type: none"> <li>▪ Extra cost does not justify action (would cost an estimated £½ million to collect grass cuttings across the town). HBC Environmental Action Team will however respond to customer enquiries via the HBC Contact Centre Tel. 01429 266522.</li>   <li>▪ Resources to be confirmed. The contract is currently out to tender for the curb side recycling. It is anticipated that the new contract will include solutions to the problems residents have previously reported.</li>   <li>▪ Resources to be confirmed. The contract is currently out to tender for the recycling initiative. Problems highlighted should be addressed in the new contract.</li> </ul>	<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	<ul style="list-style-type: none"> <li>▪ Improve street lighting provision.</li> </ul>	Medium Term.	HBC Community	<ul style="list-style-type: none"> <li>▪ Rift House/Burn Valley Forum to identify areas and discuss with HBC</li> </ul>	Increase the proportion of people



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Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
(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)).	Continued ...	See previous page.	Safety. HBC N'hood Services. HBC Public Lighting Manager.	Public Lighting Manager.  HBC Street Lighting Maintenance Plan.	satisfied with their local area as a place to live.  Increase percentage of residents who feel very or fairly safe out in their neighbourhood after dark.  Reduce percentage of people who are worried about being mugged on the street.

Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Traffic and road safety problems plus concerns with transport issues and uneven road surfaces/pavements as well as overhanging shrubs onto public footpaths.  (NB for information relating to the illegal use of motorbikes, motorised scooters and quad bikes, see	Increase parking provision/on-street parking facilities particularly in the Rift House area (Glasworthy Road, Garrick Grove, Sinclair Road, Sitwell Walk, Walpole Road (cul-de-sac), Macaulay Road, Longfellow Walk and Fletcher Walk) and outside local schools, to reduce parking on grass verges e.g. through tarmacking grass verges, continuing to remove raised flower beds where applicable, creating physical parking bays where appropriate. Also look at the perceived problems created by double parking in Baden Street.	Short - Medium Term.	RH/BV Forum. Local Schools. Residents Associations. HBC Transport'n and Traffic. Residents. HBC N'hood Manager.	<ul style="list-style-type: none"> <li>▪ Rift House/Burn Valley Forum to discuss with HBC Central Neighbourhood Manager.</li> </ul> <p>Subject to funding available but opportunities could become available through Minor Works Budget, Local Transport Plan (LTP) and NRF Residents Priority Budget.</p> <p>Criteria has been set to prioritise areas where grass verges need to be tarmacked to increase parking provision.</p>	Increase the proportion of people satisfied with their local area as a place to live.  Increase the number of schools with an approved school travel plan.  Reduce number of traffic related deaths and serious injuries.

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Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Community Safety section).	<ul style="list-style-type: none"> <li>▪ Investigate access issues to properties in Panero Grove, Garrick Grove and Walpole Road (cul-de-sac) particularly for the elderly and disabled.</li> <li>▪ Look at the congestion problems particularly outside local schools especially at Brierton Community School because of the car wash opposite, English Martyrs School and VI Form College and Kingsley Primary School.</li> <li>▪ Look at the possibility of providing a pedestrian crossing on Elwick Road around the corner of Baden Street to Arncliffe Gardens area.</li> <li>▪ Encourage parents and children to walk to school.</li> <li>▪ Enforcement action on illegal parking (yellow lines and in resident permit zones) particularly on Elwick Road and Marlowe Road/junction of Catcote Road.</li> <li>▪ Improve uneven road surfaces (including back lanes) and investigate the possibility of improving the condition of</li> </ul>	<p>Short - Medium Term.</p> <p>Short - Medium Term.</p> <p>Medium - Long Term.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Short - Medium Term.</p>	<p>Housing Hartlepool. HBC Environmental Action Team. N'hood Enforcement Team. Business Community. HBC Economic Development. HBC Regeneration. HBC N'hood Services. HBC Parking Services.</p>	<ul style="list-style-type: none"> <li>▪ Rift House/Burn Valley Forum to discuss with HBC Central Neighbourhood Manager and prioritise areas.</li> <li>Work to Panero Grove recently completed through Minor Works Budget. HBC Central Neighbourhood Manager currently undertaking consultation in Garrick Grove regarding parking issues.</li> <li>▪ Rift House/Burn Valley Forum to discuss with HBC Central Neighbourhood Manager.</li> <li>HBC are looking at 20mph zones outside schools, including traffic calming measures. This will be a rolling programme.</li> <li>▪ Resources to be confirmed.</li> <li>▪ Rift House/Burn Valley Forum to work with local schools.</li> <li>▪ HBC Parking Services.</li> <li>▪ Subject to funding there could be opportunities under the Local Transport Plan, Minor Works Budget</li> </ul>	<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>

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Priority Concern 4	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>hazardous pavements (Tristram Avenue, Sinclair Road, Gulliver Road and Doyle Walk). Also need to address the problems caused by overhanging shrubs onto public footpaths.</p> <ul style="list-style-type: none"> <li>▪ 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 and Marlowe Road.</li> <li>▪ 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).</li> <li>▪ Investigate how to improve local transport services, in the Rift House area, particularly to High Tunstall College of Science and after 6.00pm to areas such as the Headland, Seaton Carew etc. 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 major concern (i.e. the University Hospital of Hartlepool, James Cook and North Tees).</li> </ul>	<p>See previous page.</p> <p>Short Term.</p> <p>Short Term.</p> <p>Medium Term.</p>	<p>RH/BV Forum. Local Schools. Residents Associations. HBC Transport'n and Traffic. Residents. HBC N'hood Manager. Housing Hartlepool. HBC Environmental Action Team. N'hood Enforcement Team. Business Community. HBC Economic Development. HBC Regeneration. HBC N'hood Services. Local Shopkeepers. HBC Parking Services. Stagecoach/ARRIVA.</p>	<p>and NRF Residents Priority Budget.</p> <p>Rift House/Burn Valley Forum to discuss with relevant partners; HBC Transportation and Traffic and HBC Central Neighbourhood Manager.</p> <ul style="list-style-type: none"> <li>▪ Subject to funding but there could be opportunities under the Local Transport Plan (LTP), Minor Works Budget and NRF Residents Priority Budget.</li> </ul> <p>Rift House/Burn Valley Forum to discuss with HBC Central Neighbourhood Manager and prioritise areas.</p> <ul style="list-style-type: none"> <li>▪ Rift House/Burn Valley Forum to discuss with HBC Transportation and Traffic and HBC Central Neighbourhood Manager to look towards possible solution (if any).</li> <li>▪ Rift House/Burn Valley Forum and HBC Central Neighbourhood Manager to discuss with Hartlepool PCT, HBC Transport Co-ordinator and Stagecoach/ARRIVA.</li> </ul> <p>The number 1 bus is currently in operation to James Cook Hospital. Commitment required to providing a service to North Tees from Hartlepool due to high cost implications.</p>	<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>

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<b>Priority Concern 5</b>	<b>Actions to Include</b>	<b>Timescale to address actions</b>	<b>Who needs to be included</b>	<b>Funding/Resources</b>	<b>Local Area Agreement (LAA) Indicators</b>
Improve provision and quality of cycle ways in the area.	<ul style="list-style-type: none"> <li>Improve existing cycle ways and extend where possible.</li> </ul>	Medium Term.	RH/BV Forum. HBC Transport'n and Traffic. HBC N'hood Manager.	<ul style="list-style-type: none"> <li>Rift House/Burn Valley Forum to discuss with relevant partners. Resources to be confirmed.</li> </ul>	Increase proportion of people satisfied with their local area as a place to live.

<b>Priority Concern 6</b>	<b>Actions to Include</b>	<b>Timescale to address actions</b>	<b>Who needs to be included</b>	<b>Funding/Resources</b>	<b>Local Area Agreement (LAA) Indicators</b>
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 and boarded up properties owned by private landlords.	<ul style="list-style-type: none"> <li>Promote and encourage take up of the landlord registration scheme and take appropriate action against member landlords who do not comply with the scheme.</li> </ul>	Medium Term.	HBC N'hood Services. HBC Private Sector Housing Team Tenancy Relations Officer. Housing Associations. Housing Hartlepool. HBC Housing Partnership. Landlord Accreditation Scheme.	<ul style="list-style-type: none"> <li>HBC Private Sector Housing Team's Landlord Registration Officer can be contacted on Tel. 01429 284333.</li> </ul>	Reduce personal, social and community disorder reported to the Police.
	<ul style="list-style-type: none"> <li>Investigate complaints from tenants having problems with the condition of their rented accommodation, and take appropriate action against their landlords.</li> </ul>	Short Term.		<ul style="list-style-type: none"> <li>HBC Private Sector Housing Team can be contacted on Tel. 01429 523324.</li> </ul>	Increase support to enable residents to live independently in their homes.
	<ul style="list-style-type: none"> <li>Strengthen the tenant selection process.</li> </ul>	Short Term.		<ul style="list-style-type: none"> <li>Anti-Social Behaviour Unit (ASB Unit) Tenant Referencing Scheme from the Summer 2007.</li> </ul>	Increase number of people receiving housing support services.
	<ul style="list-style-type: none"> <li>Investigate complaints regarding anti-social tenants of private rented properties.</li> </ul>	Short Term.		<ul style="list-style-type: none"> <li>Anti-Social Behaviour Unit (ASB Unit) can be contacted on Tel. 01429 296588.</li> </ul>	Increase percentage of new tenants receiving support from HBC to sustain their tenancies for 6 months.
	<ul style="list-style-type: none"> <li>Provide in-tenancy support for vulnerable groups such as ex-offenders.</li> </ul>	Short Term.		<ul style="list-style-type: none"> <li>HBC Private Sector Housing Team's Tenancy Relations Officer can be contacted on Tel. 01429 523338.</li> </ul>	Reduce number of

## ENVIRONMENT AND HOUSING

Priority Concern 6	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"> <li>▪ Explore the feasibility of providing and promoting landlord and tenant handbooks on good practice.</li> <li>▪ Explore the possibility of a consultation exercise with a view to introducing a compulsory landlord licensing scheme.</li> </ul>	<p>Short Term.</p> <p>Short Term.</p>	See previous page.	<ul style="list-style-type: none"> <li>▪ HBC provide advice to tenants on general issues, tenancy relation's etc. Tel. 01429 284313.</li> <li>▪ HBC Private Sector Housing Team can be contacted on Tel. 01429 523324.</li> </ul>	failed tenancies.

Priority Concern 7	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Lack of affordable housing including family houses and two bedroomed bungalows.	<ul style="list-style-type: none"> <li>▪ HBC to explore with Registered Social Landlord partners opportunities for development, and to support funding bids within the Housing Corporation 2008-2011 programme.</li> </ul>	Short - Medium.	HBC Private Sector Housing Team. Housing Hartlepool. Housing Associations. HBC Housing Partnership.	<ul style="list-style-type: none"> <li>▪ All partners to discuss and resources to be identified.</li> </ul>	Increase the proportion of people satisfied with their local area as a place to live.

## **CULTURE AND LEISURE**

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

#### **Statistics**

- 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).

#### **Strengths**

- In close proximity to newly improved Burn Valley Gardens, however further works are still required, particularly to the top end of the Gardens.
- Newly refurbished play area in Burn Valley Gardens.
- Oxford Road play area.
- Facilities such as the ORB Centre, Brinkburn Youth Centre (and proposed refurbishment), Brierton Community Sports Centre, St Matthew's Hall and Browning Avenue Baptist Church.
- 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.
- Schools in the area run a variety of after school clubs.
- The Autumn Club meet weekly in Hartlepool Catholic Club on Marlowe Road.
- Palm Springs, a social group, meet monthly at Browning Avenue Baptist Church.
- Summerhill Country Park with excellent cycle and pedestrian links.
- Oxford, Catcote (although in poor condition) and Elwick Road shops.
- Youth provision for young people aged between 13 and 19.
- Adult Education provides leisure/culture type courses, such as arts and crafts, that local residents can access.
- Stranton Community Learning Centre (CLC) in close proximity to the Burn Valley area.

#### **Weaknesses**

- A perceived lack of youth provision/activities, particularly for the under 13's.
- Lack of awareness of the culture and leisure facilities/activities available in the area.
- Lack of outreach work in the area.
- Lack of safe play areas for young people.
- Lack of locally based shops and variety stocked.
- 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).
- St Columba Church to be demolished, although plans have been approved for a replacement church to be built. An application from Three Rivers Housing Group for flats on the site has also been approved.
- The closure and poor condition of the Hartlepool Borough Council building opposite Eldon Grove entrance to Burn Valley Gardens.
- Lack of locally based leisure/culture activities for adults, particularly the over 50's as The Autumn Club, held at the Catholic Club weekly and Palm Springs for those aged 55 and over, held at Browning Avenue Baptist Church monthly are the only activities for that age group in the area.
- Importance of culture and leisure in terms of low community spirit for some residents.

## GAPS – WHAT NEEDS TO BE DONE

<b>Service delivery issues needing attention</b>	
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 top end of the Rift House area.
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 National Day Nurseries Association (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"> <li>Improve existing community and leisure centre facilities, such as increasing access, for example, extending the ORB Centre opening hours, raising awareness of the activities available at facilities such as Brierton Community Sports Centre and offering reduced rates for some members as well as developing further affordable locally based activities.</li> </ul>	<p>Medium Term.</p>	<p>St Matthew's Hall/ Community Centre. Brierton Community Sports Centre. Stranton Community Learning Centre (CLC). Browning Avenue Baptist Church. Lindisfarne Care Home. HBC Parks and Countryside. HBC Property Services. HBC Adult and Community Services. HBC Central Library. Brinkburn Youth Centre. ORB Centre. COOL Project. Summerhill. RH/BV Forum.</p>	<ul style="list-style-type: none"> <li>Relevant Service Providers to discuss, in partnership with Rift House/Burn Valley Forum.</li> <li>Plans to renovate and convert currently unused space in St Matthew's Hall so as to provide more areas for community use, should lottery bid and other fundraising activity be successful.</li> <li>A lot of activities on offer at Summerhill are free of charge. Those activities that have a charge to them are often low, being in effect subsidised. Concessionary rates are also offered. Tel. 01429 284584.</li> <li>The COOL Project in association with Manor West offers free activities on a Monday evening between 5.00pm and 7.00pm at Brierton Community Sports Centre. Tel. 01429 221832 or 01429 273123.</li> <li>Brierton Community Sports Centre offer a Concession Card to all Hartlepool residents who are in receipt of certain benefits, are disabled or in full-time education. Tel. 287606.</li> <li>Browning Avenue Baptist Church has an Annexe available for hire which is suitable for a wide range of uses. Tel. 01429 407707 or 01429 424159.</li> </ul>	<p>Increase annual Leisure Centre attendances.</p> <p>Increase leisure card holders attendance.</p> <p>Increase residents' satisfaction with public parks and open spaces.</p> <p>Increase the number of learners participating in Adult Education programmes.</p> <p>Increase life expectancy of both males and females.</p> <p>Reduce mortality rates from heart disease, stroke and related diseases in people under 75.</p>





## 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
Continued ...	<p>places or a motorbike track as this has the potential to reduce the number of illegally used motorbikes/quads in the area or a designated skatepark (see Community Safety section).</p> <ul style="list-style-type: none"> <li>Explore opportunities to improve and increase transport links to leisure facilities based nearby and further afield, for example Summerhill and Billingham Forum, particularly on evenings and weekends.</li> </ul>	<p>See previous page.</p> <p>Medium Term.</p>	See previous page.	<p>Hartlepool Borough Council Parks and Countryside cannot under current policy provide additional football pitches, however, existing pitches can be improved.</p> <ul style="list-style-type: none"> <li>Stagecoach/ARRIVA and Hartlepool Borough Council Local Transport Coordinator to discuss, subject to funding and resources. Public bus services to be completely reviewed in 2008.</li> </ul>	See previous page.

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Improve links with the library service, churches and other organisations.	<ul style="list-style-type: none"> <li>Provide a local library/learning centre facility with provision for IT and tuition or generate links with the Central Library to provide services within the community or improve transport links to the Central Library. In addition, publicise library services (including the mobile library) more effectively.</li> </ul>	Medium Term.	<p>HBC Central Library.</p> <p>Stagecoach/ARRIVA.</p> <p>HBC Local Transport Coordinator.</p> <p>ORB Centre.</p> <p>St Matthew's Hall/Community Centre.</p> <p>Browning Avenue Baptist Church.</p>	<ul style="list-style-type: none"> <li>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.</li> <li>Stagecoach/ARRIVA and Hartlepool Borough Council Local Transport Co-ordinator to discuss transport links to the Central Library, subject to funding and resources. Public bus services to be completely reviewed in 2008.</li> </ul>	Increase residents' satisfaction with libraries.

## 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 ...	<p>Continued ...</p> <ul style="list-style-type: none"> <li>▪ Look into the feasibility of creating an Internet Café in the area, similar to that of Café 177 which is based in York Road.</li> <li>▪ Increase links between churches, community/voluntary organisations and Rift House/Burn Valley Forum.</li> </ul>	<p>See previous page.</p> <p>Medium Term.</p> <p>Medium Term.</p>	<p>FAST Project. COOL Project. Children's Centres. Community/Voluntary Groups. RH/BV Forum. Hartlepool Community Network. Local Schools.</p>	<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> <ul style="list-style-type: none"> <li>▪ To be identified, subject to funding and resources.</li> <li>▪ Service Providers to develop partnerships and raise awareness of activities throughout the local community.</li> </ul>	<p>See previous page.</p>



## CULTURE AND LEISURE

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"> <li>▪ Further develop and widely advertise, a diverse range of diversionary activities for young people, particularly for the under 13's, on evenings and weekends providing opportunities for young people to meet up with friends. In addition look at ways of giving young people some form of responsibility and providing football opportunities for females.</li> </ul>	Medium Term.	See previous page.	<ul style="list-style-type: none"> <li>▪ Community/Voluntary Groups and Churches to identify and develop further diversionary activities with the potential to develop partnerships with other agencies.</li> </ul> <p>A full time Youth Worker commenced employment with Browning Avenue Baptist Church on 1<sup>st</sup> April 2007 and is available to the local community. Tel. 01429 407707 or 01429 424159.</p> <p>St Matthew's Hall/Community Centre currently provides a wide range of activities for young people. Tel. 01429 298241.</p> <p>Browning Avenue Baptist Church hope to extend the Mayhem Meeting (for young people between the ages of 11 and 15), currently held one evening per week, to three nights per week.</p> <p>The ORB Centre provides a wide range of activities for young people. Tel. 01429 275816.</p> <p>Youth Services provide a Youth Club at Brinkburn Youth Centre for young people aged between 13 and 19 that includes organised trips and residentials, with possible extension. Tel. 01429 523762.</p>	See previous page.

## CULTURE AND LEISURE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	<p>Continued ...</p> <ul style="list-style-type: none"> <li>▪ 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.</li> </ul>	<p>See previous page.</p> <p>Short Term.</p>	<p>COOL Project. FAST Project. Brinkburn Youth Centre. Summerhill. Stagecoach/ ARRIVA HBC Local Transport Coordinator.</p>	<p>Good play facilities, including an adventure playground and activities are available at Kingsley School during school hours.</p> <p>The FAST Project provides a free programme of health and beauty sessions and football for young people. Tel. 01429 271571.</p> <p>The COOL Project offers free activities in the area. Tel. 01429 221832.</p> <p>Housing Hartlepool/FAST Project Access to Basketball Project (A2B) for young people commenced March 2007. Tel. 01429 232716.</p> <p>Kingsley School &amp; Rift House Primary School will provide additional activities through the creation of the Children's Centre.</p> <ul style="list-style-type: none"> <li>▪ All Service Providers to individually/collectively promote their services to the wider community.</li> </ul> <p>Hartlepool Community Network in partnership with Hartlepool Borough Council Neighbourhood Development Officer plan to create an activities directory.</p>	<p>See previous page.</p>

## CULTURE AND LEISURE

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"> <li>▪ Organise outings to coastal areas and places of interest, for example to an archaeology site and to the University of Teesside for lectures.</li> <li>▪ Look into the possibility of providing a 'chill out café' for young people and provide workers for them to talk to, a playbus in the area, a Summer splash scheme (swimming activity) and public access on evenings and weekends 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).</li> </ul>	<p>Short Term.</p> <p>Medium Term.</p>	See previous page.	<ul style="list-style-type: none"> <li>▪ Community/voluntary groups and other relevant organisations to discuss with Rift House/Burn Valley Forum.</li> <li>▪ Community/voluntary groups, young people and planned Youth Worker for the area to discuss with relevant organisations including Brinkburn Youth Centre, Hartlepool Borough Council Parks and Countryside and Stagecoach/ARRIVA, subject to funding and resources.</li> </ul>	See previous page.

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 end of the Rift House area.	<ul style="list-style-type: none"> <li>▪ Develop social activities such as sugarcraft sessions, knitting clubs, quiz nights and bingo sessions, geared towards bringing together the NAP communities.</li> </ul>	Short Term.	Rift House Community Association. Rift House East Residents Association. Westbourne Road Residents Association. Burn Valley North	<ul style="list-style-type: none"> <li>▪ 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, in conjunction with the Hartlepool Community Network.</li>   <li>Rift House East Residents Association to increase activities for residents such as quizzes and lunches. Tel. 01429 271747.</li> </ul>	<p>Reduce the proportion of people feeling no involvement in the community.</p> <p>Increase proportion of people undertaking voluntary work/community activity.</p>

## CULTURE AND LEISURE

Priority Concern 3	Actions to Include	Timescale to address actions	Who needs to be included	Funding/Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ...	See previous page.	Residents Association. Hartlepool Community Network. HBC N'hood Manager/ Dev't Officer. HBC Adult Education.	A proposed family fun/ environmental day for the local community and voluntary groups in the area may take place, subject to funding and resources. Tel. 01429 262641.	See previous page.

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"> <li>▪ Investigate the possibility of locating a widely stocked convenience store in the area and encourage existing shops in the area to stock a wider choice of products and fresh produce. In addition, reduce the duplication of stock offered in multiple shops.</li> </ul>	Long Term.	RH/BV Forum. Business Community.	<ul style="list-style-type: none"> <li>▪ Rift House/Burn Valley Forum to discuss location.</li> </ul>	<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?**

#### **Statistics**

- 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).
- 51% of residents have lived in the area for 20 years or more in comparison to 47% NRF Area and 48% Borough wide (MORI 2007).

#### **Strengths**

- Rift House/Burn Valley Forum – people and Council Officers/service providers have an improved working relationship as brought together through the 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.
- Browning Avenue Baptist Church.
- Lindisfarne Care Home Community Room.
- Friendly community.
- The ORB Centre.
- Stranton Community Learning Centre (CLC) is in close proximity to the Burn Valley area.
- Friends of Burn Valley Gardens.
- Friends and family live close by and most families have lived there for many years.
- Good, friendly community.
- Quiet area and a pleasant place to live.
- Good sense of community spirit in some locations throughout the NAP area.

#### **Weaknesses**

- There is a perceived lack of community spirit/involvement for some residents.
- Transient population in some parts of the area.
- There is a lack of community capacity.
- Lack of community facilities including a local library and community centre, 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).
- The possible closure of Brierton Community School is a threat to the local community.
- St Columba Church to be demolished, although plans have been approved for a replacement church to be built. An application from Three Rivers Housing Group for flats on the site has also been approved.
- Need to recognise the different needs of different parts of the community within the Rift House/Burn Valley area, and encourage these groups to work together.

## GAPS – WHAT NEEDS TO BE DONE

<b>Service delivery issues needing attention</b>	
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
Encourage further community involvement by engaging local residents and supporting individuals to be proactive in the community.	<ul style="list-style-type: none"> <li>▪ Continue to provide support and encouragement for residents involved in groups/Resident Associations as well as those wishing to become more involved in their community and seek ways to improve community spirit for some residents.</li> </ul>	Medium Term.	Residents. Rift House Community Association. Rift House East Residents Association. Burn Valley North Residents Association. Westbourne Road Residents Association. RH/BV Forum. Hartlepool Community Network. Housing Hartlepool Resident Participation Officer. Community/ Voluntary Groups. HBC N'hood Manager/ Dev't Officer. St Matthews Hall. Lindisfarne Care Home.	<ul style="list-style-type: none"> <li>▪ Hartlepool Community Network to lead on encouraging involvement, in association with the Hartlepool Housing Resident Participation Officer and Hartlepool Borough Council Neighbourhood Development Officer.</li> </ul>	<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>
	<ul style="list-style-type: none"> <li>▪ Raise awareness of the Rift House/Burn Valley Forum and its activities with a view to engaging more resident involvement.</li> </ul>	Short Term.		<ul style="list-style-type: none"> <li>▪ Hartlepool Community Network is looking to establish another Residents Association in the Elwick Road area in 2007/2008.</li> <li>▪ Rift House/Burn Valley Forum and Service Providers to discuss.</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ 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).</li> </ul>	Medium Term.		<ul style="list-style-type: none"> <li>▪ Rift House Primary School has a termly newsletter which is available for advertising. For more information Tel. 01429 275239.</li> <li>▪ Plans to renovate and convert currently unused space in St Matthew's Hall so as to provide more areas for community use, should lottery bid and other fundraising activity be successful.</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Identify sources of funding in order to be able to maintain progress and provide additional Community Development Workers for the area.</li> </ul>	Medium Term.		<ul style="list-style-type: none"> <li>▪ Lindisfarne Care Home has a dedicated community room for use by the community.</li> <li>▪ Hartlepool Community Network to explore further funding opportunities.</li> </ul>	

## STRENGTHENING COMMUNITIES

Priority Concern 1	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Continued ...	Continued ...	See previous page.	Rift House Primary School.	See previous page.	See previous page.

Priority Concern 2	Actions to Include	Timescale to address actions	Who needs to be included	Funding / Resources	Local Area Agreement (LAA) Indicators
Link Neighbourhood Action Plan (NAP) communities through organised events.	<ul style="list-style-type: none"> <li>Organise a series of events and activities, for example quiz nights, geared towards bringing together the NAP communities.</li> </ul>	Short Term.	<p>Rift House Community Association. Rift House East Residents Association. Burn Valley North Residents Association. Westbourne Road Residents Association. RH/BV Forum. Hartlepool Community Network. HBC N'hood Manager/ Dev't Officer. Rift House Primary School.</p>	<ul style="list-style-type: none"> <li>Rift House Community Association, Rift House East Residents Association, Burn Valley North Residents Association, Westbourne Road Residents Association and Rift House/Burn Valley Forum to discuss.  Rift House East Residents Association is producing an action plan of youth activities alongside activities for other residents for 2007/2008. Tel. 01429 271747.  Hartlepool Community Network Officer plans to hold a community fun event/environmental day in the summer to bring all groups in Rift House/Burn Valley area together. Tel. 01429 262641.  Community Chest Funding is available for 2007/2008. For more information, call Hartlepool Community Network on Tel. 01429 262641.</li> </ul>	<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>

## STRENGTHENING COMMUNITIES

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"> <li>▪ Advertise such events and good news stories across the NAP area if appropriate.</li> </ul>	Short Term.	See previous page.	<ul style="list-style-type: none"> <li>▪ Rift House Community Association, Rift House East Residents Association, Burn Valley North Residents Association, Westbourne Road Residents Association and Rift House/Burn Valley Forum to discuss.</li>   <li>Hartlepool Community Network Officer collates monthly good news stories for NAP areas. Tel. 01429 262641 for more information.</li>   <li>Hartlepool Community Network in partnership with Hartlepool Borough Council Neighbourhood Development Officer plan to create an activities directory. Tel 01429 262641.</li>   <li>Rift House Primary School has a termly newsletter which is available for advertising. For more information, Tel. 01429 275239.</li> </ul>	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
Provide more capacity building/training events.	<ul style="list-style-type: none"> <li>▪ 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 programme organised by Hartlepool Community Network.</li> </ul>	Short Term.	Hartlepool Community Network. Community/ Voluntary Groups. Housing	<ul style="list-style-type: none"> <li>▪ Hartlepool Community Network and relevant Service Providers to discuss.</li> </ul>	Maintain the level of involvement in the Community Network.

**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 ...	Continued ...	See previous page.	Hartlepool Resident Participation Officer. SkillShare North East Limited. HBC Adult Education. HBC N'hood Manager/ Dev't Officer. Residents. Rift House Community Association. Rift House East Residents Association. Burn Valley North Residents Association. Westbourne Road Residents Association. RH/BV Forum.	See previous page.	<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 number of individuals trained to deliver activities within clubs and the community.</p>

## **JOBS AND ECONOMY**

### **KEY RESOURCES AND PROGRAMMES**

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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Brierton Community School (A Specialist Sports College).	The School believes that inclusion and enterprise are key steps towards preparing children to become full and contributing members of the community. They pride themselves on giving young people the opportunity to be involved in community initiatives, enterprise events and introducing students to the world of work. Examples of projects 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. The school is currently facing closure following six months of public consultation to shape a HBC Council bid for up to £90m from the Government's Building Schools for the Future (BSF) initiative, to bring the town's schools up to 21st century standards. 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 <a href="mailto:info@tees.businesslink.co.uk">info@tees.businesslink.co.uk</a> .
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.

Examples of key current programmes/projects	Description
Continued...	<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"> <li>▪ Rift House Primary School – nursery has been vacated and is being refurbished. Works commenced April 2007.</li> <li>▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007.</li> <li>▪ 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.</li> </ul> <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 became the responsibility of Hartlepool Borough Council. It continues to provide impartial and accessible information, advice and guidance for young people aged between 13 and 19 years of age. This is in addition to a wide range of other services. Services can be accessed in:</p> <ul style="list-style-type: none"> <li>▪ schools and colleges;</li> <li>▪ work-based learning providers;</li> <li>▪ community locations;</li> <li>▪ youth facilities and;</li> <li>▪ one-stop shops in high street locations.</li> </ul> <p>Connexions support learning, remove barriers to progression, raise aspirations and create opportunities to enter education, employment</p>



<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	<p>or training. Personal Advisor'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>
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 e.g. 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</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	<p>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 Children's 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</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	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 Human Resources (HR) advice and guidance. A service is also provided through the Job Smart Market Stall in Middleton Grange Shopping Centre. For more information Tel. 01429 523511.
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-

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	of-the-art office and workshop accommodation for new and growing businesses. This purpose built facility is suitable for a wide range of business activities. Businesses with an emphasis on technology will find the Innovation Centre an ideal base, as it is equipped with the essential tools of today's communications. UK Steel Enterprise has many years of experience in supporting new and expanding businesses with tailored finance as well as flexible quality accommodation that a growing business needs. For more information Tel. 01429 239500.
Hartlepool Voluntary Development Agency (HVDA).	HVDA offers a programme of free tailored Qualification Support and Career Coaching to local residents including residents from the 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: Connect2Work.	Hartlepool Working Solutions Connect2Work scheme aims to target 16-24 year olds and their families across Hartlepool as part of a "family caseloading" approach. Beneficiaries will have access to pre-employability training who will have the opportunity to complete a nationally recognised qualification. For more information Tel. 0149 284482.
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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	few hours a week can be considered for free training if it is needed for a career change. The Women's Development Fund (WDF) is directed towards women who are setting up their own business or starting a new form of self-employment and these women can apply for a grant of up to £500 for advertising and publicity to launch their new business. The WDF Panel makes decisions on individual applications. Opportunities for Women is part of the Hartlepool Working Solutions team and has close links in the community with SureStart, and other community and voluntary organisations. The project is also linked strongly with the Children's Information Service and the Lone Parent Advisors at Jobcentre Plus. For more information Tel. 01429 523513.
Hartlepool Working Solutions: Work Route (NRF)/Progression to Work.	Offers paid temporary employment and associated training in a variety of skill areas in a supported environment. The project has a constant flow of people from local residential areas 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.
JobSmart.	JobSmart is a drop-in stall within the indoor market in Middleton Grange Shopping Centre. All residents who visit the stall will be offered help with advice on jobs and training, preparing CV's and job applications, a job search service, basis benefits and advice and guidance on self employment. This Centre is managed by Hartlepool Working Solutions and staffed

Examples of key current programmes/projects	Description
Continued...	<p>by members of the Jobs Mart Consortia. JobSmart is Hartlepool's Employment and Skills Consortia with a membership of over 40 employment and training providers from the public, private and voluntary sector who have access to mainstream and area based funding which will provide a broad range of provision to customers and beneficiaries. JobSmart has been established in order to provide a more cohesive and integrated approach to employment and training provision, which will be used to target residents in the deprived wards, including Rift House/Burn Valley and raise employment rates in these areas.</p> <p>The stall is open Monday, Tuesday, Thursday and Friday between 9.30am and 4.30pm and Wednesday between 10.00am and 4.30pm. For more information Tel. 01429 284482.</p>
Learning and Skills Council (LSC) Tees Valley.	<p>The Learning and Skills Council (LSC) is responsible for planning and funding high quality education and training for everyone in England other than those in Universities, and aims to:</p> <ul style="list-style-type: none"> <li>▪ ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities;</li> <li>▪ make learning truly demand-led so that it better meets the needs of employers, young people and adults;</li> <li>▪ transform the learning and skills sector through <i>Agenda for Change</i>;</li> <li>▪ strengthen its role in economic development to provide the skills needed to help all individuals into jobs;</li> <li>▪ improve the skills of the workers who are delivering public services and;</li> <li>▪ strengthen the capacity of the LSC to lead change nationally, regionally and locally.</li> </ul> <p>Specific priorities are to:</p> <ul style="list-style-type: none"> <li>▪ increase the proportion of young people achieving a Level 2 qualification;</li> <li>▪ reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification;</li> <li>▪ improve the basic skills of adults, including increasing the number of Skills for Life qualifications, which count towards the national Skills for Life target and;</li> <li>▪ increase the number of Apprenticeship completions.</li> </ul>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	<p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> <li>▪ increase the proportion of young people and adults achieving a Level 3 qualification;</li> <li>▪ reduce the proportion of young people not in education, employment or training and;</li> <li>▪ increase participation in higher education towards 50 per cent of those aged 18 to 30 by 2010 and aim to prepare more learners for higher education through increased progression to Level 3.</li> </ul> <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, there are also 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 for young people and the local community.</p> <p>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</p>

Examples of key current programmes/projects	Description
Continued...	details of what support is available and help people decide what training is best for them. Advisors 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 Advisor 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.
ORB Centre.	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. Two Community Link Workers and a Youth Worker are assisted by volunteers. For more information Tel. 282334.
Owton Manor West Neighbourhood Watch and Residents Association.	Owton Manor West Neighbourhood Watch and Residents Association hold a Jobs Club in the NDNA Building and St Matthews Hall. For more information and details of the services please Tel. 01429 273123.
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.
Pathways to Work.	The aim of Pathways to Work is to encourage customers claiming Incapacity Benefit (IB) and Income Support (IS) on the ground of incapacity to consider work opportunities by providing a framework of support in the early stages of their claim, balancing improved opportunities with greater responsibilities on the customer to actively consider a return to work. Pathways to Work applies to customers from 18 to 59 (but is also available on a voluntary basis to other age groups) and provides



<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	<p>access to a wide range of provisions, improved financial incentives and better support for people who move from I to Jobseekers Allowance (JSA).</p> <p>To find out more information contact should be made with a Jobcentreplus Advisor by telephoning 0845 6002808.</p>
Stranton Community Learning Centre.	<p>The Stranton Community Learning Centre (CLC) is located next to Stranton Primary School which is in close proximity to the Rift House/Burn Valley area. The spacious centre caters for all ages as there are a diverse range of Adult Education courses, activities and clubs on offer, which are based around computing, sports, arts and crafts and performing arts. The Stranton Community Learning Centre is open 6 days a week at the following times:</p> <p>Monday and Tuesday: 9.00am - 9.00pm.  Wednesday: 9.00am - 10.00pm.  Thursday: 9.00am - 9.00pm.  Friday: 9:00am - 8.00pm.  Saturday: varies week to week depending on bookings.</p> <p>There are many different facilities at the Centre, which include a computer suite, meeting room, performing arts room, sports hall with indoor facilities and sports facilities. For more information Tel. 01429 231329.</p>
Tees Valley Works.	<p>Tees Valley Works is a partnership between the five local authorities who have developed employment and training initiatives across the sub-region for unemployed people and employed women. All of the projects offer information, advice and guidance interviews, accredited training opportunities at flexible hours and support to progress the beneficiary into employment, Further Education or other training opportunities.</p> <p>For more information on current Tees Valley Works projects Tel. 01642 608316.</p>
Working Links.	For more information Tel. 01642 236053.

## **LIFELONG LEARNING AND SKILLS**

### **KEY RESOURCES AND PROGRAMMES**

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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Brierton Community School (A Specialist Sports College).	<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. The school is currently facing closure following six months of public consultation to shape a HBC Council bid for up to £90m from the Government's Building Schools for the Future (BSF) initiative, to bring the town's schools up to 21st century standards. 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"> <li>▪ Rift House Primary School – nursery has been vacated and is being refurbished. Works commenced April 2007.</li> <li>▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007.</li> </ul>

Examples of key current programmes/projects	Description
Continued...	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul> <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 Network.	<p>The Community Network has a Capacity Building budget for 2007/08 that can be used towards providing learning based training courses for residents of the area. For more information please Tel. 01429 262641.</p>
Connexions.	<p>From the 1st April 2007 Connexions Tees Valley became the responsibility of Hartlepool Borough Council. It continues to provide impartial and accessible information, advice and guidance for young people aged between 13 and 19 years of age. This is in addition to a wide range of other services. Services can be accessed in:</p> <ul style="list-style-type: none"> <li>▪ Schools and colleges;</li> <li>▪ Work-based learning providers;</li> <li>▪ Community locations;</li> <li>▪ Youth facilities;</li> <li>▪ One-stop shops in high street locations.</li> </ul> <p>Connexions support learning, remove barriers to progression, raise aspirations and create opportunities to enter education, employment or training. Personal Advisor’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</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	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.
Families Accessing Support Team (FAST).	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 e.g. 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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	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 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: Adult Education.	<p>Adult Education delivers accredited and non-accredited learning in community venues across the town. As well as our advertised courses the service works with priority groups to develop new learning opportunities.</p> <p>Anyone needing support to access learning should contact Student Support services for further information. Support includes childcare, transport, fee remission and a variety of in class activities such as specialised software, modification of learning materials and support staff.</p> <p>Adult Education also offers a free information and advice service on all learning opportunities. In addition, Adult Education also offers support to the unemployed through two specific projects that analyse people's skills and offer support. Skills coaching helps people understand and work towards the skills they need for their chosen job. Maxim8 is a programme of modules centred around key activities to maximise potential when searching for employment.</p> <p>Contact Adult Education on 01429 868616 or email on <a href="mailto:adult.education@hartlepool.gov.uk">adult.education@hartlepool.gov.uk</a> or visit <a href="http://www.haded.org.uk">www.haded.org.uk</a> for further information.</p>
Hartlepool Borough Council Adult and Community Services: Sport and Recreation.	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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	with priority groups e.g. people with mental health difficulties. For more information Tel. 01429 868616. Sports and Recreation provide opportunities to undertake instructor and coaching qualifications for a variety of activities including football, lifeguarding and cricket amongst others. For more information Tel. 01429 284050.
Hartlepool Borough Council: Central Library.	<p>The Central Library is situated 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 Children's 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.
Hartlepool Borough Council's 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) –	The Youth Group runs on a Monday, Wednesday, Thursday and

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Youth Group.	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 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 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.	Jobcentre Plus is a government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. We are part of the Department for Work and Pensions (DWP) and play a major role in supporting the Department's aim to 'promote opportunity and independence for all through modern, customer-focused services'. For more information Tel. 0845 608 8564.

Examples of key current programmes/projects	Description
Kingsley Primary School.	<p>Kingsley Primary School offers pupils a buddying system, which includes the buddy bus stop, where children can stand if they have nobody to play with. The school also focuses on healthy eating and numerous fundraising opportunities throughout the year. For more information please Tel. 01429 273102.</p>
Learning and Skills Council (LSC) Tees Valley.	<p>The Learning and Skills Council (LSC) is responsible for planning and funding high quality education and training for everyone in England other than those in Universities, and aims to:</p> <ul style="list-style-type: none"> <li>▪ ensure that all 14 to 19 year olds have access to high quality, relevant learning opportunities;</li> <li>▪ make learning truly demand-led so that it better meets the needs of employers, young people and adults;</li> <li>▪ transform the learning and skills sector through <i>Agenda for Change</i>;</li> <li>▪ strengthen its role in economic development to provide the skills needed to help all individuals into jobs;</li> <li>▪ improve the skills of the workers who are delivering public services and;</li> <li>▪ strengthen the capacity of the LSC to lead change nationally, regionally and locally.</li> </ul> <p>Specific priorities are to:</p> <ul style="list-style-type: none"> <li>▪ increase the proportion of young people achieving a Level 2 qualification;</li> <li>▪ reduce the number of adults in the workforce who lack a National Vocational Qualification (NVQ) Level 2 or equivalent qualification;</li> <li>▪ improve the basic skills of adults, including increasing the number of Skills for Life qualifications, which count towards the national Skills for Life target and;</li> <li>▪ increase the number of Apprenticeship completions.</li> </ul> <p>The LSC also work with partners to contribute towards the following targets:</p> <ul style="list-style-type: none"> <li>▪ increase the proportion of young people and adults achieving a Level 3 qualification;</li> <li>▪ reduce the proportion of young people not in education, employment or training and;</li> <li>▪ increase participation in higher education towards 50 per cent of</li> </ul>



<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	<p>those aged 18 to 30 by 2010 and aim to prepare more learners for higher education through increased progression to Level 3.</p> <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, there are also 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 for young people and the local community.</p> <p>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. Advisors 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 Advisor 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</p>

Examples of key current programmes/projects	Description
Continued ...	(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 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.
Rift House Primary School.	Rift House Primary School provides a breakfast club from 8.00am and an After School Club until 5.30pm, to allow working parents some flexibility. The School also has a Parents Room, which includes a noticeboard, which can be used for any form of advertisement. The School also distributes a newsletter to all pupils on a termly basis, anyone is able to advertise within this, please contact the school for more details. The school hall can be used as a meeting venue and is available for the public to hire. The school will lose its ICT suite due to the refurbishment of the nursery, however 3 ICT trolleys have been provided, with laptops and wireless internet access. The school also has a litter picking scheme, budding system in order to reduce bullying and sports leaders. For more information please Tel. 01429 275239.
SkillShare North East Ltd.	SkillShare North East Ltd, based in the Belle Vue Community, Sports and Youth Centre provides capacity building training and community development support enabling people to play a more active and influential role in the regeneration of their communities. The 6-12 most requested sessions each quarter 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 June 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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued...	responsibilities; social inclusion and; vision setting. Sessions are available to groups by request and SkillShare will work to local needs in terms of venue and timings. Groups can apply for single sessions or develop a number of sessions into a training programme, which can be locally accredited if required. SkillShare also offer a number of qualifications such as the Take The Lead (OCNNER Level 1) for people who are involved in representing their communities; Effective Community Involvement & Leadership programme (OCNNER Level 2) for people who are recognised as leaders in their community/community groups; Community Development Work (OCN Level 2/3); Managing Voluntary & Community Organisations (OCN Level 2). For more information Tel. 01429 868353.
St Aidan's CE Primary School.	For more information please Tel. 01429 273695.
St Cuthbert's Primary School.	St Cuthbert's Primary School provides pupils with secure bike parking to ensure that pupils can remain healthy by cycling to and from school.  The school has an ICT suite that could be used by parents as a venue during the day and on an evening for training courses. For more information please Tel. 01429 275040.
The English Martyrs RC School and Sixth Form College.	As well as standard school facilities each year the School prepares a programme of Enterprise Activities for the pupils. These include mock interviews, future assessments and entrepreneurial masterclasses. For more information Tel. 01429 273790.
Working Links.	For more information Tel. 01642 236053.

## **HEALTH AND CARE**

### **KEY RESOURCES AND PROGRAMMES**

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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
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 <a href="mailto:atcdteam@hotmail.com">atcdteam@hotmail.com</a> .
Brierton Community Sports Centre.	<p>Brierton Community Sports Centre offers a wide range of activities for all ages and facilities include a main sports hall, fitness suite, fitness suite and gym, dance studio, outdoor courts and meeting rooms.</p> <p>The Centre is open:</p> <p>Monday to Thursday - 9.00am until 10.00pm            Friday - 9.00am until 9.00pm            Saturday and Sunday - 9.00am until 5.00pm</p> <p>Concessions are available to those on certain benefits, the disabled or those in full-time education. For more information, Tel. 01429 287606.</p> <p>Please note: the Centre will be unaffected by the closure of Brierton Community School.</p>
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.
Browning Avenue Baptist Church: Palm Springs	Palm Springs is a social group for people aged 55 and over and is held at Browning Avenue Baptist Church on the second Thursday of every month. Activities include trips and lunches out, quizzes, workshops and guest speakers. For more information, Tel. 01429 222103.

<b>Examples of key current programmes/projects</b>	<b>Description</b>
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"> <li>▪ Rift House Primary School – the nursery has been vacated and is being refurbished. Works commencing Summer 2007.</li> <li>▪ Kingsley Primary School – a new extension is being built, work is due to commence in Summer 2007.</li> <li>▪ 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.</li> </ul> <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 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>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Domestic Violence Strategy.	<p>The Safer Hartlepool Partnership, alongside a range of agencies including the police, the health service, probation service and voluntary sector organisations have formulated the Domestic Violence Strategy to highlight best practice and identify gaps in service provision. The Domestic Violence Strategy Group is charged with developing and implementing the strategy which includes the key elements, prevention, enforcement and education.</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>
Endeavour Home Improvement Agency.	<p>Endeavour Home Improvement Agency provides a range of home improvement services to enable older, disabled and vulnerable people to live independently by repairing, maintaining, or adapting their homes. Endeavour Home Improvement Agency currently employs two 'handy men', which provide the following services:</p> <ul style="list-style-type: none"> <li>▪ Target hardening measures such as fitting windows security locks or security lighting. Referrals are made through the police;</li> <li>▪ Low level practical support such as running wires, putting curtains up and replacing light bulbs. Referrals can be made by anybody living within the Borough of Hartlepool.</li> </ul> <p>For more information Tel. 01429 272220.</p>
Families Accessing Support Team (FAST Project).	<p>The FAST Project (in partnership with the Belle Vue Community, Sports &amp; 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</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>Community Sports Centre, 7.00 until 8.30pm (held between 6.00pm and 7.00pm in Spring/Summer months on the Recreational Ground).</p> <p>Brierton Boys and 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 Adult and Community Services (Social Care Services).	<p><u>Duty Team</u> – Social Care Services in Hartlepool offer support to people of all ages. They work with colleagues in Health and other organisations to make sure that they, and their carers, can assess the services they need. The Duty Team is the single point of contact for social care services in Hartlepool. The team can offer support themselves, give information and advice, refer people to specialist teams or put them in touch with other useful organisations. People passed to specialist teams will speak to a Care Manager who may be a social worker. They will ask for more information about the individual's needs and may start the assessment process. For more information Tel. 01429 523872.</p>

Examples of key current programmes/projects	Description
Continued ...	<p data-bbox="1060 177 1923 451"><u>Communication Needs</u> – Adult and Community Services strive to ensure information about support and services available is easy to understand and in an appropriate language and format. Staff have access through a video link to a British Sign Language interpreter and a telephone link to community language interpreters through the Language Line Service. Interpreting services can also be provided for face to face interviews. Written information can also be provided in a number of formats to suit individual's needs. For more information Tel. 01429 523665.</p> <p data-bbox="1060 492 1923 829"><u>Central Integrated Team</u> – Providing an assessment and care management service to older people the team comprises PCT Staff, Nurses and Social workers working in several wards in the central area of Hartlepool. Social workers are allocated specific wards in order to maintain involvement and links in the community. The Central Integrated Team are also linked with other health care professionals such as Occupational Therapy, Home Care, Telecare and Mobile Rehabilitation which enable them to provide a full support service to people in the community, if possible in their own homes. For more information, Tel the Duty Team as above or the Team direct on Tel. 01429 523885.</p> <p data-bbox="1060 870 1923 1240"><u>Multi Link Team</u> – The Multi-Link Team comprises staff from Hartlepool PCT, the University Hospital of Hartlepool and Hartlepool Borough Council Adult and Community Services, working together to provide support and assistance to enable 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 data-bbox="1060 1281 1923 1485"><u>Day Opportunities Service</u> – Day opportunities staff at Warren Road offer people with learning disabilities access to a range of opportunities in mainstream community settings of their choosing. The emphasis is on including people in all aspects of community life, developing skills, building on social networks and gaining experience which lead to fulfilling and rewarding lives (employment, education, leisure and recreation, arts, drama, etc). For people with more</p>



Examples of key current programmes/projects	Description
Continued ...	<p>complex physical health care needs, therapy based services are available including speech therapy and other sensory programmes. However, support is also available on a one to one basis to enable people with more physical health care needs to access other community activities. For more information Tel. the Duty Team on 01429 523872.</p> <p><u>Disability Services</u> – Staff at Havelock Centre promote and enable people to access opportunities within the centre and within the wider community. The emphasis is on developing skills, building social networks and gaining experience which will lead to fulfilling and rewarding lives. The social work/Care Management Team provide an assessment and care management support service to people with physical disabilities. Support can be given with personal care and daily living skill needs in people’s own homes. Specialist assessment and rehabilitation programmes are provided to people with sensory loss including equipment for people across age ranges. The Employment Link Team supports disabled people into paid employment with the Occupational Therapy Team focusing on rehabilitation and promotion of independence. For more information Tel. the Duty Team on 01429 523872.</p> <p><u>Mental Health Services</u> – There are many services in Hartlepool that support people with mental ill health and their carers. Hartlepool Council works with lots of groups and organisations to make sure that people get the services they need. Hartlepool council provides its social care services in partnership with Tees, Esk and Wear Valley NHS Trust (TEWV). They call all of these services <u>Hartlepool Integrated Mental Health Services (HIMHS)</u>. Services provided include specialist teams providing assessment, care planning and support to people in the community; day services, hospital care alongside discharge support and rehabilitation; advice, treatment and support for people who use alcohol or drugs and confidential emotional support through Mental Health Matters Helpline. For more information Tel. 01429 285522 or the Duty Team on Tel. 01429 523872.</p> <p><u>Supporting People</u> – Supporting people is a national programme delivered by local authorities committed to providing a better quality of life for vulnerable people to live more independently. The programme provides housing related support to help vulnerable people establish and successfully maintain their own home. The Supporting People</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Team in Hartlepool work with Health, Probation and support services to commission services that meet the needs of people living in Hartlepool. Supporting people services are free if you are entitled to housing benefit. Others may have to pay for their support but can apply for help by requesting a Fairer Charging Assessment. For more information Tel. 01429 523540.</p> <p><u>Intensive Social Support Team</u> – The Intensive Social Support Team provide support services to people who are vulnerable to increase or maintain their independence in their home. The team's focus is on enabling people to safely keep as much independence as possible. The team promotes people's physical and emotional well being, autonomy and social inclusion. Support can provided to assist with; housing related difficulties; bill paying and budgeting; accessing new technology; some domestic tasks such as shopping; access to the local community to promote social inclusion or support with rehabilitation and recuperation plans. The team is registered with the Supporting people Programme. For more information Tel. 01429 851253.</p> <p><u>Direct Payments</u> – Direct Payments is money given by Hartlepool Borough Council to people who have been assessed as eligible for community care services instead of arranging services for them. This money is to enable people to buy the care and support that they have been assessed as needing. It gives people the flexibility to shape services to meet their individual needs. Support in managing a Direct Payment can be given to provide as little or as much support as is needed. To get a Direct Payment people must be assessed by a Care Manager as needing help and support. For more information contact your Care Manager or the Direct payment Support Team Tel. 01429 234049.</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"> <li>▪ Swim Development Officer and programme including organised gala's.</li> <li>▪ 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.</li> <li>▪ Outdoor Activities Co-ordinator and programme including team building, climbing, mountain biking, canoeing, caving and fishing;</li> </ul>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ School Coaching whereby coaches go into schools and teach multi-skills including activities such as netball and football.</li> </ul> <p>For more information Tel. 01429 284050.</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"> <li>▪ Individual therapeutic sessions for children/young people who have emotional or behavioural difficulties,</li> <li>▪ Parent Advice Service (this is for parents who have a concern about their child’s behaviour, emotional welfare or any general parenting issues. Contact the number below for an informal and confidential discussion) and direct work with parents,</li> <li>▪ Post disclosure work with children and young people who have experienced abuse,</li> <li>▪ Specific group work, for example children living in domestic violence, bullying, bereavement etc.,</li> <li>▪ Consultation, advice and training to other groups,</li> <li>▪ Trauma de-briefing,</li> <li>▪ Information leaflets.</li> </ul> <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 complementary 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,</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>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 snooker and pool, access to the sports hall, arts and crafts workshops, residentials as well as drug education and sexual health sessions. For more information Tel. 01429 523762.</p>
Hartlepool Borough Council: Children's Services (Youth Services).	<p>The service offers young people between the ages of 13 and 19 years of age advice, guidance and support, delivered by 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.</p> <p>Hartlepool Borough Council's Youth Services design programmes of work covering health and care areas such as sexual education and relationship advice, Chlamydia testing, alcohol awareness and drugs education, healthy lifestyles and general fitness. This is delivered at Brinkburn Youth Centre as part of the overall programme.</p> <p>For more information Tel. 01429 523762.</p>
Hartlepool Borough Council: Community Nutritionist.	For more information Tel. 07793 9580753.

<b>Examples of key current programmes/projects</b>	<b>Description</b>
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 Carers.	Hartlepool Carers is a voluntary organisation, which supports unpaid carers in their caring role. Carers can support family or friends in need of care because of illness or disability. Hartlepool Carers also provides a voluntary service, which offers counselling, therapies, low level support, a sitting service and an advocacy service. For more information Tel. 01429 283095.
Hartlepool Deaf Centre.	Hartlepool Deaf Centre is based on Stockton Road and offers a variety of training opportunities and activities. For more information, Tel. 01429 222206, Text Phone. 01429 282322.
Hartlepool Exercise for Life GP Referral Scheme	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.
Hartlepool Families First.	A unique charity formed in 1988 as a self help group of parents with a focus on play provision for their disabled children, Hartlepool Families First (HFF) has developed into an organisation providing innovative and wide ranging community health services. HFF services include after school clubs for children with profound learning difficulties, services for children and teenagers, as well as health education serving the local adult community. For more information, Tel. 01429 867016.

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Hartlepool Mental Health Unit.	Hartlepool Mental Health Unit currently provides hospital based mental health services for the adults and older people of Hartlepool and South Easington in the mental health unit of the University Hospital of Hartlepool. In line with national guidelines, more people with mental health problems in Hartlepool are being treated and supported in their own homes by a growing range of community mental health teams. In 2006 the single storey purpose built building, 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.
Hartlepool MIND.	Hartlepool MIND offers support to anyone suffering from mental health problems and/or emotional distress. Hartlepool MIND can help with the following; self harm, unusual feelings and beliefs, hearing voices, mood disorders, Obsessive Compulsive Disorder (OCD), depression, anxiety, stress and any other mental health issues. For more information Tel. 01429 269303.
Housing Hartlepool Access to Basketball (A2B) Project.	The A2B Project aims to provide adults and young people across the tenures with an opportunity to access free professional basketball games ('Newcastle Eagles') at the Newcastle Arena with a view to then participating in free professional basketball coaching sessions at a neighbourhood level. Such provision will also provide participants with the opportunity to undertake basketball coaching/community sports leader award training. For more information, Tel. 01429 232716.
Hartlepool Older People's Strategy.	<p>The Hartlepool Older People's Strategy's aim is to improve the quality of life for older people by enabling them to participate as active citizens in the life of Hartlepool, and, when necessary, to receive the right care in the right time place at the right time through the following aspirations:</p> <ul style="list-style-type: none"> <li>▪ To be valued and included as active citizens within communities,</li> <li>▪ To have their voices heard and responded to,</li> <li>▪ To have choice and control over their own lives,</li> <li>▪ To lead healthy, safe and independent lives,</li> </ul>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<ul style="list-style-type: none"> <li>▪ To live independently in their own homes and to choose the type of home environment best suited to their needs,</li> <li>▪ To have support and access to high quality services when and where supported.</li> </ul> <p>The 50+ Forum in partnership with the Older People's Local Implementation Team are charged with implementing the Older Person's Strategy. This partnership in conjunction with Hartlepool Borough Council's Adult and Community Services, also produced the 'Ageing Well in Hartlepool' booklet that details activities, services and contact numbers that are useful to the older community. For a copy of this booklet, Tel. 01429 266522.</p>
Kingsley Primary School.	Kingsley Primary School is located on Kingsley Avenue. For more information, Tel. 01429 273102.
Local Implementation Team (LIT) for Older People.	The Local Implementation Team for Older People is the main joint planning forum for issues that impact on Older People, consisting of representatives of Older People, Carers and key service providers and agencies from the statutory voluntary and community organisations providing services to Older People.
Mental Health Local Implementation Team (LIT).	<p>The Hartlepool Mental Health Local Implementation Team (LIT) are responsible for:</p> <ul style="list-style-type: none"> <li>▪ Ensuring local services are planned and delivered to meet the requirements of the NSF and the needs of the people of Hartlepool;</li> <li>▪ Ensuring that laws relating to mental health are followed;</li> <li>▪ Providing information on the performance of mental health services in Hartlepool to the government and other bodies as necessary.</li> </ul> <p>The Hartlepool LIT meets monthly and there are also a number of sub groups that focus on priority areas which are as follows:</p> <ul style="list-style-type: none"> <li>▪ Mental Health Promotion/Suicide Prevention;</li> <li>▪ Primary Mental Health Care/Access to services;</li> <li>▪ Specialist Care;</li> <li>▪ Support for Carers;</li> <li>▪ Black and Ethnic Minorities;</li> <li>▪ Social Inclusion;</li> </ul>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<ul style="list-style-type: none"> <li>▪ Employment.</li> </ul> <p>For more information, Tel. 01429 285079.</p>
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"> <li>▪ To support children and young people in developing healthier behaviours;</li> <li>▪ To raise pupil achievement;</li> <li>▪ To help reduce health inequalities;</li> <li>▪ To promote social inclusion.</li> </ul> <p>Schools through the whole school approach, are asked to demonstrate evidence in the core themes of:</p> <ul style="list-style-type: none"> <li>▪ Personal, social and health education including sex and relationships education and drug education;</li> <li>▪ Healthy eating;</li> <li>▪ Physical activity;</li> <li>▪ Emotional health and well being (including bullying).</li> </ul> <p>Hartlepool Borough Council's Healthy Schools Coordinator 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>
ORB Centre.	A resource centre based in Shrewsbury Street and part of the Oxford



<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>Road Baptist Church, giving support to the community and is open to residents of all ages and areas. Two Community Link Workers and a Youth Worker are assisted by volunteers.</p> <p>The Centre also provides a drop-in facility, with signposting services and outreach sessions and the opening hours are as follows:</p> <p>Monday, Wednesday and Friday – 9.30am until 11.30am. Tuesday and Thursday – 1.00pm until 3.00pm.</p> <p>The Centre also provides a Fruit and Vegetable Scheme, and refreshments and biscuits are available during the opening hours of the Centre. For more information, Tel. 01429 282334.</p>
Parent and Toddler Care in Hartlepool (PATCH).	<p>The PATCH project run parent support groups which provide a variety of play activities in safe and stimulating environments with a wide range of play equipment. PATCH also loan home safety equipment and equipment for teenage parents. For more information Tel. 01429 862727.</p>
Patient and Public Involvement (PPI) Forum.	<p>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.</p>
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. Hartlepool PCT works with the 16 GP practice's which serve the</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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. The PCT also provides a range of health services which include the following:</p> <p><u>School Nursing Service</u> - The School Nursing Service is a universal service that predominantly works with multi-agencies to seek out and identify the health needs of the school aged population. The service comprises qualified nurses who work closely with children, young people and their families, social services, schools and community and voluntary groups to promote the health and well being of school aged children. The aims of the service are to:</p> <ul style="list-style-type: none"> <li>▪ Promote the health and well being of the school aged child so that they may reach their full potential and not be disadvantaged by ill health or disability,</li> <li>▪ Contribute to the planning and implementation of health education and promotion programmes (such as National Health Schools Programmes) for the school aged population and their families both in and out of the school setting (This would include healthy eating, sun safety, smoking, medicine safety etc.),</li> <li>▪ Provide specialist advice to children, young people and their families on a range of health issues through drop-in sessions at schools, clinics opportunistic meetings and via the telephone.</li> </ul> <p>The School Nursing Service operates in all schools in the area, which 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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>education. Every family with a child under five has a named Health Visitor. For more information Tel. 01429 267901.</p> <p><u>Speech and Language Therapy Service</u> – The Speech and Language Therapy Service provides a specialist service to adults and children who have speech, language or communication disorders. The Service also offers a specialist service to adults and children who have swallowing, eating and drinking disorders. For more information Tel. 01429 267901.</p> <p><u>Community Stroke Team</u> – The Community Stroke Team provide rehabilitation to people who have suffered form a stroke in the last six months. For more information Tel. 01429 285380.</p> <p><u>OPTIN (Older Person Team for Integrated Needs)</u> – The Older Person Team for Integrated Needs is a service specifically for older people, aged 65 years or over, residing in either Residential or Nursing homes. The service covers patients who have, or develop, non urgent chronic conditions. For more information Tel. 01429 285372.</p> <p><u>Smoking Cessation Service</u> – The Smoking Cessation Service is a Teesside service, which works in partnership with other agencies in order to reduce smoking prevalence in Teesside. Within Hartlepool the Smoking Cessation Service works closely with Nurse Prescribers offering weekly drop-in clinics throughout the town to help those 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, although locations are reviewed regularly. 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.</p>

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

Examples of key current programmes/projects	Description
Continued ...	<p>well as support in managing everyday tasks such as daily living skills, mobility, benefit advice and communications. People will also have the opportunity to discuss any concerns regarding sight loss. You can make an appointment with the new Service by completing the tear-off section on the Low Vision leaflet which is available from your optician, GP or local library. Alternatively for more information Tel. 01429 285776.</p> <p><u>Low Vision</u> – From September 2006, four optician practices in Hartlepool will provide a community based low vision aid assessment service. This service is specific to patients who have been told that there is nothing or very little which can be done to improve their sight. The assessment will suggest aids, such as magnifiers which can help patients make the best use of the sight they have. Previously this service was only available within the Hospital. Referrals can be made via opticians, hospital clinicians and the Hartlepool Sight Loss Support Service. For more information Tel. 01429 285776.</p> <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 services such as the sexual health drop-ins and the youth support bus and aims to reach those people who would prefer not to have face to face contact with a health professional. A team of PCT staff are on hand to answer any questions received. To access the service, young men should text: advice lads and their question to 60003.</p> <p><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 be based in the Rift House area, and will</p>

Examples of key current programmes/projects	Description
Continued ...	<p>oversee the recruitment and supervision of 3 health trainers who will work in disadvantaged areas in the town. Health Trainers will work with the local community to access their health needs and provide a 'navigation' service to help 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> <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 delivers faster access to treatment and a better quality of care and helps patients to manage long term conditions by providing better support in the community.</p> <p><u>Procuring new GPs for Hartlepool</u> - Hartlepool PCT is seeking to recruit 5/6 new GPs (and associated nurses and health care professionals) to Hartlepool in 2007/2008, with high standard contracts and flexible hours (evening and weekend availability) which will ensure fuller care for the vulnerable. This will be achieved through a tendering procedure where all sectors will be invited to apply, for example small independent organisations that provide specialists services that wouldn't normally be able to apply for large contracts. It is anticipated that this will be in place by December 2007, subject to all relevant approvals required. For more information, Tel. 01429 287017.</p> <p><u>Town Centre Development</u> - Hartlepool PCT are currently proposing to build a major health centre on the accessible site of the former Barlow's Building Printing Works as part of the Government's LIFT (Local Investment Finance Trust Programme). The PCT is proposing the new development because it has identified a need for high quality accommodation, in order to provide high quality services, some of which are usually provided in hospital but could be delivered more quickly and conveniently in a community setting.</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>The new facility could provide diagnostic and treatment facilities and a range of community health services with a potential to include a dentist, pharmacist and optician. The development is subject to obtaining various agreements on timescales, costs and the involvement of other partner organisations. For more information, Tel. 01429 287144.</p> <p>For general information Tel. 01429 223195.</p>
Public Health Strategy for Hartlepool 2005-2010	<p>The Public Health Strategy for Hartlepool aims to provide a five year framework of action for the prevention of ill health, the protection of health and the promotion of positive health and well being (not just the absence of disease). The Strategy consists of the following priority elements:</p> <ul style="list-style-type: none"> <li>▪ Smoking;</li> <li>▪ Physical Activity;</li> <li>▪ Healthy Eating;</li> <li>▪ Obesity;</li> <li>▪ Mental Health Promotion;</li> <li>▪ Sexual Health/Teenage Pregnancy;</li> <li>▪ Prevention of substance misuse (alcohol and illegal drugs).</li> </ul> <p>The Public Health Strategy Group (a number of public health multi agency working groups feed in to this) is charged with implementing the Strategy through annual actions plans.</p> <p>View the Public Health Strategy at <a href="http://www.hartlepoolpartnership.co.uk">www.hartlepoolpartnership.co.uk</a>. Click on 'Theme Partnerships' followed by 'Health and Care' and follow the links.</p>
Rift House Primary School.	<p>Rift House Primary School, located on Masfield Road is one of the bases for the provision of Children's Centre services (including a health visitor and PATCH playgroup) and as a school, offers a range of initiatives for pupils and parents in the Rift House/Burn Valley community. The nursery building has been vacated for Children's Centre services, and the school's other building will be refurbished for the foundation stage pupils.</p> <p>The school has achieved Healthy School Status and in a recent Ofsted inspection were awarded an outstanding grade for the adoption</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>of healthy lifestyles. The following activities are offered in school in addition to the two hours of Physical Education per week:</p> <ul style="list-style-type: none"> <li>▪ The commencement of the Fruit Tuck Shop.</li> <li>▪ Living for Sport: aimed at pupils whose attendance or punctuality is poor. Classes are run at 8.30am to ensure that pupils are at school on time.</li> <li>▪ Multi Skills: a variety of activities held at break time.</li> <li>▪ Healthy Lifestyles Diary: run by the Physical Education Co-ordinator to encourage all Key Stage 2 pupils to adopt a healthy lifestyle. Daily diaries are kept detailing their intake of five portions of fruit and vegetables a day, water, amount of exercise undertaken, germ busting and emotional well being. The children set themselves targets and score themselves against these daily.</li> <li>▪ Variety of after school clubs that are rotated according to the demand and the weather.</li> <li>▪ Ten minute 'energiser' sessions held in class everyday.</li> </ul> <p>For more information, Tel. 01429 275239.</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</p>



Examples of key current programmes/projects	Description
Continued ...	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.
Stranton Community Learning Centre (CLC).	<p>The Stranton Community Learning Centre (CLC) is located beside Stranton Primary School and is in close proximity to the Rift House/Burn Valley area. The Stranton Community Learning Centre is open 6 days a week at the following times:</p> <p>Monday and Tuesday: 9.00am until 9.00pm.  Wednesday: 9.00am until 10.00pm.  Thursday: 9.00am until 9.00pm.  Friday: 9:00am until 8.00pm.  Saturday: varies week to week depending on bookings.</p> <p>There are many different facilities, courses and activities available at the Centre which cater for the entire family including a computer suite, meeting room, performing arts room, sports hall (for badminton etc) with indoor facilities plus a sports field with outdoor changing facilities. For more information, Tel. 01429 231329.</p>
Summerhill.	<p>Summerhill is a Country Park located near the top end of the Burn Valley just after Catcote School. Most activities are free of charge and available at any time. Created from a network of 8 fields in 1997 Summerhill has established valuable new woodlands, meadows and ponds for wildlife as well as managing existing hedgerows and sites of archaeological interest. Its value for wildlife earned its designation as a Local Nature Reserve in 2003.</p> <p>Summerhill is recognised nationally because of the facilities provided for on site for play and outdoor sports. There are walking, horse riding and cycling routes, orienteering courses, two play areas including an adventure play area, a trim trail, a BMX course and a Boulder Park for rock climbing. There is also a Visitor Centre that can host a wide range of meetings and events. Staff on site organise activities for community groups, businesses or the general public in rock climbing, orienteering, High Ropes, archery, nature study, archaeology and crafts. The Visitor Centre can be hired out for anything from a meeting to a child's party. In addition, Summerhill run a regular programme of public events, many targeted to families and events are staged such as BMX competitions and the Countryside Festival. Some of the activities often have a very low charge to them and there are concessionary rates available. Summerhill welcome suggestions</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	for new activities. The site is open access 24/7, however, the Visitor Centre is open from 9.00am to 5.00pm every day. For more information, Tel. 284584 or visit the website at <a href="http://www.sunnysummerhill.com">www.sunnysummerhill.com</a> .
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 298686 or 292850.</p>
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.

## **COMMUNITY SAFETY**

### **KEY RESOURCES AND PROGRAMMES**

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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
<p>Anti-Social Behaviour Unit (ASB Unit).</p>	<p>The ASB Unit 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.</p> <p>The ASB Unit is currently being restructured to give it a stronger neighbourhood focus. There will be an officer dedicated to the South Neighbourhood Police Team area by summer 2007.</p> <p>In January 2007 the ASB Unit was given the funding to implement the Family Intervention Project. The aim of this project is to identify families responsible for causing significant amounts of anti-social behaviour and then to work with all members of the household to tackle the underlying reasons for their behaviour.</p> <p>To contact the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588.</p>
<p>Childrens Centre's.</p>	<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"> <li>▪ Rift House Primary School – the nursery has been vacated and is being refurbished. Work is due to commence in summer 2007;</li> <li>▪ Kingsley Primary School – a new extension is being built, work is due to commence in summer 2007;</li> <li>▪ National Day Nurseries Association (NDNA) Regional Centre, Masefield Road – the Centre is currently being marketed for sale</li> </ul>

Examples of key current programmes/projects	Description
Continued ...	<p>but should the building continue to be used as a community facility, Children's Centre services will continue to be provided from there.</p> <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 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>
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"> <li>▪ Free Home Fire Safety Checks where advice is given to help prevent fires and free smoke alarms are fitted to safeguard residents in case of fire. For more information please Tel. 01429 874063;</li> <li>▪ Arson audits are carried out to help prevent fires starting. This includes the removal of potential fuel from areas, arranging for boarding up of unoccupied premises and advice to property owners on how to prevent arson;</li> <li>▪ Various Youth Intervention Schemes e.g. LIFE, SAFE and the Duke of Edinburgh Award scheme to address youth inclusion and behaviour;</li> <li>▪ Use of Advocates in various fields e.g. disability, deaf, elderly, ethnic minorities, to help to keep safe those deemed to be particularly vulnerable in our community;</li> <li>▪ School education to reach the youngsters of the area to explain fire safety and the dangers of playing with fire;</li> </ul>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<ul style="list-style-type: none"> <li>▪ Advice to businesses as to compliance with current legislative requirements.</li> </ul> <p>For further information regarding any of these services please contact the Brigade Headquarters on Tel. 01429 872311.</p>
Cleveland Police: Hartlepool Neighbourhood Policing Scheme.	<p>The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, Police will be visible and accessible to members of the public. Community involvement is the key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>There is an increased Police presence in Hartlepool through Neighbourhood Policing with a number of new PCSO's being placed across Hartlepool.</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>

Examples of key current programmes/projects	Description
Community Safety Capital Fund.	<p>Hartlepool Borough Council has approximately £150,000 to spend across the town on capital and environmental projects which will contribute to a reduction in crime and disorder.</p> <p>The criteria for capital and environmental projects is as follows:</p> <ul style="list-style-type: none"> <li>▪ Projects should be community safety focused and should contribute to the outcomes in the Safer Hartlepool Strategy;</li> <li>▪ Projects should contribute 20% to 50% match funding;</li> <li>▪ There should be a commitment to mainstreaming/maintenance of the project.</li> </ul> <p>The Section 17 Officer Group will refer which projects are to be recommended to Hartlepool Borough Council's Cabinet Grants Committee for approval.</p>
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"> <li>▪ Fire Safety;</li> <li>▪ Kitchen Safety;</li> <li>▪ Road Safety;</li> <li>▪ Safety at the Coast;</li> <li>▪ Electrical Safety;</li> </ul>

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> <li>▪ Rail Safety;</li> <li>▪ Building Site Dangers;</li> <li>▪ Prison Life;</li> <li>▪ Firework Safety.</li> </ul>
Domestic Violence Strategy Group.	<p>The Safer Hartlepool Partnership has joined forces with a wide range of agencies including Cleveland Police, HBC, North Tees Women's Aid, the Primary Care Trust and Housing Hartlepool to identify best practice and identify gaps in services. Key elements of the strategy will be prevention, enforcement and education.</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 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).	Funded through NRF, this project takes a multi agency approach

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>(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>
Friends of Burn Valley Gardens.	Awaiting details.
Hartlepool Borough Council: Environmental Action Team.	Hartlepool Borough Council's Environmental Action Team can use enforcement to tackle illegal parking issues, off road parking and dog fouling etc. Tel. 01429 523534 for more information.
Hartlepool Borough Council: Lighting Maintenance Plan.	The Council has a 3 to 4 year plan to implement more efficient lighting across the town.
Hartlepool Borough Council: Neighbourhood 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 of the floating Environmental Operative include:</p> <ul style="list-style-type: none"> <li>▪ Grounds maintenance;</li> <li>▪ Cleaning provision;</li> <li>▪ Gardening.</li> </ul> <p>In 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>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Hartlepool Borough Council: Neighbourhood Renewal Street Lighting Budget.	In 2007/2008, there is £50,000 of Neighbourhood Renewal Fund (NRF) monies allocated for town wide street lighting improvements.
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: Safer Streets Booklet.	Booklet advising on traffic calming schemes and reducing speeding. Residents can discuss with Traffic Team Leader appropriate schemes. £25,000 is available each year for the whole town. For more information Tel. 01429 523200.
Hartlepool Tree Strategy.	The Hartlepool Tree Strategy was drawn up in partnership with the Environment Partnership and endorsed by Cabinet in 2005 and aims to increase the number of trees in the Borough by encouraging the planting and management of new trees using appropriate species and locations. The Hartlepool Tree Strategy promotes the wider benefits of trees in relation to community safety, health and care and environment and housing.
Hartlepool Victim Support and Witness Service.	<p>Victim Support is the independent charity which helps people cope with the effects of crime. Victim Support provides free and confidential support and information.</p> <p>Hartlepool Victim Support and Witness Service helps the residents of Hartlepool cope with the effects of crime. They do this by providing confidential support and information to victims of crime and to witnesses attending local courts.</p> <p>The Hartlepool Victim Support and Witness Service advice is free, independent of the Police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.</p> <p>Details of local offices and branches are available on the website. Victim Support can also be contacted via their e-mail address <a href="mailto:supportline@victimsupport.org.uk">supportline@victimsupport.org.uk</a>.</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>Victim Support's national telephone Support line is: Tel. 0845 3030 900. The Supportline hours are: 9.00am to 9.00pm (Mondays to Fridays), 9.00am to 7.00pm (weekends) and 9.00am to 5.00pm (bank holidays).</p> <p>If anyone is feeling desperate and needs to speak to someone outside of the Supportline hours it is possible to contact the Samaritans on Tel. 0845 7909 090.</p>
Hartlepool Young People's Drug Team (HYPED).	<p>The HYPED Team offer young people a discrete outreach service. HYPED is a multi-agency team consisting of professionals from Health, HBC Children's Services and the voluntary sector. They can offer a comprehensive substance misuse service from basic advice and information through to specialist prescribing and access to residential activities. For more information Tel. 01429 860333.</p>
Housing Hartlepool.	<p>Housing Hartlepool is the major Registered Social Landlord in the 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 House/Burn Valley area.</p> <p>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>Housing Hartlepool's Neighbourhood Team, which deals with all tenancy and estate management matters, can be contacted on Tel. 01429 525252 and for 24hour emergency repairs Tel. 0800 0525399.</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</p>

Examples of key current programmes/projects	Description
Continued ...	community safety initiatives in their area. Maximum grant per group has been set at £500, with higher allocation requiring approval of Cabinet Grants Committee. For more information Tel. 01429 405577.
Neighbourhood Watch.	Neighbourhood Watch helps build safer communities through encouraging people of all ages and backgrounds to prevent crime in their community. This is through sharing crime prevention advice, building a relationship with the Police and keeping an eye on each other's property. For further information on the Neighbourhood Watch Scheme, contact the Neighbourhood Watch Scheme Co-ordinator on Tel. 01429 405588.
Safer Hartlepool Partnership's Adult Treatment Plan – 2006/2007 (Drugs Strategy).	<p>The Adult Treatment Plan is a town wide strategy. The Safer Hartlepool Partnership has the responsibility for the delivery/implementation of the Governments 10 year National Drugs Strategy 'Tackling Drugs Together'. The Strategy runs to March 2008 to tackle the concentration of substance misuse issues in the wards of disadvantage, particularly those with poor housing and private landlords, as the long term use of illicit drugs often leads to a degeneration of an individuals lifestyle and often effects housing status etc.</p> <p>The Strategy has four key strands:</p> <ul style="list-style-type: none"> <li>▪ Reducing supply and availability of drugs;</li> <li>▪ Working with communities to limit the impact of drug misuse;</li> <li>▪ Education and work to prevent young people taking drugs;</li> <li>▪ Offering comprehensive treatment services to those who are taking drugs.</li> </ul> <p>Within the local Hartlepool Strategy and Partnership structures a variety of Task Groups meet to ensure the appropriate projects are operating, check progress and performance monitoring systems are in place. In 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>In 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</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	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.
Safer Hartlepool Partnership's Task Groups.	The Safer Hartlepool Partnership has six task groups which were formed in response to the priorities identified in the Crime, Disorder and Drugs strategy 2005 to 2008. These task groups are: Violence in the Town Centre Group, Anti-social Behaviour Group, Prevention of Offending Group, Drug Treatment Strategy Group, Domestic Violence Strategy Group and the Acquisitive Crime Task Group.
Services for drug treatment and associated support.	<p>Hartlepool Community Drug Centre, Whitby Street, Hartlepool provides the Substance Misuse Service (SMS) (clinics and substitute prescribing). For more information Tel. 01429 285000.</p> <p>DISC (Developing Initiatives Supporting Communities) provides wraparound support e.g. benefits, housing, 1-2-1 motivational and relapse prevention, alternative therapies like acupuncture, electro stimuli and cognitive behaviour therapies, which assist management of symptoms. For more information Tel. 01429 285000.</p> <p>NACRO (National Association for Rehabilitation of Offenders) provides help with basic skills, education, training and employment opportunities. For more information Tel. 01429 285000.</p> <p>Albert Centre (part of the Hartlepool Community Drug Centre) provides Counseling and support. For more information Tel. 01429 285000.</p> <p>Advance is a user and ex-user group. For more information Tel. 01429 288113.</p> <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>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	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.
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 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:**

<b>Examples of key current programmes/projects</b>	<b>Description</b>
<p>Anti-Social Behaviour Unit (ASB Unit).</p>	<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.</p> <p>The ASB Unit is currently being restructured to give it a stronger neighbourhood focus. There will be an officer dedicated to the South Neighbourhood Police Team area by summer 2007.</p> <p>In January 2007 the ASB Unit was given the funding to implement the Family Intervention Project. The aim of this project is to identify families responsible for causing significant amounts of anti-social behaviour and then to work with all members of the household to tackle the underlying reasons for their behaviour.</p> <p>To contact the Anti-Social Behaviour Unit (ASB Unit) Tel. 01429 296588.</p>
<p>Cleveland Fire Brigade: Community Safety Initiatives.</p>	<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"> <li>▪ Free Home Fire Safety Checks where advice is given to help prevent fires and free smoke alarms are fitted to safeguard residents in case of fire. For more information please Tel. 01429 874063;</li> <li>▪ Arson audits are carried out to help prevent fires starting. This includes the removal of potential fuel from areas, arranging for boarding up of unoccupied premises and advice to property owners</li> </ul>

Examples of key current programmes/projects	Description
Continued ...	<p>on how to prevent arson;</p> <ul style="list-style-type: none"> <li>▪ Various Youth Intervention Schemes e.g. LIFE, SAFE and the Duke of Edinburgh Award scheme to address youth inclusion and behaviour;</li> <li>▪ Use of Advocates in various fields e.g. disability, deaf, elderly, ethnic minorities, to help to keep safe those deemed to be particularly vulnerable in our community;</li> <li>▪ School education to reach the youngsters of the area to explain fire safety and the dangers of playing with fire;</li> <li>▪ Advice to businesses as to compliance with current legislative requirements.</li> </ul> <p>For further information regarding any of these services please contact the Brigade Headquarters on Tel. 01429 872311.</p>
Cleveland Police: Hartlepool Neighbourhood Policing Scheme.	<p>The Neighbourhood Policing Scheme is based around local policing for local neighbourhoods, responding to the needs of local communities and bringing communities, police and partners closer together. The aim of Neighbourhood Policing is to increase police visibility and improve public reassurance and to make communities feel safe and secure by reducing crime and anti-social behaviour. Through Neighbourhood Policing, Police will be visible and accessible to members of the public. Community involvement is the key to the success of Neighbourhood Policing as resident priorities and views drive the initiative forward.</p> <p>There is an increased Police presence in Hartlepool through Neighbourhood Policing with a number of new PCSO's being placed across Hartlepool.</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</p>



<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>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>
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 etc. Tel. 01429 523534 for more information.
Hartlepool Borough Council: Environmental Action Team for Burn Valley Gardens and Rift House Recreational Ground (the 'Rec').	The operations carried out by the Environmental Operatives are fly-tipping removal, litter picking, grass cutting, shrub bed maintenance, weed killing, flower bed planting and maintenance, litter bin emptying, mechanical sweeping and graffiti removal.
Hartlepool Borough Council: Lighting Maintenance Plan.	The Council has a 3 to 4 year plan to implement more efficient lighting across the town.
Hartlepool Borough Council: Local Transport Plan (LTP).	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

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>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 for 2006 to 2011 to make 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>From 2006 to 2011 a total of £100,000 (£20,000 per annum) of LTP funding has been set aside 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 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 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</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>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"> <li>▪ Grounds maintenance;</li> <li>▪ Cleaning provision;</li> <li>▪ Gardening.</li> </ul> <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 Street Lighting Budget.	<p>In 2007/2008, there is £50,000 of Neighbourhood Renewal Fund (NRF) monies allocated for town wide street lighting improvements.</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
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>In 2007/2008 £87,000 is available to the Central Neighbourhood Consultative Forum for improvements works.</p>
Hartlepool Borough Council: Strategic Housing Section.	<p>The Strategic Housing Section is responsible for the production and implementation of the Housing Strategy, which this NAP contributes to. The section is split into various teams. The Private Sector Housing Team, which deals with enforcement of housing standards, landlord accreditation scheme, renovation and repair of homes in the private sector, offering financial assistance in certain cases. HBC Private Sector Housing Team can be contacted on Tel. 01429 523319.</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 from Hartlepool Borough Council's Energy Efficiency Officer. For more information Tel. 01429 523993. Further information can be obtained about all these services on the Hartlepool Borough Council website <a href="http://www.hartlepool.gov.uk">www.hartlepool.gov.uk</a>.</p>
Hartlepool Tree Strategy.	<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</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	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.
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 House/Burn Valley area.</p> <p>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>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.	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.

## **CULTURE AND LEISURE**

### **KEY RESOURCES AND PROGRAMMES**

Investment by mainstream agencies:

<b>Examples of key current programmes/projects</b>	<b>Description</b>
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 <a href="mailto:atcdteam@hotmail.com">atcdteam@hotmail.com</a> .
Brierton Community Sports Centre.	<p>Brierton Community Sports Centre offers a wide range of activities for all ages and facilities include a main sports hall, fitness suite, fitness suite and gym, dance studio, outdoor courts and meeting rooms.</p> <p>The Centre is open:</p> <p>Monday to Thursday - 9.00am – 10.00pm            Friday - 9.00am – 9.00pm            Saturday &amp; Sunday - 9.00am – 5.00pm</p> <p>Concessions are available to those on certain benefits, the disabled or those in full-time education.</p> <p>For more information, Tel. 01429 287606.</p> <p>Please note: the Centre will be unaffected by the closure of Brierton Community School.</p>
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>            7.00pm – 9.00pm – Mayhem Meeting (fun, games and epilogue for</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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 and Toddler Group</p> <p><u>Thursday Afternoon:</u></p> <p>Palm Springs, a social group for those aged 55 and over meet the second Thursday of every month. Programme of activities include trips, lunches out, quizzes, workshops and guest speakers. For more information, Tel. 222103.</p> <p>A full time Youth Worker commenced employment with the Church on 1<sup>st</sup> April 2007 and is 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. 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. 01429 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"> <li>▪ Rift House Primary School – nursery has been vacated and is being refurbished. Works commencing April 2007.</li> <li>▪ Kingsley Primary School – a new extension is being built and work commences in Summer 2007.</li> </ul>

Examples of key current programmes/projects	Description
Continued ...	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul> <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>
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-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.</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. 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.</p>



<b>Examples of key current programmes/projects</b>	<b>Description</b>
English Martyrs School and Sixth Form College – Art Gallery	Open to the public between 9.00am and 4.00pm, the Art Gallery is attached to the School and exhibits both students and visiting artists work. For more information, Tel. 01429 273790.
Friends of Burn Valley Gardens.	Awaiting Details.
Friends of Summerhill.	Summerhill has a 'Friends of Summerhill' group open to anyone with an interest in the site. The Friends of Summerhill has several areas of interest for people including the Summerhill Bird Club and the North East BMX riders. For more information, Tel. 01429 284584.
Families Accessing Support Team (FAST Project).	<p>The FAST Project (in partnership with the Belle Vue Community, Sports &amp; 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, 6.00pm – 7.00pm on 'the Rec' during Spring/Summer and on a Tuesday, 7.00pm – 8.30pm at Brierton Sports Centre during Autumn/Winter.</p> <p>Brierton Boys &amp; 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 (Adult Education).	Adult Education delivers accredited and non-accredited learning in community venues across the town. As well as advertised courses, the service works with priority groups to develop new learning opportunities. Anyone needing support to access learning should contact Student Support services for further information. Support includes childcare, transport, fee remission and a variety of in class activities such as specialised software, modification of learning materials and support staff. Adult Education also offers a free information and advice service on all learning opportunities, in addition to support to the unemployed through two specific projects that analyse people's skills and offer support. Skills coaching helps people understand and work towards the skills they need for their chosen job. Maxim8 is a programme of modules centred around key activities to maximise potential when searching for employment. For more

Examples of key current programmes/projects	Description
Continued ...	information, Tel. 01429 868616 or email on <a href="mailto:adult.education@hartlepool.gov.uk">adult.education@hartlepool.gov.uk</a> or visit <a href="http://www.haded.org.uk">www.haded.org.uk</a> .
Hartlepool Borough Council Adult and Community Services (Football Development Officer). Continued ...	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.
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"> <li>▪ Swim Development Officer and programme including organised gala's;</li> <li>▪ 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.</li> <li>▪ Outdoor Activities Co-ordinator and programme including team building, climbing, mountain biking, canoeing, caving and fishing;</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ School Coaching whereby coaches go into schools and teach multi-skills including activities such as netball and football.</li> </ul> <p>For more information Tel. 01429 284050.</p>
Hartlepool Borough Council: Central Library.	<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</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>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>
Hartlepool Borough Council Children's Services (Youth Services).	<p>The service offers young people between the ages of 13 and 19 years of age advice, guidance and support, delivered by 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.</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 snooker and pool, access to the sports hall, arts and crafts workshops, residentials as well as drug education and sexual health sessions. For more information Tel. 01429 523762.</p>
Hartlepool Borough Council: Youth Opportunities Fund/Youth Capital Fund.	<p>The aim of the Youth Opportunity Fund/Youth Capital Fund is to involve young people aged between 13 and 19 years, especially those who are hard to reach, in identifying positive activities and things to do, and to support their role as decision makers, grant givers and project leaders. They should be encouraged to consider local needs and circumstances as a part of their role in shaping provision for young people in Hartlepool, beyond their immediate group.</p> <p>The fund aims to:</p> <ul style="list-style-type: none"> <li>▪ Give a voice to young people, particularly disadvantaged young people, in relation to things to do and places to go, conveying a powerful message to young people that their needs and aspirations are important.</li> <li>▪ Change the way that local authorities and their partners provide activities and facilities for young people, especially in deprived</li> </ul>

Examples of key current programmes/projects	Description
Continued ...	<p>neighbourhoods, increasing the responsiveness of providers to what young people want.</p> <ul style="list-style-type: none"> <li>▪ Improve things to do and places to go in line with what young people want in their neighbourhoods.</li> <li>▪ Provide opportunities for young people to develop their confidence, knowledge, skills and abilities, gaining recognition and accreditation.</li> <li>▪ Increase the well-being of young people.</li> <li>▪ Increase young people's engagement with services and with the democratic process at local level.</li> </ul> <p>Tel. 01429 284044 for further information and/or an application pack.</p>
Hartlepool 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"> <li>▪ Dances on a Monday and Friday evening from 7.00pm.</li> <li>▪ Club Bingo on a Monday, Wednesday, Friday, Saturday and Sunday and evening as well as Sunday afternoon from 8.30pm.</li> <li>▪ All in All Out Bingo on Tuesday and Thursday evenings from 8.00pm.</li> <li>▪ Karaoke on Saturday evenings and entertainment on Sunday evenings.</li> <li>▪ Quiz and bingo every Sunday lunchtime.</li> </ul> <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>
Lindisfarne Care Home Community Room.	<p>Lindisfarne Care Home on Masfield Road, has a community room with kitchen facilities that is available for hire. For more information Tel. 01429 244020.</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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>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 and areas. Two Community Link Workers and a Youth Worker are assisted by volunteers. Youth provision includes a programme of organised off-site events and activities such as a Skateboarding Club, held once monthly at Redcar Indoor Skating facility; ten pin bowling played weekly at UK Superbowl Tees Bay Retail Park; once monthly visit to Wet 'n' Wild; a 'Poolies Club'; once monthly visit to the City Hall in Newcastle to 9<sup>th</sup> Hour (a Christian gig); plus the occasional one-off outings to places such as Alton Towers; weekend residentials and Saturday afternoon hikes in the North Yorkshire Moors (open to all ages). Subsidised bus trips to local attractions and places of interest are also offered in order to provide residents who may not otherwise get the chance to take part, with an opportunity to do so. For more information Tel. 01429 275816 or 01429 282334.</p> <p>A drop-in facility, with signposting services and outreach sessions, the Centre's opening hours are:</p> <p>Monday, Wednesday and Friday – 9.30am – 11.30am.  Tuesday and Thursday – 1.00pm – 3.00pm.</p> <p>During the above times the following outreach sessions are available at the Centre:</p> <p>Moneywise on a Thursday, 1.00pm – 2.00pm.  Community Police, every third Tuesday of each month.  Community Wardens, every Thursday between 2.00pm and 2.30pm.  A Citizens Advice Bureau (CAB) session is currently being piloted with the potential to extend the service beyond the pilot.</p> <p>The Centre also provides a Fruit &amp; Veg Scheme, photocopying and fax services for a small charge, a book exchange and free computer and Internet use, a job-slot whereby employment vacancies are displayed in the Centre's window and Centre staff can find out more</p>

Examples of key current programmes/projects	Description
Continued ...	information on the resident's behalf. Refreshments and biscuits are available throughout the Centre's opening hours. For more information Tel. 01429 282334.
Rift House Recreation Ground 'The Rec'.	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.
St Aidan's Church.	Activities are provided in St Aidan's School and include the following:  Cubs and Scouts take place on a Monday evening, 6.00pm – 7.30pm. Beavers takes place on a Wednesday evening starting at 6.00pm. Ladies Fellowship meets every other Wednesday evening from 7.15pm. Tai Chi takes place on alternate Wednesday evenings, starting at 7.15pm.  For more information, Tel. 273539.
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.  <u>Monday Evening:</u> (during term time)  5.00pm – 6.00pm Rainbows (games, crafts and outdoor activities) 6.00pm – 7.30pm Brownies (games, crafts and outdoor activities) 6.30pm – 8.00pm 4 <sup>th</sup> 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.  <u>Tuesday Evening:</u>  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

Examples of key current programmes/projects	Description
Continued ...	<p>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 &amp; Toddler Group 6.00pm – 9.30pm – 4<sup>th</sup> Hartlepool Boys Brigade – Anchor Boys &amp; Company (a Christian organisation offering sports, games, activities and Christian teaching) For more information on the Parent &amp; 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>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<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>
Stranton Community Learning Centre (CLC).	<p>The Stranton Community Learning Centre (CLC) is located beside Stranton Primary School and is in close proximity to the Rift House/Burn Valley area. The Stranton Community Learning Centre is open 6 days a week at the following times:</p> <p>Monday and Tuesday: 9.00am until 9.00pm.  Wednesday: 9.00am until 10.00pm.  Thursday: 9.00am until 9.00pm.  Friday: 9:00am until 8.00pm.  Saturday: varies week to week depending on bookings.</p> <p>There are many different facilities, courses and activities available at the Centre which cater for the entire family including a computer suite, meeting room, performing arts room, sports hall (for badminton etc) with indoor facilities plus a sports field with outdoor changing facilities. For more information, Tel. 01429 231329.</p>
Summerhill.	<p>Summerhill is a Country Park located near the top end of the Burn Valley just after Catcote School. Most activities are free of charge and available at any time. Created from a network of 8 fields in 1997 Summerhill has established valuable new woodlands, meadows and ponds for wildlife as well as managing existing hedgerows and sites of archaeological interest. Its value for wildlife earned its designation as a Local Nature Reserve in 2003.</p> <p>Summerhill is recognised nationally because of the facilities provided for on site for play and outdoor sports. There are walking, horse riding and cycling routes, orienteering courses, two play areas including an adventure play area, a trim trail, a BMX course and a Boulder Park for rock climbing. There is also a Visitor Centre that can host a wide range of meetings and events. Staff on site organise</p>



<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	activities for community groups, businesses or the general public in rock climbing, orienteering, High Ropes, archery, nature study, archaeology and crafts. The Visitor Centre can be hired out for anything from a meeting to a child's party. In addition, Summerhill run a regular programme of public events, many targeted to families, and events are staged such as BMX competitions and the Countryside Festival. Some of the activities often have a very low charge to them and there are concessionary rates available. Summerhill welcome suggestions for new activities. The site is open access 24/7, however, the Visitor Centre is open from 9.00am to 5.00pm every day. For more information, Tel. 284584 or visit the website at <a href="http://www.sunnysummerhill.com">www.sunnysummerhill.com</a> .
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 298686 or 292850.
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:**

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Black and Minority Ethnic (BME) Reference Group.	The Black and Minority Ethnic (BME) Reference Group aims to give Hartlepool's different ethnic minority groups a stronger voice in local decision making and raise awareness of various populations. The group look at issues affecting the BME community such as racial abuse and attacks, housing and access to services. For more information Tel. 01429 262641.
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 and Toddler Group</p> <p><u>Thursday Afternoon:</u></p> <p>Palm Springs, a social group for those aged 55 and over meet the second Thursday of every month. Programme of activities include trips, lunches out, quizzes, workshops and guest speakers. For more information, Tel. 01429 222103.</p> <p>A full time Youth Worker commenced employment with the Church on 1<sup>st</sup> April 2007 and is 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>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Burn Valley North Residents Association.	<p>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 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).</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</p>

Examples of key current programmes/projects	Description
Continued ...	<p>Communities Fund and Local Strategic Partnership funding. In Hartlepool, the CEN team will be providing a programme of capacity building training to those operating in the Voluntary and Community Sector and will involve organisations including the Community Development Foundation (CDF), SkillShare North East Ltd and the Headland Development Trust in the delivery of training. The CEN team is also looking to organise attendance at a British Association of Settlement &amp; Social Action Centres conference as part of this programme of capacity building training.</p> <p>Contact the Community Empowerment Network (CEN) at Hartlepool Voluntary Development Agency (HVDA), Rockhaven, 36 Victoria Road, Hartlepool, TS26 8DD. Tel. 01429 262641.</p>
Councillors.	<p><u>Burn Valley:</u></p> <p>Councillor Jonathan Brash  Councillor Gerard Hall  Councillor John Lauderdale</p> <p><u>Rift House:</u></p> <p>Councillor Stephen Akers-Belcher, 101 Westbrooke Avenue, Hartlepool, TS25 5HY, Tel. 01429 271747, mobile. 07904402864</p> <p>Councillor Lillian Sutheran, Tel. 01429 223964</p> <p>Councillor Gladys Worthy</p> <p>All Councillors can be contacted through the Hartlepool Borough Council Contact Centre on Tel: 01429 523721.</p>
Friends of Burn Valley Gardens.	Awaiting Details.
Friends of Summerhill.	Summerhill has a 'Friends of Summerhill' group open to anyone with an interest in the site. The Friends of Summerhill has several areas of interest for people including the Summerhill Bird Club and the North East BMX riders. For more information, Tel. 01429 284584.
Hartlepool Catholic Club.	A members social club holding a variety of activities on a weekly basis. Currently the following activities are held in the Club and open

<b>Examples of key current programmes/projects</b>	<b>Description</b>
Continued ...	<p>to members and their visitors:</p> <ul style="list-style-type: none"> <li>▪ Dances on a Monday and Friday evening from 7.00pm.</li> <li>▪ Club Bingo on a Monday, Wednesday, Friday, Saturday and Sunday and evening as well as Sunday afternoon from 8.30pm.</li> <li>▪ All in All Out Bingo on Tuesday and Thursday evenings from 8.00pm.</li> <li>▪ Karaoke on Saturday evenings and entertainment on Sunday evenings.</li> <li>▪ Quiz and bingo each Sunday lunchtime.</li> </ul> <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>
Lindisfarne Care Home Community Room.	<p>Lindisfarne Care Home on Masfield Road, has a community room with kitchen facilities that is available for hire. For more information, Tel. 01429 244020.</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>

Examples of key current programmes/projects	Description
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 and areas. A Community Link Worker and Youth Worker are assisted by volunteers. Youth provision includes a programme of organised off-site events and activities such as a Skateboarding Club, held once monthly at Redcar Indoor Skating facility; ten pin bowling played weekly at UK Superbowl Tees Bay Retail Park; once monthly visit to Wet 'n' Wild; a 'Poolies Club'; once monthly visit to the City Hall in Newcastle to 9<sup>th</sup> Hour (a Christian gig); plus the occasional one-off outings to places such as Alton Towers; weekend residentials and Saturday afternoon hikes in the North Yorkshire Moors (open to all ages). Subsidised bus trips to local attractions and places of interest are also offered in order to provide residents who may not otherwise get the chance to take part, with an opportunity to do so. For more information Tel. 01429 275816 or 01429 282334.</p> <p>A drop-in facility, with signposting services and outreach sessions, the Centre's opening hours are:</p> <p>Monday, Wednesday and Friday – 9.30am – 11.30am.  Tuesday and Thursday – 1.00pm – 3.00pm.</p> <p>During the above times the following outreach sessions are available at the Centre:</p> <p>Moneywise on a Thursday, 1.00pm – 2.00pm.  Community Police, every third Tuesday of each month.  Community Wardens, every Thursday between 2.00pm and 2.30pm.  A Citizens Advice Bureau (CAB) session is currently being piloted with the potential to extend the service beyond the pilot.</p> <p>The Centre also provides a Fruit &amp; Veg Scheme, photocopying and fax services for a small charge, a book exchange and free computer and Internet use, a job-slot whereby employment vacancies are displayed in the Centre's window and Centre staff can find out more information on the resident's behalf. Refreshments and biscuits are available throughout the Centre's opening hours.</p> <p>For more information, Tel. 01429 282334.</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
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 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.</p>
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"> <li>▪ Tuesday, 10.00am – 12.00noon,</li> <li>▪ Wednesday, 2.00pm – 4.00pm,</li> <li>▪ Thursday, 2.00pm – 4.00pm.</li> </ul> <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.	<p>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, and plans for 2007/2008 include creating an action plan for youth activities alongside Browning Avenue Baptist Church, as well as activities for other residents such as quizzes, lunches etc. For more information Tel. 01429 271747.</p>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
St Aidan's Church.	<p>Activities are provided in St Aidan's School and include the following:</p> <p>Cubs and Scouts take place on a Monday evening, 6.00pm – 7.30pm.            Beavers takes place on a Wednesday evening starting at 6.00pm.            Ladies Fellowship meets every other Wednesday evening from 7.15pm.            Tai Chi takes place on alternate Wednesday evenings, starting at 7.15pm.</p> <p>For more information, Tel. 273539.</p>
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 4<sup>th</sup> 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>



Examples of key current programmes/projects	Description
Continued ...	<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)</p> <p>7.15pm – 9.00pm – Be Free - for young people in Years 6 – 9 (games, activities, crafts, drama, visits and residential experiences)</p> <p>For more information on these groups, Tel. 01429 868849.</p> <p><u>Friday Morning and Evening:</u></p> <p>9.00am – 11.00am – Parents &amp; Toddler Group</p> <p>6.00pm – 9.30pm – 4<sup>th</sup> Hartlepool Boys Brigade – Anchor Boys &amp; Company (a Christian organisation offering sports, games, activities and Christian teaching)</p> <p>For more information on the Parent &amp; 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>

<b>Examples of key current programmes/projects</b>	<b>Description</b>
SkillShare North East Ltd.	SkillShare North East Ltd, based in the Belle Vue Community, Sports and Youth Centre provides capacity building training and community development support enabling people to play a more active and influential role in the regeneration of their communities. The 6-12 most requested sessions each quarter are put into a quarterly training 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 June 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 and Community Organisations (OCN Level 2). For more information Tel. 01429 868353.
Westbourne Road Residents Association.	For more information, Tel. 01429 294462.

## **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.

**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.



## REVIEW OF POLICY/FUNCTION

### Diversity Impact Assessment

A Diversity Impact Assessment is a thorough and systematic analysis of a policy or function. This form should be completed and passed to Service Development in the early stages of reviewing a policy or function.

<b>Policy or Function Being Assessed: Rift House/Burn Valley Neighbourhood Action Plan (NAP) Update</b>	
Each of the Neighbourhood Action Plans (NAPs) are being updated in order of development. The Rift House/Burn Valley Neighbourhood Action Plan is the third NAP to be updated since the completion of the six Neighbourhood Action Plans across the town, undertaken by the Council.	
<b>Department: Regeneration and Planning</b>	<b>Responsible Officer: Sylvia Burn</b>
<b>Start Date: February 2007</b>	<b>Target Completion Date: Anticipated June 2007</b>
<b>Date Forwarded to Service Development: May 2007</b>	
<b>Date Forwarded to Diversity Officer: May 2007</b>	
<b>Is a Diversity Impact Assessment Required: Yes</b>	
<b>If no, please state reasons behind this decision below.</b>	
N/A	

<b>Process</b>	<b>Details</b>	<b>Further Action</b>
<p data-bbox="176 321 577 381"><b>Available data and research considered.</b></p> <p data-bbox="176 423 722 594">Relevant reliable and up to date information (e.g. Census Data, Labour Force Surveys, BVPI Survey 2000, WEA Research, Best Value Thematic Findings etc.)</p>	<p data-bbox="766 321 1333 1351">An analysis of Census, Index of Multiple Deprivation (IMD), Joint Strategy Unit (JSU) and household survey data (e.g. Ipsos MORI), HBC Education Department and Community Safety Team statistics and the Neighbourhood Renewal Strategy was initially undertaken to identify key themes of disadvantage and any key gaps between the Neighbourhood Action Plan area (Rift House/Burn Valley), the other Neighbourhood Renewal Fund Priority areas and the Borough averages. This quantitative information was supplemented by qualitative resident and community information from a range of sources, including local community/voluntary groups, residents associations and Ward Councillors. This analysis was used to produce an Issues Paper which was circulated to other Council Departments, external organisations, businesses, Ward Councillors, Central Neighbourhood Consultative Forum representatives and LSP Theme Partnership representatives, for comment. The Regeneration Team also met with the Rift House/Burn Valley Forum to discuss the contents of the Issues Paper and to agree the detailed arrangements for the consultation process</p>	<p data-bbox="1360 321 1705 349">No further action planned.</p>

Process	Details	Further Action												
Continued ...	(e.g. times, venues, publicity arrangements etc.) and to identify key resident representatives and discuss the involvement of children and young people and any other minority groups etc. The information from the Issues Paper was then included in the plan.	See previous page.												
<p><b>Assessment of impact.</b></p> <p>(e.g. Is there a differential impact on any group? Is the differential impact an adverse one? Is the policy directly or indirectly discriminatory? Is the policy intended to increase equality of opportunity by permitting positive action? Is it lawful?)</p>	<p>Does policy have negative impact on groups or individuals?</p> <p>(Indicate 'Yes' or 'No' in box)</p> <table border="1" data-bbox="760 732 1150 1036"> <tr> <td>Religious belief</td> <td>No</td> </tr> <tr> <td>Racial group</td> <td>No</td> </tr> <tr> <td>Age</td> <td>No</td> </tr> <tr> <td>Disability</td> <td>No</td> </tr> <tr> <td>Gender</td> <td>No</td> </tr> <tr> <td>Sexual orientation</td> <td>No</td> </tr> </table> <p>The national, overarching aim of a NAP is to narrow the gaps between the most deprived wards and the rest of the country. They are, therefore, key to increasing equality of opportunity for residents in deprived wards. NAPs bring together local people and service providers to work together to integrate policies at the local level to improve the</p>	Religious belief	No	Racial group	No	Age	No	Disability	No	Gender	No	Sexual orientation	No	No further action planned.
Religious belief	No													
Racial group	No													
Age	No													
Disability	No													
Gender	No													
Sexual orientation	No													

Process	Details	Further Action
Continued ...	ways that services are provided. Goals are to lower unemployment and create better health, skills, housing and a physical environment and a stronger community, with improved culture and leisure facilities. Whilst there is only limited new funding available specifically for the NAP it is anticipated that it will be influential in the future allocation of resources. To assess whether the actions in the NAP have been undertaken and to measure whether these actions have narrowed gaps, thereby reducing inequalities, an evaluation, monitoring and review system will commence. This system will therefore assess the impact of the policies in the plan and identify whether equality is increasing.	See previous page.
<p><b>Consideration of measures.</b></p> <p><b>Measures which might mitigate any adverse impact or alternative policies that might better promote equal opportunities.</b></p> <p>(e.g. How does each option further or hinder equality of opportunity? How does each option reinforce or challenge stereotypes? What are the consequences of not adopting an option more favourable</p>	Efforts have been made at every stage in the Plan preparation process to ensure that policies in the Plan represent a balanced and diverse view of the whole of the community. For example, the household survey data (critical in initially identifying key gaps for the Issues Paper) is designed to achieve responses which reflect local demographics and socio-economic trends, whilst the LSP, Hartlepool Partnership (which makes the final decision on both the first draft and	No further action planned.

Process	Details	Further Action
to equality of opportunity?)	final version of each NAP), includes residents and representatives of the disabled, elderly and ethnic minority groups. More specific examples of where the Regeneration Team tried to ensure social inclusion include providing childcare facilities (free of charge) to encourage parents to attend the Community Conference, holding numerous drop-in sessions in the evening so the people who work during the day had the opportunity to be involved, ensuring there were opportunities to be involved at venues where alcohol was not available and where there was full disabled access, and undertaking additional consultations with people who were unable or unconfident at raising views in the public meetings (e.g. undertaking additional sessions with primary and secondary school children, youth groups, local residents associations and community/voluntary groups).	See previous page.
<p><b>Consultation process.</b></p> <p>(e.g. What methods of consultation will be used? Who is directly affected by the policy and how do we ensure they will be consulted? What information will be available to those consulted? What</p>	The Rift House/Burn Valley Issues Paper was circulated to other Council Departments, external organisations, businesses, Ward Councillors, Central Neighbourhood Consultative Forum representatives and LSP Theme Partnership representatives, for comment.	No further action planned.



Process	Details	Further Action
<p>barriers exist to effective consultation and what can be done to overcome these barriers? What previous consultation exercises have been conducted and what did they reveal? What resources are needed?)</p>	<p>The Regeneration Team also met with the Rift House/Burn Valley Forum to discuss the contents of the Issues Paper and to agree the detailed arrangements for the consultation process (e.g. times, venues, publicity arrangements etc.) and to identify key resident representatives and to discuss the involvement of children and young people and any other minority groups etc.</p> <p>More specific examples of where the Regeneration Team tried to ensure social inclusion include providing childcare facilities (free of charge) to encourage parents to attend the Community Conference, holding numerous drop-in sessions in the evening so the people who work during the day had the opportunity to be involved, ensuring there were opportunities to be involved at venues where alcohol was not available and where there was full disabled access, and undertaking additional consultations with people who were unable or unconfident at raising views in the public meetings (e.g. undertaking additional sessions with primary and secondary school children, youth groups, local residents associations and community/voluntary groups). As</p>	<p>See previous page.</p>

Process	Details	Further Action
Continued ...	<p>previously detailed, an effort was made to hold out of hours consultation events to reach people who work full time but in addition, the Regeneration Team were available to answer any questions or discuss any comments via the telephone, home visits or e-mail thus overcoming the restriction of being tied to 9.00am to 5.00pm office hours.</p> <p>The key findings of the Issues Paper were used to stimulate debate and discussions at the Community Conference. A leaflet advertising the Conference was sent to every household in the NAP area. The Conference itself helped to break down barriers to consultation as it brought together residents, Ward Councillors, service providers, school children and community/voluntary groups to identify resident's priority concerns and potential actions needed to address these concerns.</p> <p>The concerns and findings from the Conference were then transferred into the draft Plan by the Regeneration Team along with the information detailed in the Issues Paper. The draft Plan was then sent to all residents and community/voluntary groups involved or who had</p>	See previous page.

Process	Details	Further Action
Continued ...	<p>expressed an interest at any stage in the consultation process, and to all service providers, other Council Departments businesses, Ward Councillors, Central Neighbourhood Consultative Forum representatives and LSP Theme Partnership representatives, for comment. As previously outlined, drop-in sessions were arranged at various local venues where residents could chat to members of staff from the Regeneration Team about any concerns they had on the contents of the Plan, whether there were any gaps or omissions etc. Copies of the draft NAP, accompanied with a comments book, were also distributed in other public buildings throughout the area e.g. community buildings, libraries, dentists, doctors and clubs. The draft NAP was also considered for comment at the Rift House/Burn Valley Forum, the Central Neighbourhood Consultative Forum and the Regeneration, Liveability and Housing Portfolio Holder. The LSP considered all comments received on the draft Plan and agreed on this basis for the final Plan. Furthermore, themed service provider meetings (including Ward Councillors) were held to discuss potential resources available or needed to address the priority concerns and actions identified in the</p>	See previous page.

Process	Details	Further Action
Continued ...	<p>agreed draft. These were then recorded in draft two of the NAP by the Council's Regeneration Team. Draft two was then circulated to all those who have been involved in the consultation process to ensure that all of the views and comments received have been incorporated, and that these have been accurately reflected in the Plan. The final Plan was then produced.</p> <p>The above methods of consultation were used to ensure the inclusion of all stakeholders. There was no adverse impact on people following the consultation.</p>	See previous page.
<p><b>Decision making process and outcome.</b></p> <p>How will the decisions prior to producing final policy document be recorded? e.g. report to DSG, rationale for final police content (e.g. Who will make the decision? What information was considered? How was the decision making process structured? How will the decision making process be recorded?)</p>	<p>The Issues Paper described in the data and research section above, was used to stimulate debate and discussions at the Community Conference. To advertise the Community Conference a leaflet was sent to every household and posters were displayed in public venues throughout the NAP area. The leaflet provided contact details (telephone, postal address, e-mail address, fax) of the Regeneration Team for those wishing to raise their concerns and issues, but could not or did not wish to attend the Conference. The Conference itself brought together</p>	No further action planned.

Process	Details	Further Action
Continued ...	<p>residents, Ward Councillors, service providers, school children and community/voluntary groups to identify residents' priority concerns and potential actions needed to address these priority concerns. The work was undertaken in groups at the Conference, with the aid of a standard course booklet designed by the Regeneration Team, to ensure Conference discussions could be easily transferred into a standard NAP format (a template which has been agreed by the Hartlepool Partnership). Each group had a facilitator (a Council Officer or an officer from a partner organisation or community/voluntary group), to help to stimulate group work. All priorities and any disagreements were recorded on a flipchart by a scribe elected by the group and main points are agreed upon, with feedback sessions providing opportunities for key themes to emerge and be recorded by Regeneration Team staff. Young people from local schools in the NAP area also took part in the Conference and were encouraged to participate in group work. The young people had an adapted workbooklet which was more appropriate for their age. Conference findings, other verbal and written comments received and additional</p>	See previous page.

Process	Details	Further Action
Continued ...	<p>workw ith local schools, youth groups plus other specialist and minority groups, w ere then transferred into a draft Plan by the Council's Regeneration Team. The draft Plan w as then sent to all residents, Ward Councillors, community/voluntary groups etc. who had been involved in the consultation process, and to all service providers and other Council Departments, for comment. Drop-in sessions w ere also arranged at various local venues w here residents could chat to staff from the Regeneration Team and discuss any concerns they have on the contents of the Plan, w hether there are any gaps or omissions etc. These drop-in sessions w ere held through the day and on an evening to enable everyone to be involved in the process and w ere advertised via a new sletter w hich w as delivered to every household in the NAP area. The new sletter also highlighted the main findings of the Community Conference and outlined contact details (telephone, postal address, e-mail address, fax) of the Regeneration Team so that people could contact the team to find out how they could be involved in the consultation process. Copies of the draft NAP, accompanied w ith a comments book, w ere also distributed in other public</p>	See previous page.

Process	Details	Further Action
Continued ...	<p>buildings throughout the NAP area e.g. community buildings, libraries, dentists, doctors and clubs. The draft NAP was also considered for comment at the Rift House/Burn Valley Forum, the Central Neighbourhood Consultative Forum, the Regeneration, Liveability and Housing Portfolio Holder and the Hartlepool Partnership.</p> <p>Themed service provider meetings (including Ward Councillors) were held to discuss potential resources available or needed to address the priority concerns and actions identified in draft one. These were recorded in draft two of the Plan by the Council's Regeneration Team. Draft two was then circulated to all those who have been involved in the consultation process to ensure that all of the views and comments received have been incorporated, and that these have been accurately reflected in the plan. The final Plan was then produced.</p> <p>The final Plan is to be endorsed by the Rift House/Burn Valley Forum, the Central Neighbourhood Consultative Forum, the Regeneration, Liveability and Housing Portfolio Holder and the Hartlepool Partnership.</p>	See previous page.

Process	Details	Further Action
Continued ...	<p>The Community Network Officer (based at Hartlepool Voluntary Development Agency (HVDA)) is currently working with the Regeneration Team and the Neighbourhood Manager to provide administration and support for the Rift House/Burn Valley Forum. This Forum comprises active residents who have emerged through the consultation process, service providers, Ward Councillors, the Neighbourhood Manager, Community Network Officer and a Regeneration Team representative. The Forum will use the updated NAP to continue to identify the residents' priorities to be funded by NRF.</p>	See previous page.



Process	Details	Further Action
<p><b>Publishing arrangements.</b></p> <p>What are the arrangements for publishing the results of the DIA?</p> <p>e.g. Will draft policy include summary of results of DIA? Will DIA results be sent to any particular groups/consultees? How will people be advised of new or changed policies?</p> <p>(e.g. What format will be used to ensure results are published in an accessible and comprehensive form? Will a draft report be made available first?)</p>	<p>As indicated above, the draft Plan was produced through a robust consultation process and made available for comment to residents, Ward Councillors, service providers, community/voluntary groups etc. A paper copy of draft one of the Plan was mailed to all residents and community/voluntary groups who made an initial response to the leaflet (sent to all households in the NAP area), attended the Conference, attended a drop-in session or submitted any verbal or written comments. Copies with a comments book were also widely distributed to various public buildings throughout the NAP area e.g. community buildings, libraries, dentists, doctors and clubs. In addition to these arrangements the contents of draft one of the Plan were also reported to the Rift House/Burn Valley Forum, the Central Neighbourhood Consultative Forum, the Regeneration, Liveability and Housing Portfolio Holder and the Hartlepool Partnership, for comment. Draft two of the Plan was published in a similar way to draft one to enable amendments and comments to be proposed by residents, Ward Councillors, service providers, community/voluntary groups etc. The final Plan will then be taken to the Rift House/Burn Valley Forum, the Central</p>	<p>No further action planned.</p>

Process	Details	Further Action
Continued ...	<p>Neighbourhood Consultative Forum, the Regeneration, Liveability and Housing Portfolio Holder and the Hartlepool Partnership to request endorsement.</p> <p>The final Plan will then be placed on the internet and intranet, for information and printed and sent to all involved in the development of the plan (including residents, Ward Councillors, service providers, community/voluntary groups, youth groups, schools etc.). In addition the final Plan will also be made available in local libraries and community centres.</p> <p>Throughout the consultation process it was made clear that anyone who has any special needs can be accommodated (for example we would try to respond positively to any requests for audio or Braille versions of the Plan or for it to be published in large print or other languages).</p>	See previous page.

**Where further actions have been identified, please state below how these actions will be monitored and reported on. For instance will actions be included in service plans, further reports to DSG etc.**

By April 2006 NAPs had been completed in all of the priority neighbourhoods as set out in the Neighbourhood Renewal Strategy (NRS). It was important for continued improvement in NAPs, and ultimately to improved services, that a review was undertaken of NAP development, implementation and monitoring with a view to improving the NAPs developed from 2006 onwards. The Council's Best Value Review of Strengthening Communities also makes reference to NAPs, and the need to implement any actions arising from the NAP Review, including the need to further develop NAP consultation processes and questioning the extent to which NAPs have the potential for being extended into other areas of the town.

A scoping paper was prepared by the Council's Community Strategy Division to agree a timetable as well as the main elements to be considered as part of the NAP review. The review considered the following issues; how to enhance resident involvement in NAP development; how to meet the needs and aspirations of local residents; how to achieve service provider buy in at all stages (NAP development, implementation and monitoring); how to improve and develop an enhanced monitoring system, including options for local neighbourhood outcomes and targets linked to Neighbourhood Element Funding; the need to review NAP boundaries, particularly links with the NDC area; the need to consider the options for extending NAPs to neighbourhoods outside the current NRS area; the need to review the management of NRF Residents Priority Budget and to clarify the roles of key players on NAP development and monitoring.

To undertake the NAP review two focus group sessions were arranged; one with residents and Ward Councillors from across all of the NAP areas and the other with organisations delivering services in the NAP areas. A questionnaire was also distributed to all residents, Ward Councillors and service providers who have attended a NAP event or meeting. The NAP review makes 30 separate recommendations for improving how NAPs are developed, implemented and monitored. The findings of the review have therefore been influential in NAP work undertaken since the NAP review was agreed by the Hartlepool Partnership. In addition to the review, the NAP itself does contain a variety of action points within each of the seven Community Strategy themes, and these will be acted upon as the NAP develops through to its implementation stage. Progress on these actions will be reviewed annually by the Hartlepool Partnership and any diversity issues brought to the attention of the DSG.

Neighbourhood Action Plan development and implementation is monitored on the Corporate Plan and the Departmental Service Plans.

**REGENERATION AND LIVE ABILITY PORTFOLIO**  
Report To Portfolio Holder  
23<sup>rd</sup> May 2007



**Report of:** Head of Regeneration

**Subject:** FRIARAGE MANOR HOUSE AND  
SURROUNDING LAND - FEASIBILITY AND  
DEVELOPMENT WORK

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## SUMMARY

### 1.0 PURPOSE OF REPORT

The report provides an update on current progress with the development of feasibility work in relation to the Friarage Manor House and surrounding land and requests authorisation to pursue further development work to assist the delivery of this scheme.

### 2.0 SUMMARY OF CONTENTS

The report outlines progress on a feasibility study which is currently being carried out to assess the viability of converting the Manor House for use as a community resource as part of a wider redevelopment scheme. The report then highlights a number of critical issues affecting the achievement of such a scheme and requests authorisation to pursue additional work aimed at supporting the development and marketing process.

### 3.0 RELEVANCE TO PORTFOLIO MEMBER

The project relates to a key regeneration site on the Headland and the Manor House itself is the subject of a potential Townscape Heritage Initiative grant, which falls within the remit of the Portfolio Holder.

### 4.0 TYPE OF DECISION

Non-Key

### 5.0 DECISION MAKING ROUTE

Regeneration, Liveability and Housing Portfolio 23<sup>rd</sup> May 2007

## **6.0 DECISION(S) REQUIRED**

The Portfolio Holder is requested to note progress on the feasibility work and agree the use of resources as outlined in the report to support the further development and delivery of the scheme.

**Report of:** Head of Regeneration

**Subject:** FRIARAGE MANOR HOUSE AND SURROUNDING LAND - FEASIBILITY AND DEVELOPMENT WORK

---

**1. PURPOSE OF REPORT**

- 1.1 The report provides an update on current progress with the development of feasibility work in relation to the Friarage Manor House and surrounding land and requests authorisation to pursue further development work to assist the delivery of this scheme.

**2. BACKGROUND**

- 2.1 In April 2007, Cabinet approved funding of £20,000 to match fund a similar sum provided by the North Hartlepool Partnership towards the cost of investigation and feasibility work relating to the Friarage Manor House development site.
- 2.2 The Friarage Manor House is one of the key buildings identified for support through the Headland Townscape Heritage Initiative (THI). It also forms part of a wider regeneration site which is allocated in the Local Plan for mixed-use development and for which a planning development brief has been prepared. The land is in two separate ownerships – the Henry Smith Education Trust, and the Henry Smith non-Education Trust - the latter which owns the Manor House building itself.
- 2.3 The two Trusts have agreed to work together to progress the development and marketing of the sites and have formed a Steering Group which also includes officers of the Council and the North Hartlepool Partnership.
- 2.4 Before development and marketing can take place it is necessary to address a series of complex issues including:-
- Identification of definitive ownership boundaries between the two Trusts,
  - Re-constitution of one of the Trusts,
  - Seeking clarification and agreement of the Charities Commission in relation to land disposal and the terms of the Trusts' ability to invest any income from sale into site development requirements,

- Identifying a suitable and viable end use for the Manor House itself together with conversion costs,
  - Satisfying the requirements of the Heritage Lottery and English Heritage in terms of progress and end use to allow an extension of the time period for drawing down THL grant for the Manor House,
  - Assessing development constraints associated with the archaeology on the site,
  - Agreeing specific end uses for the site.
  -
- 2.5 In relation to this latter point, and in response to feedback from residents on the planning development brief consultation, consultants were appointed to look at the feasibility of converting the Manor House to community use. This feasibility work is due for completion by the end of May and a more detailed report on this will be presented to the portfolio holder in due course.
- 2.6 The study has been useful in demonstrating to the two owners the complexity of delivering a scheme on this site and will hopefully provide useful guidance to the two Trusts on how to move forward. The consultants have yet to make their recommendations in relation to viability of a community use as this depends to a large extent on issues such as income from land sales, the size and scale of a development, associated running costs and whether the two Trusts are able to pool resources in order to deliver the scheme as a whole.
- 2.7 Once completed the Trusts will need to consider the recommendations and make decisions on how to proceed. The draft study includes a Delivery Plan, which identifies key actions and timescales for delivering a scheme on site. These include the preparation of detailed drawings, public consultation, submission of an application for planning consent, negotiations in relation to a Section 106 planning agreement, preparation of marketing particulars and site marketing. If the non-Education Trust decide to retain the Manor House building for community use, there may also be a need to oversee the contract for restoration and building works relating to this building.
- 2.8 The Trusts themselves do not have the capacity to manage and deliver this work on their own. They also have limited resources available to fund such activity as most or all of their assets are tied up in the land. In order to realise the delivery of a scheme on site, and ensure the retention of the Heritage Lottery Grant it is also essential to ensure that demonstrable progress is being made towards delivering the end solution.
- 2.9 Given also, the importance of securing development of the site to the regeneration objectives of the Headland, it is suggested that the Council support the funding of the remaining development work. The specific cost of such work would need to be established, however, it is anticipated that this could be substantially accommodated within the original £40,000 budget allocated towards development and feasibility work on this scheme. It is proposed that any costs over and above the

allocated budget could be funded through Planning Delivery Grant, subject to confirmation of the 2007-8 settlement: I shall comment further at the meeting.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 The Council has allocated a sum of £20,000 towards development and feasibility work on this scheme, which is matched with a similar sum from the North Hartlepool Partnership. It is anticipated that the cost of the further development work could be accommodated within this budget, with any additional cost being met from Planning Delivery Grant, subject to confirmation of the 2007-8 settlement, to be referred to further at the meeting.

### **4. RECOMMENDATIONS**

- 4.1 The Portfolio Holder is requested to note progress on the feasibility work and agree the use of resources as outlined in the report to support the further development and delivery of the scheme.



**REGENERATION & LIVEABILITY PORTFOLIO**  
Report To Portfolio Holder  
23 May 2007



**Report of:** Director of Regeneration & Planning

**Subject:** Housing Market Renewal Programme 2007/8 –  
Resource Allocation

---

## SUMMARY

### 1.0 PURPOSE OF REPORT

To establish where remaining housing market renewal resources will be targeted in terms of supporting strategic property acquisitions for the remainder of 2007/8, and to set out the overall direction of the programme for 2008 onwards.

### 2.0 SUMMARY OF CONTENTS

The report briefly summarises the current position of the housing market renewal programme in central Hartlepool, and sets out an approach to targeting remaining resources available in 2007/8 from current capital allocations into supporting strategic property acquisitions in areas where significant project development work has already been undertaken, ahead of the confirmation of future resource availability for the period 2008-11.

### 3.0 RELEVANCE TO PORTFOLIO MEMBER

The report has core strategic relevance to housing, regeneration and liveability, and is firmly rooted within the Government's agenda for creating and supporting sustainable and mixed communities.

### 4.0 TYPE OF DECISION

Non-key.

### 5.0 DECISION MAKING ROUTE

The Portfolio Holder at his meeting on 23 May 2007.

## 6.0 DECISION(S) REQUIRED

To endorse the approach as contained within the report, and to invite a further progress report when future resource allocations for 2008/11 have been confirmed.

**Report of:** Director of Regeneration & Planning

**Subject:** Housing Market Renewal Programme 2007/8 –  
Resource Allocation

---

## **1. PURPOSE OF REPORT**

- 1.1 To establish where remaining housing market renewal resources will be targeted in terms of supporting strategic property acquisitions for the remainder of 2007/8, and to set out the overall direction of the programme for 2008 onwards.

## **2. BACKGROUND**

- 2.1 On 5 February 2007 Cabinet received a detailed report on the development and current position of the housing market renewal programme overall, and endorsed in principle a suggested approach to targeting remaining resources into supporting strategic property acquisitions in areas where project development is significantly advanced, ahead of the formal confirmation of future resource availability, currently anticipated in late 2007/early 2008.
- 2.2 In summary, that report identified the clear overriding resource priority for the Council was to ensure completion of site assembly, expedite all remaining associated compensation costs, and complete subsequent land transfers, in those 3 areas in north and west central Hartlepool where compulsory purchase powers had been used to ensure delivery of the first phase of the programme (ie Moore/Pelham Street, Mildred/Slater Street and Mayfair/Gordon Street areas respectively).
- 2.3 Work to facilitate this is currently moving toward completion, with land in the latter 2 sites now in the ownership of Yuill Homes, and the first shortly to be formally transferred to George Wimpey North Yorkshire following the completion of various legal and technical negotiations. Taken together these sites will ultimately see the clearance of over 620 older, primarily terraced dwellings in areas most acutely affected by housing market failure in recent years, and their replacement with over 330 new homes, of a range of types and sizes, built to high standards of construction and environmental performance, for sale, rent, shared ownership and equity share.

- 2.4 The report identified that once these transfers and associated transactions have been completed, there would be some residual resource element available to support ongoing activity in adjacent areas where significant development work has been undertaken, ahead of the formal clarification of future resource allocations post-2008, and the formal adoption by the Council of additional redevelopment schemes.
- 2.5 The report specifically identified ongoing project development work across west and north central Hartlepool in terms of the recent North Central Hartlepool master plan update, the project planning work developed through the Belle Vue Steering Group, the ongoing updating of other aspects of the NDC Community Housing Plan, and the range of additional work that is now necessary to move these projects forward into implementation.

### 3. THE IDENTIFICATION OF STRATEGIC PRIORITIES

- 3.1 Following endorsement by Cabinet of the approach to targeting remaining 2007/8 resources as described, Officers have engaged in further detailed discussions with key regeneration and delivery partners, Hartlepool Revival and Housing Hartlepool, in order to move the process forward.
- 3.2 Whilst it is acknowledged that all of the central Hartlepool housing market renewal area remains a priority, it is the case that project development (in terms of housing market analysis, master planning, community engagement, consultation and expectation and so on) is most advanced in several key areas.
- 3.3 Additionally, a relative assessment of the various areas where potentially significant intervention may be required, in terms of benchmarking them against various assessment criteria grouped around relative strategic fit, deliverability and value for money, provides further justification supporting prioritising remaining residual resources into discrete elements of project development work currently ongoing.
- 3.4 It is proposed therefore that residual housing capital resources remaining following completion of the disposal of the sites as described above are directed towards supporting strategic acquisitions, in partnership with Housing Hartlepool and Hartlepool Revival, in
- Belle Vue (within the proposed area described as option 2B developed by the Belle Vue Steering Group), whilst additional technical assessments, financial modelling and market testing are undertaken
  - Dyke House estate, to support the investment strategy of Housing Hartlepool, and

- The Perth/Hurworth/Gray/Turnbull Street area of North Central Hartlepool whilst additional technical assessments, financial modelling and market testing are undertaken, and
- The Carr/Hopps/Richardson Street areas (within the boundary of sites 3 'a' and 'b' within the NDC Community Housing Plan, and the adjacent property at 17 Rodney Street, a vacant property in poor condition and owned by Endeavour HA) whilst further housing market analysis and consultations are undertaken

#### **4. FINANCIAL, LEGAL AND RISK MANAGEMENT IMPLICATIONS**

- 4.1 As contained within the recent report to Cabinet, appropriate legal and technical advice will be sought to as to minimise any potential risks associated with supporting property acquisitions in this way, ahead of the formal progression of new schemes.
- 4.2 In terms of financial and resource management, Officers will ensure that the total commitment to acquisitions does not exceed the remaining capital allocation for housing market renewal 2007/8, following expedition of all of the compensation interests associated with the first phase of the programme as described above.

#### **5. RECOMMENDATIONS**

- 5.1 That the approach to targeting residual housing market renewal capital resources toward the areas as described within the report is endorsed, in partnership with Housing Hartlepool and Hartlepool Revival, and
- 5.2 That further progress reports are prepared later in 2007/8 when future resource allocations for 2008/11 have been confirmed.

## REGENERATION AND LIVEABILITY PORTFOLIO

Report to Portfolio Holder  
23 May 2007



**Report of:** Director of Regeneration and Planning Services

**Subject** REGENERATION AND PLANNING  
DEPARTMENTAL PLAN 2007/08-2009/10

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### SUMMARY

#### 1. PURPOSE OF REPORT

- 1.1 To agree the Regeneration and Planning Departmental Plan for 2007/08 to 2009/10.

#### 2. SUMMARY OF CONTENTS

- 2.1 The Departmental Plan outlines the main activities the department will undertake during 2007/08-2009/10 and includes a detailed action plan for 2007/08. The full plan is set out at **Appendix A**.

#### 3. RELEVANCE TO PORTFOLIO MEMBER

- 3.1 The portfolio holder currently has responsibility for Regeneration and Planning services.

#### 4. TYPE OF DECISION

- 4.1 Non-key.

#### 5. DECISION MAKING ROUTE

- 5.1 Portfolio holder only.

**6. DECISION(S) REQUIRED**

- 6.1 To approve the Regeneration and Planning Departmental Plan for 2007/08-2009/10.

**Report of:** Director of Regeneration and Planning Services

**Subject** REGENERATION AND PLANNING  
DEPARTMENTAL PLAN 2007/08-2009/10

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## **1. PURPOSE OF REPORT**

- 1.1 To agree the Regeneration and Planning Departmental Plan for 2007/08 to 2009/10.

## **2. BACKGROUND**

- 2.1 The Departmental Plan forms part of the Council's overall service planning arrangements and outlines the main activities the department will undertake during 2007/08-2009/10. The full plan is set out at **Appendix A**. A detailed action plan for 2007/08 is included within the document and key objectives, milestones, responsible officers and associated performance indicators are described.

## **3. STRUCTURE AND CONTENTS OF THE PLAN**

- 3.1 The structure of the Departmental Plan is based on a corporate template and is designed to be consistent with other plans across the council. It has clear links to the strategic aims and objectives contained in the Council's overall Corporate Plan and also forms the basis for more detailed service planning for each division of the department.
- 3.2 For 2007/08, service planning and the preparation of the Statement of Internal Control have been brought together to reduce the duplication of effort and to improve governance arrangements. Appendix 1 of this year's Regeneration and Planning Departmental Plan contains full details of associated risks that could prevent the department achieving its objectives and describes the management controls in place to mitigate those risks identified.
- 3.3 In addition, five separate Diversity Impact Needs Requirement Assessments have also been carried out as part of the service planning process and these are shown within the Department Plan document at Appendix 2. Each of the main service areas have been reviewed and appropriate plans established to ensure the department takes steps to fully able to meet its equality and diversity obligations. The assessments are subject to stakeholder consultation later in the year. The actions required will be incorporated into the detailed service plans for each division of the department.



#### **4. MONITORING AND REPORTING**

- 4.1 The departmental actions and performance indicators will be regularly monitored by senior managers throughout the year. In addition, a quarterly report will be submitted to Portfolio Holder to provide an update on progress and to highlight any key areas of achievement or concern.

#### **5. RECOMMENDATION**

- 5.1 The Portfolio Holder is requested to consider and approve the contents of the Regeneration and Planning Departmental Plan document for 2007/08-2009/10.



**HARTLEPOOL**  
BOROUGH COUNCIL

# **Regeneration and Planning Services**

**Departmental Plan  
2007/08 – 2009/10**

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If you like further information about Regeneration and Planning Services performance please telephone Jeff Mason, Head of Support Services on (01429) 523502, fax (01429) 523599 or e-mail [jeff.mason@hartlepool.gov.uk](mailto:jeff.mason@hartlepool.gov.uk)

Copies of this summary can also be provided on audiotape or in large print, Braille and ethnic minority languages on request. We can also be contacted via Typetalk and enquiries in any language can be dealt with in person or on the telephone using Language Line instant translation service.

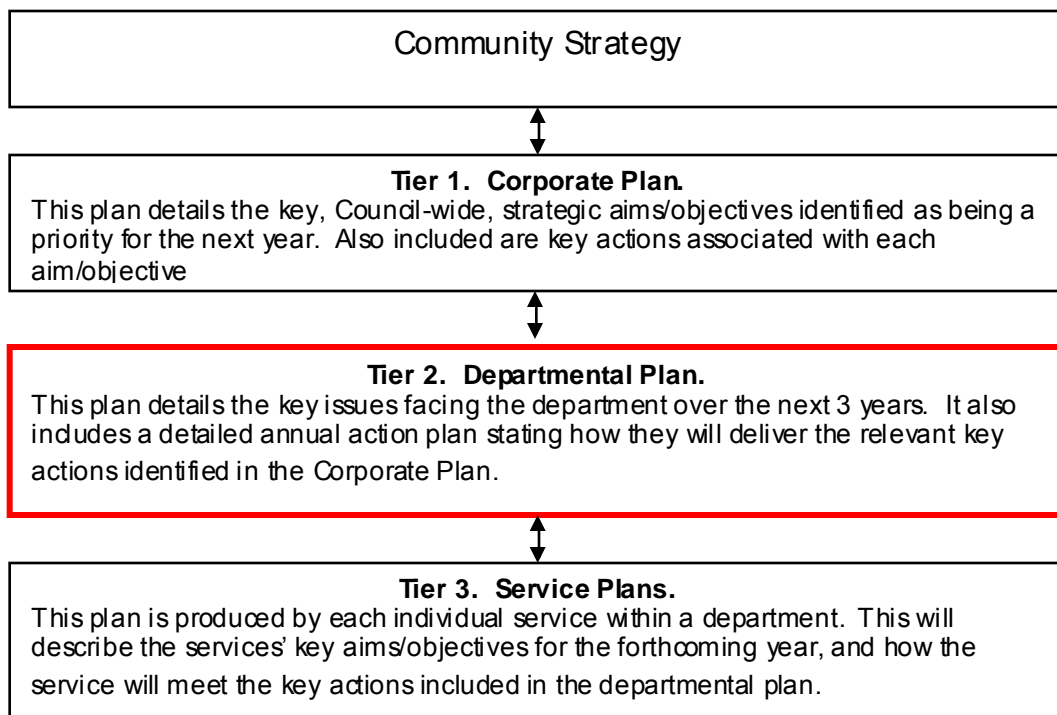
# 1. INTRODUCTION

**1.1** This document is the Regeneration and Planning Services Departmental Plan for 2007/08-2009/10 and forms part of the Council's overall Service Planning arrangements. The plan details the key priorities and issues facing the department over the next three years, and includes a detailed action plan for the next 12 months. This plan will be reviewed on an annual basis, which will allow for any emerging priorities to be included.

**1.2** The Council's Corporate Plan sets out the Council's contribution to achieving the statutory Community Strategy and related action plans including the Community Strategy Performance Management Framework and the Local Area Agreement (LAA). The Departmental Plan describes how the Department will help to meet the Council's objectives as stated in the Corporate Plan, in addition to identifying key objectives that the department wishes to focus on that are not contained in the Corporate Plan. It also provides the context for the Service Plans for each division in the Department.

**1.3** This Plan should be looked at in conjunction with both the Council's Corporate Plan, and the individual Service Plans, that together form part of the Council's overall Service Planning Arrangements. Figure 1, below, demonstrates how the plans are linked: -

Figure 1



**1.4** This approach ensures that any objective that appears in the Corporate Plan can be traced through to specific actions in the service plan, and vice versa. It allows the employees delivering services to explicitly see how their actions contribute to the Council's overall objectives and the overall Community Strategy.

**1.5** In addition there are a number of substantive plans and strategies for individual topics or themes eg the Housing Strategy; the Local Development Framework; the Social Behaviour Strategy; etc.

## **2. DEPARTMENTAL STRUCTURE**

### **Services Provided by the Department**

**2.1** The Department has a strong focus on regeneration activity, partnership working at a regional, sub-regional, locality and neighbourhood level and strategic planning. The focus is on continuous improvement and the delivery of excellent services.

**2.2** The Regeneration and Planning Services Department has responsibilities for several themes within the Community Strategy. In particular the Department is the lead department for the Council's contribution to the "Jobs and Economy" and "Community Safety" themes of the Community Strategy. It also has a co-ordinating role for the Strengthening Communities theme and a significant input to the Environment and Housing theme through for example work on planning, sustainable development, strategic housing, and housing market renewal. The department also has an interest in the other themes of the Community Strategy through its cross-cutting and strategic activity.

### **Departmental Structure**

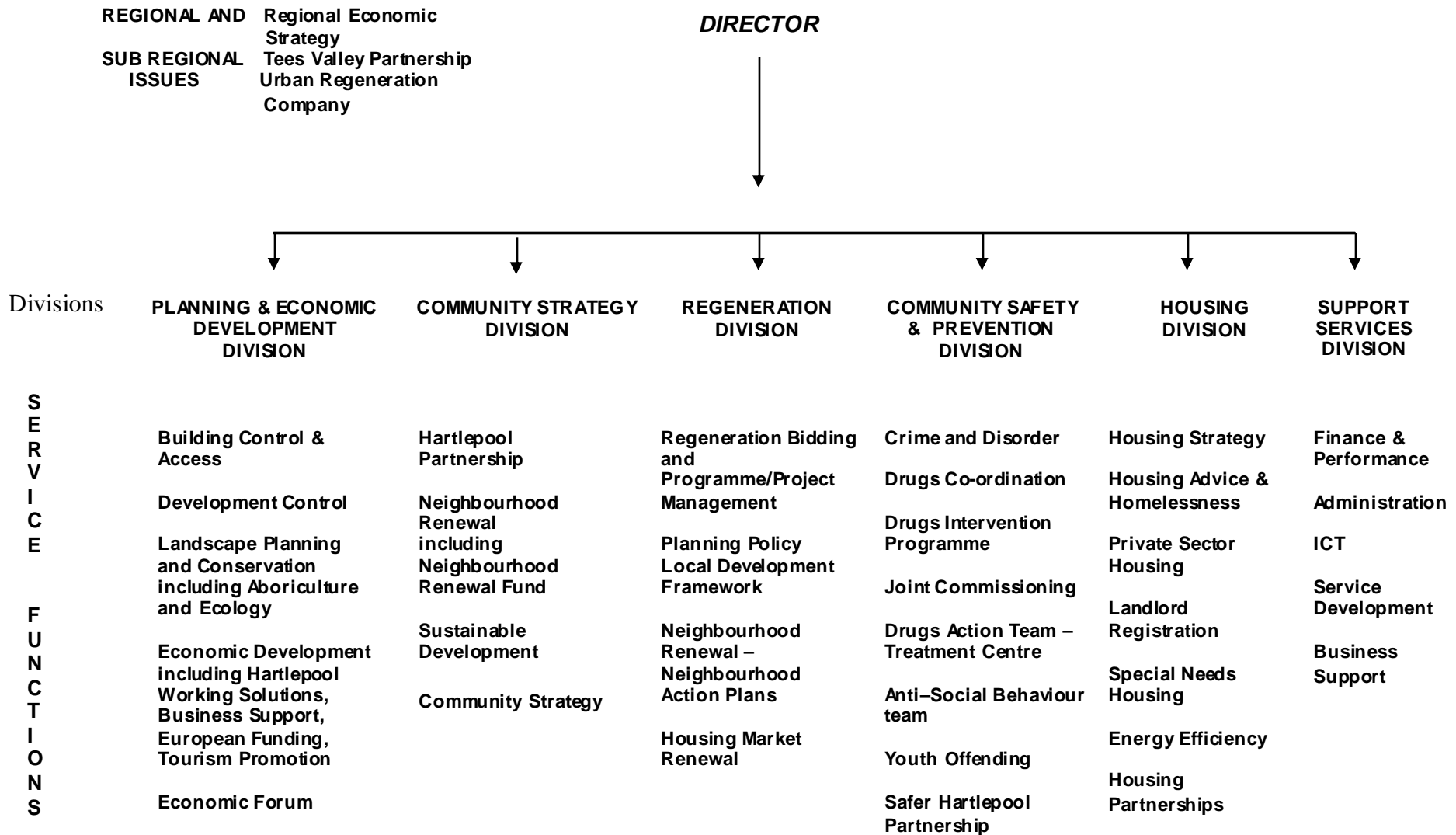
**2.3** The Department's structure is set out in figure 2 below. It comprises six divisions as follows:-

- i. Community Strategy
- ii. Regeneration
- iii. Community Safety & Prevention
- iv. Planning and Economic Development
- v. Housing
- vi. Support Services

**2.3  
APPENDIX A**

Figure 2

**DEPARTMENT OF REGENERATION AND PLANNING SERVICES**



### **Senior Officer Structure**

**2.4** The Departmental Management Team (DMT) consists of the Director of Regeneration and Planning Services, together with Divisional Heads. These are the Assistant Director for Planning and Economic Development, Head of Community Strategy, the Head of Regeneration, the Head of Community Safety and Prevention, and the Head of Support Services, who are each responsible for a division within the Department. In addition a Head of Housing is expected to be appointed during 2007/08.

**2.5** The extended Departmental Management Team also includes a number of section heads and senior officers most of whom are responsible for a service unit team which delivers a specific set of services.

**2.6** The key services/functions provided by each division are shown on figure 2 above.

**2.7** The Director and the Divisional Heads meet on a regular basis to plan, monitor and manage the strategic direction of the Department and the services provided. Strategic, operational, performance and substantive issues are considered across the Department and within the wider Council corporate and community context.

**2.8** The extended Departmental Management Team also meets on a regular, though less frequent, basis, to consider these matters in more detail where appropriate and to ensure the dissemination of knowledge and issues up and down and across the Department.

### **Links to Other Departments and Organisations**

**2.9** There are numerous links between the Department and other organisations and departments and the following description outlines a range of examples but is far from exhaustive.

**2.10** The Community Strategy Division facilitates and supports the development and operation of the Hartlepool Partnership, the local strategic partnership for the town and particularly its Board currently chaired by the local MP and vice-chaired by the elected Mayor. In addition work is undertaken across the partnership through groups and key partner organisations to facilitate joined up working.

**2.11** The Economic Development section facilitates the development and operation of the Economic Forum (a theme partnership within the Hartlepool Partnership) and has close working relationships with the business community and related organisations as well as key parties in the public and voluntary/community sector.

**2.12** The Community Safety and Prevention Division facilitates the development and operation of the Safer Hartlepool Partnership (theme partnership) and has close working relationships with a range of organisations involved in this activity including



the Police, Probation, the Primary Care Trust (PCT), Fire Service, etc and it coordinates or leads specific task groups or projects.

**2.13** The Housing Division helps to facilitate the Housing Partnership, a theme partnership within the Hartlepool Partnership.

**2.14** There are strong links between the Department and sub-regional organisations especially the Joint Strategy Unit, Tees Valley Regeneration and Tees Valley Unlimited the new overarching sub-regional body which is replacing Tees Valley Partnership. This consists of a 'Leadership Board' and 'Executive' and a series of 'Sub Boards' related to for example Regeneration/Planning/Strategic Housing and Transport; Housing Market Renewal; Tourism; Skills and Training. A series of officer working groups will feed business into this arrangement including for example the Chief Development Officers group and associated sub groups. The Chief Development Officers group will manage business of a cross-cutting nature, emanating from all the other groups. The Department is represented on the officer working groups – for example the Director of Regeneration and Planning Services will chair the CDOs group for the coming year. There are also linkages with Government Office North East and ONE North East, and with the other local authorities in the area particularly in the Tees Valley.

**2.15** There is a close relationship with the College of Further Education and regular contact is maintained with Job Centre Plus, Business Link, the Learning & Skills Council (LSC) and the University. There are good relationships with key landowners and developers in the area to facilitate regeneration such as for example PD Ports.

**2.16** There are good relationships with the community and voluntary sector at a sub-regional, locality (Hartlepool Voluntary Development Agency and the Community Empowerment Network) and also a more local level eg Owton Fens Community Association.

**2.17** The Regeneration Team in particular has close working relationships with area regeneration organisations which are independent or semi-independent of the Council including the New Deal for Communities and Hartlepool Revival.

**2.18** Within the Council there are strong cross cutting relationships with Neighbourhood Services for example on community safety, transport and land issues and environmental issues. There is regular liaison with Children's Services on for example youth offending service issues, the Building Schools for the Futures programme and the five 'Every Child Matters' outcomes, and with Adult and Community Services especially in relation to cultural and leisure facilities and services, supporting people service and major development schemes such as the Joseph Rowntree Foundation extra care village and the H2O Centre. There are also strong relationships between the Department and the corporate agenda especially in relation to the Community Strategy, the Local Area Agreement/Performance Management, governance and neighbourhood issues.

## **3. PERFORMANCE MANAGEMENT**

### **Monitoring and Reporting**

**3.1** The Action Plan towards the end of this document details how the Department will meet its main aims/objectives for the forthcoming year and this will be monitored constantly, and a quarterly report will be given to the Portfolio Holder(s) responsible for the functions of the department. The report will give an update on progress and highlight any key areas of achievement or concern. In certain circumstances, it may become necessary to add, remove or amend an aim/objective or specific action from the annual plan. This could be for a number of reasons, such as changing priorities or a delay in implementing a particular scheme through unforeseen circumstances. Any amendments to the plan will be made with agreement of the relevant Portfolio Holder(s).

### **Reviewing the Plan**

**3.2** The annual action plan will be constantly monitored and reviewed, with any proposed changes being presented to the relevant Portfolio Holder for agreement.

**3.3** The overall Departmental Plan also contains the key priorities for the next three years that will affect the department. Naturally these will change over time and will need to be reviewed and updated to reflect these changing priorities. As a revised Departmental Plan will be produced on an annual basis the overall priorities will also be reviewed on an annual basis and will be reflected in forthcoming years' departmental plans.

### **Communication**

**3.4** Internal performance on specific Performance Indicators or actions is related to specific responsible officers. Within a learning culture these officers are responsible for day to day monitoring and management of performance and any associated risks and they escalate matters to team leaders/section head level when appropriate. Any issues are discussed at team/section/division meetings, in one to one discussions and at appraisals.

**3.5** Where appropriate, issues are communicated to the DMT meetings or to Divisional Heads Meetings or to the Director. If necessary these are raised at corporate level through Corporate Management Team (CMT) or one to one meetings with the Chief Executive and Director etc. and if necessary with the Portfolio Holder.

**3.6** A quarterly Monitoring Review Process operates within the department where the Director and relevant Divisional Heads discuss performance, continuous improvement and related community wide, corporate, departmental and section issues by exception with the relevant service unit managers.

## **Managing Risk**

**3.7** Risks and controls in relation to the planned objectives are shown at Appendix 1. These are reviewed as part of the quarterly review of the strategic and operational risk registers following the process set out in the Council's Risk Management Strategy. The department's risks and controls form part of reports regularly given to CMT, executive members, the Audit Committee and to the Council's appointed auditors through the Statement on Internal Control.

## **4. WORKFORCE PLANNING**

### **Introduction**

**4.1** The Council's Workforce Development Strategy 2007-2012 provides clear direction to all departments in their workforce planning to ensure that we recruit and retain staff who have the right skills, knowledge and behaviours to effectively deliver our services.

**4.2** In the case of Regeneration and Planning Services, recruitment and retention is already proving difficult in some areas. A national shortage of good quality Planning Officers, Building Control Surveyors and Regeneration staff in particular mean that other Local Authorities as well as some Private Sector organisations are now offering staff in these disciplines highly attractive salary packages and various other incentives. Effective Workforce Development Planning will help us to meet this challenging situation both now and in the future.

**4.3** Workforce Planning will also ensure that our staff continue to be equipped with the knowledge and skills necessary to deliver even better services to meet the needs of a diverse community in a constantly changing environment. Leadership and Management Development and Equality and Diversity awareness continue to be among our priorities as does acquiring the necessary skills to be able to respond to the challenges of the Efficiency Agenda.

**4.4** The department was once again re-accredited with the Investors in People Award in February 2006. Included within the assessor's report was a specific reference to the "high proportion of professionally qualified staff who have the knowledge and skills to be fully independent in their roles," as well as an acknowledgement that staff training plans, regular appraisals, an effective induction programme and supportive management were all in place. Together these elements form a strong base on which to build for the future.

### **Key workforce issues**

**4.5** Key 2007/08 workforce development issues for the department will be addressed through the following objectives. Each is described under one of the main headings of the council's Workforce Development Strategy 2007-2012.

ACTION PLAN	Related Dept Plan Reference
<p><b>1. Develop and promote active visible and effective leadership</b></p> <ul style="list-style-type: none"> <li>• Ongoing member development for Planning Committee Members</li> <li>• Appropriate staff to undertake Middle Managers skills audit</li> <li>• Develop management capacity and capability within the department through the Leadership and Management Development Programme</li> </ul>	<p>PED20</p> <p>n/a</p> <p>n/a</p>
<p><b>2. Continually improve what we do</b></p> <ul style="list-style-type: none"> <li>• Contribute to the development of a new skills pathway/corporate career grade scheme as part of job evaluation</li> <li>• Build on current partnership working to ensure best use of resources, eg the LAA briefing and workshop event</li> <li>• Improve productivity through continued work to ensure staff wellbeing and reduced number of days lost through sickness absence</li> </ul>	<p>n/a</p> <p>CST03</p> <p>SSD22</p>
<p><b>3. Develop the skills of the workforce</b></p> <ul style="list-style-type: none"> <li>• Roll out awareness training for all departmental staff on equality and diversity</li> <li>• Equip appropriate staff with necessary skills to undertake effective BPR and/or efficiency reviews</li> </ul>	<p>SSD27</p> <p>SSD21</p>
<p><b>4. Effectively use resources and invest in the future</b></p> <ul style="list-style-type: none"> <li>• Take steps to address the succession planning and skills shortage issues in Development Control through continued funding of placements of Planning Students from the University of Newcastle</li> <li>• Take steps to address the succession planning and skills shortage issues in Building Control through recruitment to the Trainee Building Control Officer post</li> <li>• Work with HR to address the workforce planning issues that arise in relation to staff employed on fixed term contracts through external funding means</li> <li>• Support the promotion of a local government career to young people through active involvement in the schools work experience placement programme</li> </ul>	<p>PED20</p> <p>PED22</p> <p>n/a</p> <p>n/a</p>

## 5. PRIORITIES

### **Vision**

**5.1** Our vision is to regenerate Hartlepool and its communities to realise their potential and enable them to be prosperous, safe, attractive and sustainable.

**5.2** The Department will continue to focus on revitalising the town and reducing inequalities through a range of partnership working, strategic and neighbourhood planning, conservation and housing market renewal, development planning and control and community safety and prevention activity. This involves activities at various levels, strategic planning, enabling (often through partnership working) and direct delivery of commissioning of services.

### **Medium Term Priorities**

**5.3** The medium term priorities of the Department are reflected in the Corporate Plan, which identifies the responsible lead department/officer. These can be summarised as follows:-

#### ***(a) Jobs and the Economy Theme***

In the Jobs and Economy Theme the main priorities relate to strengthening enterprise, encouraging growth of existing and new local business and seeking to attract new inward investment especially through further development of the Incubation System and at Queens Meadow. The Department is also working closely with the College of Further Education and the University of Teesside to bring forward redevelopment and improvement of facilities. Improvement to skill levels within local communities and support for disadvantaged and vulnerable people is also centrally important to this work. Enabling the development of flagship sites and the improvement of property and the physical environment especially the Victoria Harbour proposals within the Hartlepool Quays area is also a major priority. The promotion of a positive image for the town is also a priority with the 2010 Tall Ship's Race being seen as a major opportunity for enhancing the awareness and image of Hartlepool.

#### ***(b) Community Safety***

In terms of the Community Safety Theme the medium term priority is to reduce crime and narrow gaps in crime levels and to ensure that responsibilities related to community safety are recognised across the Council and with partner organisations. Our vision is that residents will feel safe out in their neighbourhood after dark and that social behaviour becomes the norm with the use of ASBOs no longer being required even for a minority of the population. A Social Behaviour Strategy sets out the framework to take this forward. We also want to see less young people entering the criminal justice system. The continued work in partnership to implement a comprehensive drugs treatment strategy and commission services for drug misusing

offenders and to ensure treatment services for alcohol abuse is readily available in the town are also key priorities.

**(c) Environment and Housing**

The Department will continue to seek to protect and enhance the countryside and natural environment, the built environment and the historic environment through an effective Planning Service which also aims to reduce the amount of under-used buildings and land, maximise development on brownfield land and provide support for the implementation of the Hartlepool Tree Strategy and Biodiversity Action Plan for the Tees Valley.

Sustainable Development is at the core of the planning system and climate change is a key priority within this. Priority will be given to the preparation and implementation of a framework of key actions to take forward measures to tackle climate change.

The introduction of the new Local Development Framework is a priority as is the rebalancing of the supply and demand for housing and acting to address housing market renewal. The recent transfer of the Council's retained housing service into the department means that seeking to achieve the Government's Decent Homes targets, private housing market issues, homelessness and special needs as well as implementing the Sub Regional Housing Strategy are among our new medium term priorities.

**(d) Strengthening Communities**

In relation to the Strengthening Communities Theme our medium term priority is to enable activity to improve the quality of life for the most disadvantaged neighbourhoods and vulnerable people through the co-ordination of key regeneration programmes, the preparation, implementation, monitoring and review of Neighbourhood Action Plans (NAPs) and the operation of a strategic neighbourhood renewal programme.

Continuing to deliver a 'fit for purpose' Local Strategic Partnership (LSP), the co-ordination of the implementation and monitoring of the Community Strategy (incorporating the Sustainable Development Strategy) and Local Area Agreement (LAA) and implementing actions arising from the Strengthening Communities Best Value Review are also significant priorities.

**Recent Inspections**

**5.4** The results of the recent Corporate Performance Assessment (CPA) and the Youth Offending Service Inspection were extremely positive retaining the Council's overall 'four star' excellent status. The CPA report commended the Council for its "outstanding partnership working," and noted the following successes: "The Council has a strong and thorough approach to regeneration as essential to improving the quality of life in Hartlepool," that "the Council and its partners have had significant

*success in narrowing the gap between crime levels in Hartlepool and national averages,” and that “the economic gap between Hartlepool and the rest of the country has narrowed.”*

**5.5** Areas for action and improvement were however also identified and plans to address these issues are included within this Departmental Plan. For example, reference to the response to the action plan arising from the Youth Offending Inspection is included as part of the Community Safety and Prevention Plan (CSP11-3) and the review of planning delegation is set out within the Planning and Economic Development Plan (PED 20-4).



## DEPARTMENTAL ACTION PLAN 2007/08

The action plan is split into the following sections.

**Section 1** shows those objectives that have been identified in the Council's Corporate Plan. This action plan expands on the Corporate Plan and gives more detail as to how this will be achieved.

**Section 2** shows those objectives that have been identified as being a priority for the Department, but have not specifically been included in the Council's Corporate Plan.

**Section 3** sets out key performance indicators which are associated with the actions.

The action plan is divided between the six divisions of the department

- **Planning and Economic Development Division**
- **Regeneration Division**
- **Community Strategy Division**
- **Community Safety Division**
- **Housing Division**
- **Support Services Division**

## PLANNING AND ECONOMIC DEVELOPMENT DIVISION

### Section 1 – Objectives that are linked directly to the Corporate Plan

Corporate Plan Objective: <b>Increase skill levels of the population with clear reference to local business (CO01)</b>				
Departmental Plan Objective: <b>Work with partners to develop a skills development strategy for Hartlepool within the context of regional and city region strategies</b>				Associated Risks: PER 3-1.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED01-1	Work within Hartlepool Skills Partnership to adopt a skills development strategy	Mar 08	S Green	LAA JE1 LAA JE2

Corporate Plan Objective: <b>To attract appropriate inward investors and support indigenous growth, making use of local labour resource and supporting local people in gaining maximum benefit from the economic regeneration of the town, including all people of working ages especially the young (CO02)</b>				
Departmental Plan Objective: <b>Work with Tees Valley Regeneration and PD Ports for the redevelopment of Victoria Harbour within Hartlepool Quays</b>				Associated Risks: REP 5-1.5 PER 3-1.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED02-1	Liaise with PD Ports and TVR in testing developer/investor markets	Jul 07	S Green	LPI RP3
PED02-2	Work with PD Ports, TVR and funders to establish overall funding framework	Mar 08	S Green	

Departmental Plan Objective: <b>Continue development of targeted training and recruitment programmes to support disadvantaged residents into economic activity</b>				<b>Associated Risks:</b> SOC3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED03-1	Develop links with targeted neighbourhoods re worklessness agenda, undertaking awareness programmes delivered through voluntary/ community sector. Review and inform development of project post Jul 07	Jul 07	D Martin	LAA JE3 LAA JE5
PED03-2	Design and roll out programmes focussing on family case loading. Secure service level agreement between partners	May 07	D Martin	LAA JE 3 LAA JE5
PED03-3	Continued support for Targeted Communities, development of support and advice for the new European Programme	Jan 08	B Johnson	
Departmental Plan Objective: <b>Continue to work with partners to provide key manufacturing and service sector infrastructure, including appropriate sites and premises</b>				<b>Associated Risks:</b> SOC3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED04-1	Completion of Rivergreen first phase at Queens Meadow	Dec 07	A Steinberg	LPI RP3
PED04-2	Achieve planning permission for Gladman Developments at Queens Meadow	Jul 07	A Steinberg	LPI RP3
PED04-3	Continue development and implementation of the Longhill / Sandgate and Commercial Areas programmes including the key buildings strategy	Mar 08	I Hussain	LPI RP3
PED04-4	Commission feasibility study for the Southern Business Zone	Sep 07	I Hussain	

Corporate Plan Objective: <b>To support the sustainable growth, and reduce the unnecessary failure, of locally-owner business, promoting the growth and sustainability of enterprise and small businesses and to increase total entrepreneurial activity amongst the local population (CO03)</b>				
Departmental Plan Objective: <b>Continued development of Hartlepool's Business Incubation System including the development of the visitor economy network</b>				<b>Associated Risks:</b> SOC3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED06-1	Further develop small business support service via Brougham Enterprise Centre including co location of business support agencies	Mar 08	M Emerson	LAA JE9 LPI RP8
PED06-2	Continue to develop the incubation system, incorporating social enterprise, exploring opportunities for growth eg the environmental sector and including specialist support to encourage growth particularly targeting businesses around the VAT threshold. Programme focussed on Enterprise week	Nov 07	M Emerson	LAA JE9 LPI RP8
PED06-3	Continue to develop the visitor economy networks to promote partnership work within the sector and deliver key projects including Destine [DMS] e- commerce marketing including on line bookability	Mar 08	J Cole	LPI RP1
PED06-4	Support the development of the Area Tourism Partnership initiative including joint marketing and workforce development.	Mar 08	J Cole	LPI RP1
PED06-5	Continued business support through the ongoing development of the visitor economy network .This will include the full implementation of the Master Chef programme with 5 key events.	Mar 08	J Cole	LPI RP1
PED06-6	Develop long term initiatives to ensure that local business derive maximum benefit from the 2010 Tall Ships programme	Mar 08	M Emerson/ J Cole	LPI RP1
Departmental Plan Objective: <b>Develop and facilitate entrepreneurial activities with particular reference to young people</b>				<b>Associated Risks:</b> SOC3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED07-1	Develop links between business and education including enterprise rehearsals for students	Mar 08	M Emerson	
PED07-2	Continue role out of Enhancing Employability developing further links between education and business targeting construction industry and the neighbourhood renewal revival agenda	Mar 08	D Martin	

Corporate Plan Objective: <b>For those living in the wards with the worst labour market position in areas in receipt of NRF, significantly improve their overall employment rate and reduce the difference between their employment rate and the overall employment rate for England (CO05)</b>				
Departmental Plan Objective: <b>Establish Jobmart employment and skills consortium specifically targeted at the most disadvantaged wards and residents</b>				<b>Associated Risks:</b> PER 3-1.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED08-1	Establish JobSmart protocol with partners to formalise partnership working on joblessness and worklessness agenda.	May 07	D Martin	LAA JE4 LAA JE6
PED08-2	Development of the Deprived Area Fund, first projects commissioned for 07/08	Jun 07	D Martin	LAA JE4 LAA JE6

Corporate Plan Objective: <b>Improving training and employment prospects for targeted groups (CO07)</b>				
Departmental Plan Objective: <b>Development of worklessness interventions to respond to employment rates and gross added value through economic participation</b>				<b>Associated Risks:</b> SOC3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED10-1	Commission delivery of Connect to Work and provide integrated support for 16-24 year olds [family caseloading/supported employment]	Mar 08	D Martin	LPI RP5B LPI RP6B
PED10-2	Bespoke employability programme for Step project re specific target group [supporting homeless people]	Mar 08	P Wilson	LPI RP5 LPI RP6
Departmental Plan Objective: <b>Support local businesses to improve the employment offer and assist in broadening the labour offer to business</b>				<b>Associated Risks:</b> SOC3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED11-1	Deliver new Worksmart seminar programme	Mar 08	S Watson	LPI RP1
PED11-2	Further development of employer engagement identifying labour force needs with Hartlepool Working Solutions coordinating response	Jul 07	D Martin	LPI RP5 LPI RP6

Corporate Plan Objective: <b>Improve the natural and built environment and ensure the proper planning of the area and the promotion of sustainable development including addressing climate change (CO28)</b>				
Departmental Plan Objective: <b>Support the implementation of the Tees Valley Biodiversity Action Plan (BAP)</b>				<b>Associated Risks:</b> SOC3-6.2 FIN3-6.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED12-1	Access permitting; carry out detailed surveys of non-SSSI areas of dune systems and transfer to GIS	Sep 07	I Bond	
PED12-2	Survey 4 ponds considered suitable for Great Crested Newts	Sep 07	I Bond	PED DPI1
Departmental Plan Objective: <b>Review and implement planning policy guidance relating to the historic environment</b>				<b>Associated Risks:</b> POL3-1.4
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED13-1	Undertake two conservation area character appraisals	Mar 08	S Scarr	
PED13-2	Complete 3 conservation area visual assessments	Mar 08	S Scarr	
Departmental Plan Objective: <b>Ensure where practicable that the location, siting and design of new development, improvement and regeneration contribute to sustainable development and to addressing climate change</b>				<b>Associated Risks:</b>
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED14-1	Assess proposals for development with a view to maximising a contribution to sustainable development and appropriate measures to address climate change	Mar 08	R Teece	
PED14-2	Within the terms of the Building Regulations, seek the implementation of appropriate energy efficiency, drainage and other measures contributing to sustainable development principles	Mar 08	G Hutchison	

**Section 2 – Objectives that are specific to Regeneration and Planning Services**

Departmental Plan Objective: <b>Provide an efficient and effective Development Control Service to the public</b>				<b>Associated Risks:</b> FIN3-1.1, POL3-1.1 POL3-1.2, ASS3-1.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED20-1	Provide a free advisory service (One Stop Shop) to all users of the Development Control Service and provide a team approach to enquiries where appropriate	Mar 08	R Teece	PED DPI1
PED20-2	Determine all planning applications having regard to the provisions of the Hartlepool Local Plan and in line with Government targets	Mar 08	R Teece	BVPI109a-c BVPI204
PED20-3	Investigate all breaches of planning control	Mar 08	R Teece	PED DPI2
PED20-4	Review delegation scheme related to Planning Applications	Apr 07	R Teece	
Departmental Plan Objective: <b>Reduce the amount of derelict and underused land and buildings through the pursuit of regeneration and enforcement activities</b>				<b>Associated Risks:</b> N/A
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED21-3	Pursue enforcement action as appropriate to ensure improvements in the appearance of untidy buildings and land	Mar 08	R Teece	
Departmental Plan Objective: <b>To provide an efficient and effective Building Control Service to the public</b>				<b>Associated Risks:</b> CPS3-1.1, FIN3-1.1, POL3-1.2, ASS3-1.1 POL3-1.3
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED22-1	Determine submitted Full Plans applications within the statutory time period	Mar 08	G Hutchison	PEDDPI6
PED22-2	Enforce Building Regulation standards to all work throughout the borough	Mar 08	G Hutchison	
PED22-3	Assist in the provision of a free advisory (one stop shop) to all users of the Building Control Service and provide a development team approach to enquiries where appropriate	Mar 08	G Hutchison	

Departmental Plan Objective: <b>Support the implementation of the Hartlepool Tree Strategy</b>				<b>Associated Risks:</b> N/A
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED23-1	Map all areas of woodland and tree planting and transfer to GIS	Mar 08	I Bond	
PED23-2	Survey 7 areas of woodland in Council ownership to assess condition and wildlife value	Mar 08	I Bond	PED DPI3
Departmental Plan Objective: <b>Provide opportunities for public participation in nature conservation activities</b>				<b>Associated Risks:</b> N/A
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
PED24-1	Lead 6 activities which enable the public to engage with nature conservation	Mar 08	I Bond	

### Section 3 – Performance Indicators

Ref	Definition	Responsible Officer	Outturn 2006/07	Target 2007/08
LAA JE1	Number of adults who are supported in achieving at least a full first level 2 qualification or equivalent (Hartlepool)	A Steinberg	472	520
LAA JE2	Number of adults who are supported in achieving at least a full first level 2 qualification or equivalent (Neighbourhood Renewal narrowing the gap)	A Steinberg	279	305
LAA JE3	Employment rate (Hartlepool)	A Steinberg	66.6%	67%
LAA JE4	Employment rate (Neighbourhood Renewal narrowing the gap)	A Steinberg	59.5%	63.6%



LAA JE5	Unemployment rate (Hartlepool)	A Steinberg	5%	3.75%
LAA JE6	Unemployment rate (Neighbourhood Renewal narrowing the gap)	A Steinberg	7.2%	4.3%
LAA JE9	VAT Registrations (Hartlepool)	A Steinberg	145	140
LPI RP1	The number of businesses assisted	A Steinberg	1311	1315
LPI RP3	The number of sites developed or improved	A Steinberg	9	7
LPI RP5	The number of residents assisted into employment	A Steinberg	972	1000
LPI RP5B	The number of residents assisted into employment that were young unemployed people	A Steinberg	247	305
LPI RP6	The number of residents assisted into training	A Steinberg	1169	1169
LPI RP6B	The number of residents assisted into training that were young unemployed people	A Steinberg	315	356
LPI RP8	The number of business start ups with council assistance	A Steinberg	119	130
BVPI109a	Percentage of major planning applications decided within 13 weeks	R Teece	84.38%	70%
BVPI109b	Percentage of minor planning applications decided within 8 weeks	R Teece	75.78%	75%
BVPI109a	Percentage of all other planning applications decided within 8 weeks	R Teece	87.67%	85%
BVPI204	Percentage of planning appeals allowed against authority's decision to refuse planning application	R Teece	57.89%	33%

PED DP1	Percentage of informal planning inquiries decided within 15 working days	R Teece	78.00%	75%
PED DP2	Percentage of planning complaints investigations concluded in 4 months	R Teece	65.10%	80%
PED DPI3	Survey 4 ponds considered suitable for Great Crested Newts	I Bond	n/a	4
PED DPI4	Number of grant aided schemes complete	S Scarr	6	6
PED DPI5	% of planning consultations processed within 14 days (unless dependent on information to be inputted by third parties) <ul style="list-style-type: none"> <li>• All responses</li> <li>• Landscape</li> <li>• Arboriculture</li> <li>• Conservation Ecology</li> </ul>	S Scarr	95%	95%
PED DPI6	Percentage full plans applications determined within 8 week	G Hutchison	86%	100%

## REGENERATION DIVISION

### Section 1 – Objectives that are linked directly to the Corporate Plan

Corporate Plan Objective: <b>Balancing Housing Supply and Demand (CO34)</b>				
Departmental Plan Objective: <b>Pursue a strategic housing market renewal in partnership with Tees Valley Living, Housing Hartlepool and Hartlepool Revival</b>				<b>Associated Risks:</b> REP3-2.1, FIN3-2.1 POL5-1.6
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG01-1	Coordinate and facilitate commencement of new housing development on North Central Hartlepool Ph I	Sep 07	M Dutton	LAA H12 LAA H13
REG01-2	Continue to work with Housing Hartlepool to establish a preferred development option for North Central Hartlepool Phases II and III	Dec 07	M Dutton	
REG01-3	Continue to work with Hartlepool Revival to facilitate new housing development on sites identified for clearance and redevelopment	Dec 07	M Dutton	LAA H12 LAA H13
REG01-4	Secure resources to support the continuation of the HMR programme beyond March 2008	Mar 08	M Dutton	
REG01-5	Continue to work with Housing Hartlepool, Hartlepool Revival, NDC, Endeavour HA, Guinness Trust HA and local residents to develop preferred development options for Belle Vue	Dec 07	M Dutton	
REG01-6	Contribute to the further development and implementation of the sub-regional HMR strategy and Tees Valley Living Partnership	Mar 08	M Dutton	

Corporate Plan Objective: <b>Meeting Housing and Support Needs (CO31)</b>				
Departmental Plan Objective: <b>Ensure a fit for purpose local housing assessment</b>				<b>Associated Risks:</b> POL3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG02-1	Complete Local Housing Assessment	Jul 07	A Waters	

Corporate Plan Objective: <b>To improve the quality of life for the most disadvantaged neighbourhoods and ensure service providers are more responsive to neighbourhood needs and improve their delivery (CO39)</b>				
Departmental Plan Objective: <b>Continue programme of Neighbourhood Action Plan (NAP) preparation and implementation</b>				<b>Associated Risks:</b> CPS3-2.3, FIN3-2.1 REP3-2.1, SOC3-3.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG03-1	Feed major review findings into Rift House/Burn Valley NAP	Jun 07	S Burn	
REG03-2	Feed major review findings into Owton NAP	Jan 08	S Burn	
REG03-3	Complete Update of 2 NAPs	Mar 08	S Burn	REGDPI1
REG03-4	Commence new NAP for Throston Area	Mar 08	S Burn	
REG03-5	Ensure delivery of Residents Priorities budget in NAP areas	Mar 08	S Burn	REGDPI2
REG03-6	Ensure delivery of Neighbourhood Element budget in 3 NAP areas	Mar 08	S Burn	REGDPI3
Departmental Plan Objective: <b>Coordinate key Regeneration Programmes</b>				<b>Associated Risks:</b> CPS3-2.3, FIN3-2.1 REP3-2.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG04-1	Ensure delivery of Single Programme budget allocation	Mar 08	R Smith	REGDPI4
REG04-2	Work with Tees Valley Partnership and other partners to secure future Single Programme resources	Mar 08	D Gouldburn	
REG04-3	Support delivery of New Deal for Communities programme	Mar 08	S Burn	REGDPI5
REG04-4	Investigate opportunities for involvement in future European programmes	Dec 07	D Gouldburn	

Corporate Plan Objective: <b>Delivering sustainable communities through protecting natural resources and enhancing the local environment and the community's enjoyment of it (CO24)</b>				
Departmental Plan Objective: <b>Ensure spatial planning policies meet the appropriate sustainability principles</b>				Associated Risks: ENV5-1.2 POL3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG05-1	Develop framework for Strategic Environmental Assessment / Sustainable Appraisal of strategies and policies	Sep 07	A Waters	
REG05-2	Prepare initial Sustainability Reports for Core Strategy Issues and Options and Draft Supplementary Planning Documents	Nov 07	A Waters	BVPI200b

Corporate Plan Objective: <b>Make better use of natural resources, reduce greenhouse gases, minimise energy use and reduce the generation of waste and maximise recycling (CO27)</b>				
Departmental Plan Objective: <b>Participate in the preparation of sub-regional Minerals and Waste Development Plan Document</b>				Associated Risks: POL3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG06-1	Consult on Issues and Options Documents for minerals and waste	Jul 07	T Britdiffe	BVPI200b
REG06-2	Work with Consultants and other Tees Valley authorities to develop preferred options for minerals and waste strategy and policies	Feb 08	T Britdiffe	

Corporate Plan Objective: <b>Improve the natural and built environment and ensure the proper planning of the area and the promotion of sustainable development including addressing climate change (CO28)</b>				
Departmental Plan Objective: <b>Coordinate the preparation of the new Local Development Framework embodying the core principle of sustainable development and to addressing climate change</b>				Associated Risks: POL3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG07-1	Complete PPG17 Open Space Assessment	Aug 07	M King	

REG07-2	Identify key issues for Core Strategy Options Report	Sep 07	R Waldmeyer	BVPI200b
REG07-3	Prepare Draft Planning Obligations SPD for consultation	Oct 07	M King	
REG07-4	Complete LDF Annual Monitoring Report	Dec 07	A Laws	BVPI200c
REG07-5	Review Local Development Scheme	Mar 08	R. Waldmeyer	BVPI200a
Departmental Plan Objective: <b>Ensure where practicable that the location, siting and design of new development, improvement and regeneration contribute to sustainable development and to addressing climate change</b>			<b>Associated Risks:</b>	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
REG08-1	Develop framework for Strategic Environmental Assessment / Sustainability Appraisal of strategies and policies	Sep 07	A Waters	
REG08-2	Prepare initial Sustainability Reports for Core Strategy Issues and Options and Draft Supplementary Planning Documents	Nov 07	A Waters	BVPI200b
REG08-3	Support the prioritisation of new housing development on previously developed land	Mar 08	A Laws	BVPI106
REG08-4	Facilitate the provision of improved eco-standard homes through the housing market renewal programme	Mar 08	M Dutton	LAA H12 LAA H13
Departmental Plan Objective: <b>Support the Continuing Renewal of Housing Regeneration Areas</b>			<b>Associated Risks:</b> POL5-1.6, FIN3-2.1 REP3-2.1	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
REG09-1	Commence main demolition contract on NDC Sites 1 & 2 (developer Yuill)	May 07	M Dutton	LAA H12
REG09-2	Secure vacant possession of NCH Phase 1 site	May 07	M Dutton	
REG09-3	Commence main demolition contract on NCH Phase 1 (developer Wimpey)	Sep 07	M Dutton	LAA H12
REG09-4	Completion of first residential units on HMR sites	Mar 08	M Dutton	LAA H13

Departmental Plan Objective: <b>Implement Environmental Improvement Schemes within the Area Regeneration Programmes</b>				<b>Associated Risks:</b> CPS3-2.3, FIN3-2.1 REP3-2.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG10-1	Implement Stranton/Victoria Gardens environmental improvement scheme	Mar 08	A Golightly	REGDPI5
REG10-2	Ensure allocation of remaining NDC Commercial Areas budget	Sep 07	A Golightly	REGDPI5

Corporate Plan Objective: <b>To attract appropriate inward investors and support indigenous growth, making use of local labour resource and supporting local people in gaining maximum benefit from the economic regeneration of the town, including all people of working ages especially the young (CO02)</b>				
Departmental Plan Objective: <b>Continue to work with partners to expand Further and Higher Education opportunities</b>				<b>Associated Risks:</b> FIN3-2.1 REP3-2.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG11-1	Coordinate project development of the Hartlepool College of Further Education proposals	Mar 08	A Golightly	
Departmental Plan Objective: <b>Work with Tees Valley Regeneration and PD Ports for the redevelopment of Victoria Harbour within Hartlepool Quays</b>				<b>Associated Risks:</b> REP 5-1.5 PER 3-1.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG12-1	Explore procurement and funding arrangements for the H2O Centre project	Mar 08	M King	
Departmental Plan Objective: <b>Continue to work with partners to provide key manufacturing and service sector infrastructure, including appropriate sites and premises</b>				<b>Associated Risks:</b> REP3-2.1, FIN3-2.1 SOC3-1.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG13-1	Support marketing Process for Friarage Manor House Site	Dec 07	D Gouldburn	

REG13-2	Complete implementation of Heugh Gun Battery Visitor Centre development	Mar 08	M Spaldin	
REG13-3	Complete Phase II of Central Area Attractors Visitor Enhancements	Mar 08	A Golightly	REGDPI4
REG13-4	Facilitate the implementation of NDC Commercial Areas and Key Building Strategy	Mar 08	A Golightly	REGDPI5 REGDPI6
REG13-5	Complete implementation of Longhill Improvement Strategy	Mar 08	R Smith	REGDPI5 REGDPI6

Corporate Plan Objective: <b>To promote Hartlepool's interests in economic regeneration policy-making at the national, regional and sub-regional levels (CO08)</b>				
Departmental Plan Objective: <b>Secure due recognition of Hartlepool's economic role, needs and opportunities in national, regional and sub-regional policy</b>			<b>Associated Risks:</b> SOC3-1.2, FIN3-2.1 REP3-2.1, PER3-1.1	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
REG14-1	Liaise with relevant strategic partners in the production and review of strategies, plans and key documents affecting Hartlepool including Northern Way, Regional Spatial Strategy, Regional Economic Strategy and Tees Valley City Region Programme	Mar 08	G Thompson	
Departmental Plan Objective: <b>Ensure recognition of Coastal Arc as sub-regional and regional economic regeneration priority</b>			<b>Associated Risks:</b> SOC3-1.2, FIN3-2.1 REP3-2.1, PER3-1.1	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
REG15-1	Develop Coastal Arc Communications Plan	Jul 07	C Horsley	
REG15-2	Develop and maintain regular contact with key regional and sub-regional agencies and organisations	Mar 08	C Horsley	
REG15-3	Support the development and implementation of Coastal Arc projects	Mar 08	C Horsley	
REG15-4	Ensure the priority of the Coastal Arc is recognised within key strategy documents	Mar 08	C Horsley	



**Section 2 – Objectives that are specific to Regeneration and Planning Services**

Departmental Plan Objective: <b>Ensure integration of transport policies in Local Development Framework</b>			<b>Associated Risks:</b> POL3-1.2	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG20-1	Complete SPD on Transport Assessments and Travel Plans	Dec 07	R Waldmeyer	BVPI200b
Departmental Plan Objective: <b>Ensure that there is a sound evidence base for Local Development Framework documents</b>			<b>Associated Risks:</b> POL3-1.2	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG21-1	Prepare Employment Land Review	Mar 08	N Martindale	
REG21-2	Prepare Open Space Strategy	Dec 07	M King	
Departmental Plan Objective: <b>Support Strategic programme of rail corridor improvements</b>			<b>Associated Risks:</b> ENV5-1.2, FIN3-2.1 REP3-2.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG22-1	Co-ordinate the production and delivery of Action Plan recommendations arising from the Scrutiny Investigation into Railway Approaches	Mar 08	G Thompson	
Departmental Plan Objective: <b>Implement the strategic improvement plan for the Strengthening Communities Best Value Review</b>			<b>Associated Risks:</b> POL3-3.1 SOC3-3.3	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
REG23-1	Strengthen and re-launch the Hartlepool Compact	Dec 07	G Thompson	
REG23-2	Monitor developments arising from the Lyons Review, Local Government White Paper and emerging neighbourhood agenda	Mar 08	G Thompson	
REG23-3	Continue to put NAP groups in touch with each other as part of NAP production process	Mar 08	S Burn	

### Section 3 – Performance Indicators

Ref	Definition	Responsible Officer	Outturn 2006/07	Target 2007/08
LAA H13	Number of new homes constructed in HMR intervention area	M Dutton	0	150
LAA H12	Number of houses cleared in HMR intervention area	M Dutton	55	200
BVPI106	Percentage of new homes on previously developed land	A Laws	51.94%	60%
BVPI200a	Plan making – Review of LDS	A Laws	Yes	Yes – Mar 08
BVPI200b	Plan making – Achieve LDS Milestones	A Laws	Yes	Yes – Mar 08
BVPI200c	Plan Making – Publish Monitoring Report	A Laws	Yes	Yes – Dec 07
REGDPI1	Complete update of 2 NAPs	S Burn	new in 07/08	2
REGDPI2	Total value of approved Neighbourhood Element spend	S Burn	new in 07/08	95%
REGDPI3	Total value of approved Residents Priority spend	S Burn	new in 07/08	95%
REGDPI4	Total value of approved Single Programme spend	R Smith	new in 07/08	95%
REGDPI5	Total value of approved New Deal for Communities spend	S Burn	new in 07/08	95%
REGDPI6	Number of Business Grants provided	A Golightly	new in 07/08	12

## COMMUNITY STRATEGY DIVISION

### Section 1 – Objectives that are linked directly to the Corporate Plan

Corporate Plan Objective:  
**To empower local people to have a greater voice and influence over local decision making and the delivery of services (CO37)**

Departmental Plan Objective:  
**Ensure a fit for purpose LSP**

**Associated Risks:**  
 FIN3-3.2 SOC3-3.3

Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CST01-1	Conclude a review of Partnership Governance	Oct 07	J Smithson	LPI RP14
CST01-2	Provide a programme of inductions for new Board Members	Mar 08	D Clennett	
CST01-3	Coordinate preparation of agendas and papers for Board Meetings	Mar 08	D Clennett	
CST01-4	Ensure effective operation of Partnership's Performance Management Group	Mar 08	J Potts	LPI RP14 CST DPI1
CST01-5	Review compliance of Theme Partnerships to Partnership Governance Standard	Dec 07	J Smithson	LPI RP14
CST01-6	Review governance arrangements of NAP Forums	Mar 08	J Smithson	
CST01-7	Work with the Community Network to ensure the implementation of their 2007/08 Delivery and Improvement Plan	Mar 08	J Smithson	

Departmental Plan Objective:  
**Coordinate a review of the Community Strategy**

**Associated Risks:**  
 SOC3-3.3  
 ENV5-1.2

Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CST02-1	Prepare Environmental Report	Aug 07	J Smithson	LPI RP14
CST02-2	Publish 3 <sup>rd</sup> Draft Community Strategy	Sep 07	J Smithson	
CST02-3	Adoption of final Community Strategy by Council and Hartlepool Partnership	Mar 08	J Smithson	

Departmental Plan Objective: <b>Coordinate the implementation and monitoring of the Local Area Agreement</b>				<b>Associated Risks:</b> SOC3-3.3, POL3-3.4 POL3-3.3
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CST03-1	Prepare for GONE/CLG LAA Annual Review 2006/07	Mar 08	J Potts	LPI RP14
CST03-2	Prepare LAA for 2008/09	Mar 08	J Potts	
CST03-3	Deliver Community and voluntary Sector Grants Database	Sep 07	J Smithson	CST DPI1

Corporate Plan Objective: <b>To improve the quality of life for the most disadvantaged neighbourhoods and ensure service providers are more responsive to neighbourhood needs and improve their delivery (CO39)</b>				
Departmental Plan Objective: <b>Ensure the delivery of Neighbourhood Renewal in the Borough</b>				<b>Associated Risks:</b> FIN3-3.2, SOC3-3.1 SOC3-3.3
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CST04-1	Operate a strategic NRF programme	Mar 08	C Frank	CST DPI1
CST04-2	Carry out programme of verification visits	Mar 08	C Frank	
CST04-3	Review BME monitoring arrangements for NRF programme	Dec 07	R Starrs	
CST04-4	Develop and Deliver a Neighbourhood Database to enable service providers and residents more easily determine their neighbourhood	Jul 07	C Frank	
CST04-5	Produce a NRF narrative for 2006/08	Sep 08	R Starrs	LPI RP14

Corporate Plan Objective: <b>Deliver sustainable communities through protecting natural resources and enhancing the local environment and the community's enjoyment of it (CO24)</b>				
Departmental Plan Objective: <b>Establish an action framework for Hartlepool Borough Council to address issues to tackle climate change</b>				<b>Associated Risks:</b>
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
CST05-1	Establish an action framework for Hartlepool Borough Council to address issues to tackle climate change	Dec 08	J Smithson	

**Section 2 – Objectives that are specific to Regeneration and Planning Services**

**NONE**

**Section 3 – Performance Indicators**

<b>Ref</b>	<b>Definition</b>	<b>Responsible Officer</b>	<b>Outturn 2006/07</b>	<b>Target 2007/08</b>
LPI RP14	LAA overall rating	J Smithson	GREEN	GREEN
CST DPI1	Total value of LAA underspend	C Frank	≈ 5%	≤ 5%

## COMMUNITY SAFETY AND PREVENTION DIVISION

### Section 1 – Objectives that are linked directly to the Corporate Plan

Corporate Plan Objective: <b>Reduce total crime (as measured by 10 BCS comparator crimes) and narrow the gap between Neighbourhood Renewal area and Hartlepool (CO18)</b>				
Departmental Plan Objective: <b>Ensure all Council Departments understand their responsibilities to prevent and reduce crime and disorder when delivering their services and continue to comply with Section 17 of the Crime and Disorder Act 1998</b>				Associated Risks: N/A
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP01-1	Initiate, develop and deliver continuous programme of awareness raising of Section 17 Crime and Disorder Act 1998 throughout all departments of Council via Section 17 Officer Group	Mar 08	J Hogan	LAAI CS1 LAA CS7 LAA CS8
Departmental Plan Objective: <b>Contribute to work in partnership to reduce levels of violence and disorder associated with the night-time economy in the town centre specifically, and alcohol – related crime and disorder more generally across the town</b>				Associated Risks: SOC3-4.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP02-1	Carry out consultation and implementation of Alcohol Consumption in Designated Public Places Orders in all shopping parades/centres in Hartlepool	Sep 07	J Hogan	LAA CS9
CSP02-2	Carry out consultation and implementation of Alcohol Consumption in Designated Public Places Orders in specified residential locations as requested	Dec 07	J Hogan	
CSP02-3	Continue Environmental Improvement work in Church Street with specific focus upon cleansing and lighting and other issues which can impact upon alcohol related crime and disorder	Mar 08	J Hogan	

Departmental Plan Objective: <b>Lead the implementations of changes required by the Police and Justice Act 2006, in relation to partnership working associated with crime and disorder matters</b>				<b>Associated Risks:</b> N/A
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP03-1	Introduce 1 <sup>st</sup> Partnership 6 monthly Strategic Assessment (within National Intelligence Model framework)	Oct 07	A J Mawson	
CSP03-2	Develop 1 <sup>st</sup> annual rolling 3 year strategy for <ul style="list-style-type: none"> <li>• Crime and disorder (including ASB)</li> <li>• Drugs, alcohol and other substances</li> </ul>	Mar 08	A J Mawson	

Corporate Plan Objective: <b>Reduced harm caused by illegal drugs and alcohol (CO19)</b>				
Departmental Plan Objective: <b>Continue to work in partnership to implement the local drugs treatment strategy for all drug users and improve access to suitable accommodation for individuals with a priority need</b>				<b>Associated Risks:</b> SOC3-4.1 POL3-3.3
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP04-1	Introduce Follow-Up Assessment legislation	Apr 07	C Catchpole	LAA CS11
CSP04-2	Introduce DIP Conditions for Conditional Cautioning for drug misusing offenders	Apr 07	C Catchpole	
CSP04-3	Introduce new DIP/PPO alignment model	Jun 07	C Catchpole	
CSP04-4	Consolidate DIP and Tough Choices expansion including Restrictions on Bail, Testing on Arrest and Required Assessment.	Dec 07	C Catchpole	
CSP04-5	Review and commission services to maintain current drug strategy and performance	Mar 08	C Hart	LAA CS11
CSP04-6	Develop Drug Strategy 2008-2013 in line with guidance when available	Mar 08	C Hart	
CSP04-7	Develop Commissioning Strategy 2008-2013 for implementation of new drug strategy objectives	Mar 08	C Hart	
CSP04-8	Negotiate and work with Strategic Housing partners to increase accommodation opportunities and floating support for drug users	Mar 08	C Hart	

Departmental Plan Objective: <b>In association with PCT and health providers, commission specialist services to tackle alcohol abuse</b>			Associated Risks: POL3-3.3	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP05-1	Determine and agree Alcohol Treatment Model within available resources	Jun 07	C Hart	LAA CS12(a) LAA CS12(c)
CSP05-2	Commission Tier 1 training programme for brief interventions	Jun 07	C Hart	
CSP05-3	Commission/Appoint specialist alcohol intervention	Sep 07	C Hart	

Corporate Plan Objective: <b>Improved neighbourhood safety and increased public reassurance leading to reduced fear of crime and anti-social behaviour (CO20)</b>				
Departmental Plan Objective: <b>Continue to develop local responses to the RESPECT Agenda</b>			Associated Risks: POL3-4.2	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP06-1	Form RESPECT Steering Group to co-ordinate response	Sep 07	S Forth	
CSP06-2	Develop parenting provision targeted at families involved in Anti-social Behaviour in conjunction with HBC parenting commissioner	Oct 07	S Forth / John Robinson	
Departmental Plan Objective: <b>Actively work with Neighbourhood Police Teams to reduce ASB</b>			Associated Risks: N/A	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP07-1	Establish ICT solution to access range of Council ASB data sets at one shared office in Police Station	Sep 07	A J Mawson	
CSP07-2	Prepare monthly scanning documents for North, Centre and South Joint Action Groups, to improve problem solving and therefore identification of solutions to ASB hot-spots	Sep 07	S Forth	LAA CS17 LAA CS20
CSP07-3	Appoint Anti-Social Behaviour officers to each of the Neighbourhood area	Aug 07	S Forth	



Departmental Plan Objective: <b>Improve two-way communications between residents and Neighbourhood Police Teams</b>				<b>Associated Risks:</b> N/A
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP08-1	Enhance the role of the Neighbourhood Police Community Support team by introducing web-based neighbourhood watch communication package	Jul 07	A J Mawson	
CSP08-2	Establish varied neighbourhood focused solutions for communicating neighbourhood messages in all wards	Mar 08	A J Mawson	
CSP08-3	Appoint dedicated victim and witness support worker for one NAP area, as pilot project, to increase public reassurance	Jun 07	A J Mawson	

Corporate Plan Objective: <b>Build respect in communities by reducing antisocial and criminal behaviour through improved prevention and enforcement activities (CO21)</b>				
Departmental Plan Objective: <b>Increase the support provided to children and families involved in ASB</b>				<b>Associated Risks:</b> POL3.4.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP09-1	Implement Family Intervention Project	Mar 08	S Forth	
Departmental Plan Objective: <b>Implement the actions contained in the ASB strategy for 2007/08</b>				<b>Associated Risks:</b> POL3.4.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP10-1	Achieve compliance for ASBOs/CRASBOs	Mar 08	S Forth	
CSP10-2	Implement and review policy and procedures for investigating Racially Motivated Incidents including Diversity Impact Assessment	Dec 07	S Forth	
CSP10-3	Increase the number of Racially Motivated Incidents with further action to 100%.	Mar 08	S Forth	

Departmental Plan Objective: <b>Continue to improve services for young people at risk of, or involved in, crime and ASB</b>				<b>Associated Risks:</b> SOC3-4.2, SOC3-4.3 SOC3-4.4, POL3-4.2
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP11-1	Implement further YIP programme	Sept 07	D Dunleavy	LAA CS23
CSP11-2	Develop and deliver Annual Youth Justice Plan 07/08	Mar 08	D Dunleavy	
CSP11-3	Implement actions associated with 7 recommendations contained in the Youth Offending Service's Inspection Improvement Plan	Mar 08	D Dunleavy	

Corporate Plan Objective: <b>Reducing incidents of Domestic Violence (CO23)</b>				
Departmental Plan Objective: <b>Co-ordinate and encourage all partners to implement the actions contained in the Domestic Violence Strategy 2006-2009</b>				<b>Associated Risks:</b> SOC3-4.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
CSP12-1	Develop a programme of domestic violence awareness training for HBC frontline staff and line managers	Sep 07	J Hogan	
CSP12-2	Improve access to services by production of directory of services.	May 07	J Hogan	

**Section 2 – Objectives that are specific to Regeneration and Planning Services**

**NONE**

### Section 3 – Performance Indicators

Ref	Definition	Responsible Officer	Outturn 2006/07	Target 2007/08
LAA CS1	Total Crime (10 BCS comparator crimes)	J Hogan	6365	6667
LAA CS7	Domestic burglary (with reward)	J Hogan	634	703
LAA CS8	Vehicle Crime (with reward)	J Hogan	895	1103
LAA CS9	Local violence (with reward)	J Hogan	1871	1767
LAA CS11	% problem drug users retained in treatment for 12 weeks or more	C Hart	91% (based on Feb 07 figures)	84%
LAA CS12(a)	Reduce re-admissions to ward 5 due to alcohol abuse	C Hart	New	Not yet set
LAA CS12(c)	Violent crime committed under influence of intoxicating substance per 1000 population	C Hart	New	Not yet set
LAA CS17	Deliberate Fires	A Mawson	890	810
LAA CS20	Criminal Damage	A Mawson	2530	2330
LAA CS23	Number of first time entrants to youth justice system	D Dunleavy	298	223

## HOUSING DIVISION

### Section 1 – Objectives that are linked directly to the Corporate Plan

Corporate Plan Objective: <b>As part of an overall housing strategy for Hartlepool, improve housing conditions within the most deprived neighbourhoods/wards, with a particular focus on ensuring that all social housing is made decent by 2010 (CO30)</b>				
Departmental Plan Objective: <b>To improve the quality and attractiveness of existing housing</b>				Associated Risks: SOC3-6.2 FIN3-6.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG01-1	Improve the percentage of vulnerable households living in private housing meeting the Decent Homes Standard	Mar 08	J Smalley	LAA H2
HSG01-2	Monitor the actions of social housing landlords to meet the Government's 2010 Decent Homes target	Mar 08	P Garner-Carpenter	LAA H1
HSG01-3	Manage the housing capital programme	Mar 08	P Garner-Carpenter	HSG DPI9
Departmental Plan Objective: <b>To enhance the standard of management of private rented housing</b>				Associated Risks: SOC3-6.1, SOC3-6.2 FIN3-6.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG02-1	License those Houses in Multiple Occupation subject to mandatory licensing under the Housing Act 2004	Mar 08	J Smalley	HSG DPI4
HSG02-2	Improve the management and condition of private rented houses through the Landlord Registration Scheme	Mar 08	J Smalley	HSG DPI2 HSG DPI3
HSG02-3	Explore the potential for selective licensing	Oct 07	J Smalley	

Departmental Plan Objective: <b>To maintain and improve public health and safety through the enforcement of housing and nuisance legislation</b>			<b>Associated Risks:</b> SOC3-6.1, SOC3-6.2 FIN3-6.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG03-1	Investigate and take action where appropriate to resolve complaints relating to housing and public health	Mar 08	J Smalley	

Corporate Plan Objective: <b>Meeting Housing and Support Needs (CO31)</b>				
Departmental Plan Objective: <b>To provide a 'fit for purpose' Older Persons' Housing Strategy</b>			<b>Associated Risks:</b> SOC 3-6.2, FIN3-6.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG04-1	Produce a 'fit for purpose' Older Persons' Housing Strategy	Dec 07	P Garner-Carpenter	
Departmental Plan Objective: <b>To provide support services to increase the opportunity for residents to live independently in the community</b>			<b>Associated Risks:</b> SOC3-6.1, SOC3-6.2 FIN3-6.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG05-1	Provide a floating support service to maintain tenancies of vulnerable persons	Mar 08	L Igoe	LAA H7
HSG05-2	Provide a special needs service for disabled persons to meet their adaptation/accommodation needs	Mar 08	J Smalley	HSG DPI5 HSG DPI6

Corporate Plan Objective: <b>Improving the advice and support provided to homeless people and helping them to access employment, training and educational opportunities (CO32)</b>				
Departmental Plan Objective: <b>To minimise homelessness</b>				<b>Associated Risks:</b> SOC3-6.1 SOC3-6.2 FIN3-6.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG06-1	Provide advice and support to prevent homelessness and improve access into suitable accommodation	Mar 08	L Igoe	BVPI 183 BVPI 202 BVPI 213 BVPI 214 LAA H7
HSG06-2	Implement the RSL tenancy nominations and monitoring agreement	Mar 08	L Igoe	LAA H8 LAA H10

Corporate Plan Objective: <b>Improving the energy efficiency of houses (CO33)</b>				
Departmental Plan Objective: <b>To improve the energy efficiency of existing housing and reduce the number of vulnerable households experiencing fuel poverty</b>				<b>Associated Risks:</b> SOC3-6.1, SOC3-6.2 FIN3-6.1
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG07-1	Maintain insulation programmes in partnership with utilities and suppliers	Mar 08	J Smalley	LAA H11 HSG DP11
HSG07-2	Promote awareness of the benefits of energy efficiency and the availability of financial assistance	Mar 08	J Smalley	

Corporate Plan Objective: <b>Balancing Housing Supply and Demand (CO34)</b>				
Departmental Plan Objective: <b>To ensure there is access to a choice of good quality housing to buy or rent, to meet the aspirations of residents and encourage investment</b>			<b>Associated Risks:</b> SOC3-6.1, SOC3-6.2 FIN3-6.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG08-1	To enable Registered Social Landlords to develop housing identified as a priority need in the housing strategy	Mar 08	P Garner-Carpenter	HSG DPI7 HSG DPI8
Departmental Plan Objective: <b>To rebalance the supply and demand for housing</b>			<b>Associated Risks:</b> SOC3-6.1, SOC3-6.2 FIN3-6.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
HSG09-1	Identify and target empty private houses to be brought back into use	Mar 08	J Smalley	BVPI 64 HSSA A1/A6
HSG09-2	Ensure planned demolitions are carried out within year	Mar 08	P Garner-Carpenter	

**Section 2 – Objectives that are specific to Regeneration and Planning Services**

**NONE**

**Section 3 – Performance Indicators**

Ref	Definition	Responsible Officer	Outturn 2006/07	Target 2007/08
BVPI 64	The number of private sector vacant dwellings returned to occupation as a direct result of action by the local authority	J Smalley	64	70
BVPI 183(i)	The average length of stay(weeks) in bed and breakfast accommodation of households which include dependent children or a pregnant woman which are unintentionally homeless and in priority need	L Igoe	0	1
BVPI 183(ii)	The average length of stay(weeks) in hostel accommodation of households which include dependent children or a pregnant woman which are unintentionally homeless and in priority need	L Igoe	0	1
BVPI 202	The number of people sleeping rough on a single night within the area	L Igoe	0	0
BVPI 213 (and LAA H6)	The number of households who considered themselves as homeless, who approached the housing advice service and for whom housing advice casework intervention resolved their situation	L Igoe	4.43 (per 1000 households)	4.75 (per 1000 households)
BVPI 214	The proportion of households accepted as statutorily homeless who were accepted as homeless by the authority within the last two years	L Igoe	0	0
HSSA A1/A6	The percentage of total private sector houses vacant for more than 6 months	J Smalley	n/a	Not yet set
LAA H1	Achieving decent homes standard in the social housing sector - % decent	P Garner-Carpenter	n/a	Not yet set
LAA H2	Achieving decent homes in private sector housing - % of vulnerable households living in decent homes	J Smalley	n/a	68.53%
LAA H7	The percentage of new tenants receiving support from HBC sustaining their tenancies for 6 months	L Igoe	100%	100%



LAA H8	The percentage of RSL tenants evicted without personal contact from their landlord	L Igoe	0 (estimated as monitoring arrangements of agreed in time)	0
LAA H10	Number of failed RSL tenancies	L Igoe	Not available	Baseline needs to be established prior to target setting
LAA H11	Improve the energy efficiency of the housing stock – average SAP rating for all stock	J Smalley	n/a	62
HSG DPI 1	Amount spent on energy efficiency measures (including funding from utility partners)	J Smalley	n/a	£320,000
HSG DPI 2	Percentage of Landlord Registration Scheme properties inspected which meet the management standard	J Smalley	n/a	80%
HSG DPI 3	Percentage of Landlord Registration Scheme properties inspected which meet the condition standard	J Smalley	n/a	80%
HSG DPI 4	The number of HMOs licensed as a proportion of those required to be licensed	J Smalley	n/a	100%
HSG DPI 5	The number of Disabled Facilities Grants completed	J Smalley	n/a	120
HSG DPI 6	The number of households receiving assistance to secure more suitable accommodation in relation to their disability	J Smalley	n/a	50
HSG DPI 7	The number of new units completed by RSLs	P Garner-Carpenter	n/a	30
HSG DPI 8	The number of RSL schemes starting on site	P Garner-Carpenter	n/a	2
HSG DPI 9	% variance between total budget allocation and actual spend	P Garner-Carpenter	7%	< 5%

## SUPPORT SERVICES DIVISION

### Section 1 – Objectives that are linked directly to the Corporate Plan

NONE

### Section 2 – Objectives that are specific to Regeneration and Planning Services

Departmental Plan Objective: <b>Reduce the risk to the department not achieving its service objectives</b>				Associated Risks: N/A	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs	
SSD20-1	Coordinate production of the department's Statement of Internal Control (see Departmental Plan Appendix 1)	Apr 07	J Mason		
SSD20-2	Quarterly review and update of risk register	Mar 08	J Mason		
SSD20-3	Development of improved Business Continuity Plans for the department in accordance with Corporate timetable	Mar 08	J Mason		
Departmental Plan Objective: <b>Maintain a stable and healthy departmental financial position</b>				Associated Risks: FIN3-5.2	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs	
SSD21-1	Assess and report on department's financial position on a quarterly basis	Mar 08	A Smith		
SSD21-2	Monitor and report on reserves, balances and saving requirements on a quarterly basis	Mar 08	J Mason		

SSD21-3	Co-ordinate the efficiency and budget review programme within the department	Mar 08	J Mason	
Departmental Plan Objective: <b>Ensure staff wellbeing including reducing days lost due to sickness absence</b>			Associated Risks: N/A	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
SSD22-1	Produce annual departmental health and safety plan	May 07	L Finn	SSD DPI1
SSD22-2	In conjunction with HR actively oversee the management of departmental sickness	Mar 08	J Mason	
SSD22-3	Implement initiatives towards improving the well being of staff and reducing absence	Mar 08	J Mason	
Departmental Plan Objective: <b>Ensure continuing strategic approach to future ICT development and its use within the department</b>			Associated Risks: ICT5-1.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
SSD23-1	Determine updated strategic priorities for ICT development within the department	Oct 07	J Mason	
SSD23-2	Review and report on current systems in the Housing Division and future IT requirements to support service delivery	Oct 07	J Mason	
Departmental Plan Objective: <b>Implement key IT programmes identified</b>			Associated Risks: ICT3-1.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
SSD24-1	Project manage the delivery of the Backscanning contract for Planning, Building Control and Youth Offending Services – Phases 1-3 and 5-6	Jan 08	M Thubron	
SSD24-2	Achieve in conjunction with Northgate IS the linking of Planning and Building Control backscanned images to the iLAP system	Mar 08	M Thubron	
SSD24-3	Lead the department's input into the corporate development of EDRMS	Mar 08	M Thubron	
Departmental Plan Objective: <b>Develop policies and good practice in relation to information management</b>			Associated Risks: ICT5-1.1	
Ref:	Action	Date to be Completed	Responsible Officer	Associated PIs
SSD25-1	Review of the policies and practices in respect of the department's retention, distribution and disposal of electronic information and	Mar 08	M Thubron	

	implement improvements			
SSD25-2	Develop further Information Security Policies as part of the corporate programme and roll out throughout the department	Mar 08	M Thubron	
Departmental Plan Objective: <b>Facilitate continuous improvement through robust departmental service planning and performance management arrangements</b>			Associated Risks: N/A	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
SSD26-1	Co-ordinate the completion of the 2007/08 Departmental Service Plan	May 07	J Mason	
SSD26-2	Produce quarterly reports of departmental performance to Portfolio Holder	Mar 08	J Mason	
Departmental Plan Objective: <b>Work towards ensuring the department achieves Level 3 of the Equality Standard by end of 2007/08</b>			Associated Risks: N/A	
<b>Ref:</b>	<b>Action</b>	<b>Date to be Completed</b>	<b>Responsible Officer</b>	<b>Associated PIs</b>
SSD27-1	Coordinate the department's 2007/08 service planning process in relation to equality and diversity issues (see Departmental Plan Appendix 2)	Apr 07	M Thubron	
SSD27-2	Monitor and report upon planned diversity actions being carried out by lead officers in the department	Mar 08	M Thubron	

<b>Section 3 – Performance Indicators</b>				
<b>Ref</b>	<b>Definition</b>	<b>Responsible Officer</b>	<b>Outturn 2006/07</b>	<b>Target 2007/08</b>
SSD DPI1	Average number of days lost to Sickness Absence within the department	J Mason	8.79 days	7.50 days

**APPENDIX 1**

**STATEMENT OF INTERNAL CONTROL 2007/08  
ASSOCIATED RISKS AND CONTROL MEASURES**

**PLANNING AND ECONOMIC DEVELOPMENT DIVISION**

<b>Risk Register Ref</b>	<b>Departmental Plan Action (Ref)</b>	<b>Key risks to achieving departmental service objectives</b>	<b>Priority H/ML</b>	<b>Procedures/processes/ management arrangements/ controls in place to mitigate identified risks</b>	<b>Method of Review</b>	<b>Date of Review Last/Next</b>	<b>Responsible Officer</b>
PER 3-1.1	PED01 PED02 PED08	Risk of shift in policies and priorities of key external partner organisations	M	Service level agreements are in place where appropriate. Membership of the Economic Forum. Time investment in building relationships with partners at sub regional, regional and national levels	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Antony Steinberg
SOC3-1.2	PED03 PED04 PED06 PED07 PED10 PED11	Failure to maximise economic advantage to the town of inward investment opportunities that have been established	L	Employ small marketing and promotional budget to the best advantage. Established partnership arrangement with various agencies.	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Antony Steinberg
REP5-1.5	PED02	Damage to reputation from failing to realise plans for Victoria Harbour regeneration scheme	H	Partnership Boards at TVR for project and project teams have senior HBC rep. Close partnership working with site owners and TVR to produce master plan and other documents eg S106 agreement. Close liaison with regional and sub regional bodies. Extensive studies undertaken by TVR and site owners. Victoria Harbour is reflected in the local plan. Representation made on key strategic planning documents to identify Hartlepool Quays including Victoria Harbour as a regeneration priority.	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Antony Steinberg

POL3-1.4	PED13	Failure to agree clear planning policy context on Building Conservation issues	M	Working with existing Planning group on review of policy. Headland Conservation Area Appraisal is complete. CAAC established	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Sarah Scarr
ASS3-1.1	PED20 PED22	Loss or damage to key paper planning/building control records	M	Paper records held at archive store. EDRMS system introduced into 2005 to scan all current records into electronic format. Contract in place for backscanning approximately 10 years of records	Quarterly review of risk register, supervision arrangements, Backscanning project plan	Quarterly DRR review	Richard Teece
POL3-1.2	PED20 PED22	Failure to implement new planning legislation	M	Notifications from Government of changes circulated to staff. Regular technical updates. Training and CPD encouraged. Joint liaison with partner authorities on emerging agenda.	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Richard Teece
POL3-1.1	PED20	Decision making on planning applications being challenged	M	Provide fully reasoned committee reports or delegated case reports. Ensure audit trail. Employ professional planning staff. Training and CPD. Regular member training on issues and case law	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Richard Teece
FIN3-1.1	PED20 PED22	Failure to achieve fee income targets	M	In BC establish good working relationships with developers/local agents. Participate in national partnering initiatives. Maintain quality service. Close financial monitoring in year	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Garry Hutchison
CPS3-1.1	PED22	Failure of partnering authorities in relation to National Partnership Agreements	L	Approval monitored by inspection regime and any major issues resolved	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Garry Hutchison
POL3-1.3	PED22	Failure to correctly implement Building Regulations	M	Testing taking place through LABC. Government helpline used as appropriate. Using TV network of BC officers to agree interpretation and understanding	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Garry Hutchison

REGENERATION DIVISION							
Risk Register Ref	Departmental Plan Action (Ref)	Key risks to achieving departmental service objectives	Priority H/ML	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Date of Review Last/Next	Responsible Officer
REP3-2.1	REG01 REG03 REG04 REG09 REG10 REG11 REG13 REG14 REG15 REG22	Failure to deliver current regeneration programme could potentially leading to loss of reputation, loss of future funding and reduced influence on regional and sub regional agenda	M	Established programme management systems. Well trained and qualified staff. Proactive and positive PR strategy. Established sub regional and regional networking and lobbying systems. Recognition of Hartlepool's priority within key regional and sub regional policy documents	Quarterly review of risk register, annual service planning process, ongoing project management, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
FIN 3-2.1	REG01 REG03 REG04 REG09 REG10 REG11 REG13 REG14 REG15 REG22	Inability to achieve long term regeneration targets as opportunities to attract funding from external sources decrease	M	Lobbying for resources locally, sub regionally and regionally taking place. Monitoring programme budgets and demonstrating to funding bodies success of using existing allocations. Strategy reports and evidence based reports in place to support current and future funding bids.	Quarterly review of risk register, annual service planning process, ongoing project management, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
CPS3-2.3	REG03 REG04 REG10	Failure of external contractors or partners to effectively deliver regeneration programmes and services	M	Close working relationships established with technical teams. Clear briefs, timetables and contractual arrangements in place. Strategic involvement in Boards and Steering Groups. Established Officer Steering Groups. SLAs. Support networks in place.	Quarterly review of risk register, annual service planning process, ongoing project management, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum



POL3-1.2	REG02 REG05 REG06 REG07 REG20 REG21	Failure to implement new planning legislation	M	Annual review of Local Development Scheme. Preparation and submission of annual LDS monitoring report. Suitably qualified and trained staff employed.	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
REP5-1.5	REG12	Damage to reputation from failing to realise plans for Victoria Harbour regeneration scheme	H	Partnership Boards at TVR for project and project teams have senior HBC rep. Close partnership working with site owners and TVR to produce master plan and other documents eg S106 agreement. Close liaison with regional and sub regional bodies. Extensive studies undertaken by TVR and site owners. Victoria Harbour is reflected in the local plan. Representation made on key strategic planning documents to identify Hartlepool Quays including Victoria Harbour as a regeneration priority.	Quarterly review of risk register, annual service planning process, ongoing project management, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
POL5-1.6	REG01 REG09	Risk of effective delivery of housing market renewal being affected by external decisions	H	Recognised experts appointed to coordinate all necessary processes. Working with legal consultants to ensure statutory requirements are met. Partner within TV Living initiative. Partnership with delivering bodies Hartlepool Revival and Housing Hartlepool.	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
SOC3-3.1	REG03	Failure of service providers to focus resources on neighbourhood renewal areas	M	Increase service providers focus on targeting resources through the establishment of Neighbourhood Action Plans. Development of targets for NRS areas. Effective NRF programme management in place.	Quarterly review of risk register, annual service planning process, ongoing project management, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
ENV5-1.2	REG05 REG22	Lack of resource for sustainability development may lead to important targets not being met	M	Environment partnership established as a theme partnership. LDF has sustainability as a feature. Raised within budget review process	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum

PER3-1.1	REG12 REG14 REG15	Risk of shift in policies and priorities of key external partner organisations	M	Service level agreements are in place where appropriate. Membership of the Economic Forum. Time investment in building relationships with partners at sub regional, regional and national levels	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
SOC3-1.2	REG13 REG14 REG15	Failure to maximise economic advantage to the town of inward investment opportunities that have been established	M	Engagement via Economic Forum. Established partnership arrangement with various agencies. Regional and Sub Regional working established and effective.	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
POL3-3.1	REG22	Reduced support of partners in partnership activities	M	Moved towards joint targets and have developed relationships with key partners over time to ensure buy in	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum
SOC3-3.3	REG23	Failure to adequately consult residents and other stakeholders on relevant issues	M	Intensive community involvement and established consultation routines in Regeneration and Planning. Statutory requirements. SCI in place. Corporate consultation strategy and corporate expertise in place. INRA and DIAs undertaken and staff awareness of equality and diversity issues	Quarterly review of risk register, annual service planning process, ongoing project management, supervision arrangements	Quarterly DRR review and annual service plan process	Derek Gouldbum

**COMMUNITY STRATEGY DIVISION**

<b>Risk Register Ref</b>	<b>Departmental Plan Action (Ref)</b>	<b>Key risks to achieving departmental service objectives</b>	<b>Priority H/ML</b>	<b>Procedures/processes/ management arrangements/ controls in place to mitigate identified risks</b>	<b>Method of Review</b>	<b>Date of Review Last/Next</b>	<b>Responsible Officer</b>
ENV5-1.2	CST02	Lack of resource for sustainable development may lead to important targets not being met	M	Environment partnership established as a theme partnership. LDF has sustainability as a feature. Raised within budget review process.	Quarterly review of risk register, annual service planning/budget process, supervision arrangements	Quarterly DRR review and annual service/ budget plan process	Joanne Smithson
SOC3-3.3	CST01 CST02 CST03 CST04	Failure to adequately consult residents and other stakeholders on relevant issues	M	Intensive community involvement and established consultation routines in Regeneration and Planning. Statutory requirements. SCI in place. Corporate consultation strategy and corporate expertise in place. INRA and DIAs undertaken and staff awareness of equality and diversity issues	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Joanne Smithson
SOC3-3.1	CST04	Failure of service providers to focus resources on neighbourhood renewal areas	M	Increase service providers focus on targeting resources through the establishment of Neighbourhood Action Plans. Development of targets for NRS areas. Effective LAA programme management in place.	Quarterly review of risk register, annual service planning process, ongoing programme management, supervision arrangements	Quarterly DRR review and annual service plan process	Catherine Frank
FIN3-3.2	CST01 CST04	Failure of partners to use LAA finance for agreed purposes	L	Financial monitoring through Integra. Regular quarterly meetings with programme leads to check on progress and highlight potential variances. Programme of verification visits	Quarterly review of risk register, annual service planning process, ongoing programme management, supervision arrangements	Quarterly DRR review and annual service plan process	Catherine Frank

POL3-3.3	CST03	New shared management arrangements for Hartlepool PCT and North Tees PCT result in reduced service provision in Hartlepool	M	HBC will work with the PCT in its new structure, monitor effectiveness and manage issues arising. From the PCT side, the joint appointment of Director of Public Health, the appointment of a single PCT Chief Executive and confirmation of Hartlepool PCT Board of Directors will mitigate risk.	Quarterly review of risk register. Ongoing management and monitoring at different levels	Quarterly DRR review	Joanne Smithson
POL3-3.4	CST03	Insufficient capacity to deliver new LAA LSP and Community Strategy requirements set out in the Local Government White Paper	H	Additional £40,000 one off budget secured from council reserves for 2008/09. Use of reserve to carry out review of Community Strategy and LAA refresh. Prioritisation at the expense of other activity.	Quarterly review of risk register, ongoing programme management, supervision arrangements	Quarterly DRR review and annual service plan process and quarterly performance management	Joanne Smithson

**COMMUNITY SAFETY AND PREVENTION DIVISION**

<b>Risk Register Ref</b>	<b>Departmental Plan Action (Ref)</b>	<b>Key risks to achieving departmental service objectives</b>	<b>Priority H/ML</b>	<b>Procedures/processes/ management arrangements/ controls in place to mitigate identified risks</b>	<b>Method of Review</b>	<b>Date of Review Last/Next</b>	<b>Responsible Officer</b>
SOC3-4.1	CSP02 CSP04 CSP12	Insufficient capacity of Safer Hartlepool Partnership to meet demand. This includes lack of commitment from partners	M	Seek to address needs not wishes. Seek funds to sustain and where appropriate increase service provision. Violence in Town Centre Action Plan in place and monitored	Quarterly review of risk register. Quarterly monitoring of action plan. Safer Hartlepool meetings. Supervision arrangements.	Quarterly DRR review and ongoing meetings	Alison Mawson
POL3-4.2	CSP06 CSP09 CSP10 CSP11	Insufficient resources and inability to successfully engage with council/partners in relation to implementing the Government's RESPECT agenda	M	Included within service and budget planning for 2007/8 with some new funding allocated. Links to existing ASBU and Community Safety work. Identified key contacts and lead officers.	Quarterly review of risk register. Safer Hartlepool meetings. Supervision arrangements. Budget Review Process	Quarterly DRR review and ongoing meetings	Sally Forth
SOC3-4.2	CSP11	Inability to deal with increasing numbers of young offenders and those 'at risk' referred to Hartlepool Intervention Project (HIP)	M	Issue and build links with other preventative measures. Keep numbers under review.	Quarterly review of risk register. Supervision arrangements	Quarterly DRR review and ongoing meetings	Danny Dunleavy
SOC3-4.3	CSP11	Inability of YOT to identify suitable accommodation for 16-18 year olds	M	YOS contribute to funding of HBC officer with responsibility for seeking suitable accommodation. Remand carers funded. Raise as a pressure in next budget process as temporary funding comes to an end	Quarterly review of risk register. Supervision arrangements	Quarterly DRR review and ongoing meetings	Danny Dunleavy
SOC3-4.4	CSP11	Failure to provide sufficient educational services for young offenders	M	Close working relationship with Childrens Services. Continue to be involved with Access to Learning Steering Group. Member of staff identified to carry out basic skills assessment	Quarterly review of risk register. Supervision arrangements	Quarterly DRR review and ongoing meetings	Danny Dunleavy

POL3-3.3	CSP04 CSP05	New shared management arrangements for Hartlepool PCT and North Tees PCT result in reduced service provision in Hartlepool	M	HBC will work with the PCT in its new structure, monitor effectiveness and manage issues arising. From the PCT side, the joint appointment of Director of Public Health, the appointment of a single PCT Chief Executive and confirmation of Hartlepool PCT Board of Directors will mitigate risk.	Quarterly review of risk register. Ongoing management and monitoring at different levels	Quarterly DRR review	Alison Mawson
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HOUSING DIVISION							
Risk Register Ref	Departmental Plan Action (Ref)	Key risks to achieving departmental service objectives	Priority H/ML	Procedures/processes/ management arrangements/ controls in place to mitigate identified risks	Method of Review	Date of Review Last/Next	Responsible Officer
SOC3-6.1	HSG02 HSG03 HSG05 HSG06 HSG07 HSG08 HSG09	Failure to provide correct housing advice to the public which could potentially put individuals at risk and lead to loss of reputation and/or financial consequences for the council	M	Service planning. Staff Training. Appointments system introduced for Homelessness Service. Advice and information leaflets available. Senior officer sign off and 20% random checks on homeless decisions. Plans to introduce 10% random checks on all general housing advice given.	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Penny Garner-Carpenter
SOC3-6.2	HSG01 HSG02 HSG03 HSG04 HSG05 HSG06 HSG07 HSG08 HSG09	Failure to achieve national decent homes standards which could potentially impact on vulnerable and other members of the public and lead to loss of reputation and/or financial consequences for the council	M	Monitoring with RSLs through Housing Partnership PMF. Housing Hartlepool quarterly monitoring meetings to identify areas of concern. Monitoring of newbuild and demolition rates (RSL & private) and liaise with agency involved. Ensure sufficient funding is allocated through capital programme. Monitoring of the impact of changing funding methods on numbers assisted. Specific targeting of private vulnerable households	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Penny Garner-Carpenter
FIN3-6.1	HSG01 HSG02 HSG03 HSG04 HSG05 HSG06 HSG07 HSG08 HSG09	Risk of capital and some revenue funding for Housing investment being reduced without strong sub regional working and certain other requirements being met	M	Sub regional working currently in place. Up to date Needs Analysis and necessary Studies being progressed. Effective and up to date strategies in place to support bidding processes	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Penny Garner-Carpenter

**SUPPORT SERVICES DIVISION**

<b>Risk Register Ref</b>	<b>Departmental Plan Action (Ref)</b>	<b>Key risks to achieving departmental service objectives</b>	<b>Priority H/ML</b>	<b>Procedures/processes/ management arrangements/ controls in place to mitigate identified risks</b>	<b>Method of Review</b>	<b>Date of Review Last/Next</b>	<b>Responsible Officer</b>
ICT5-1.1	SSD23 SSD25	Failure of critical corporate ICT systems (including EDRMS, Lotus, Network)	M	Information Security action plan in place. SLA and Client Officer monitoring in place re NIS. Professional advice available. Corporate ICT Steering Group reformed.	ICT Steering Group / EDRMS Board. Supervision arrangements	Monthly	Jeff Mason
ICT3-1.1	SSD24	Loss of access to Planning IT system for lengthy period	M	System included within corporate disaster recovery plans. Help desk support available. Retention of paper documents exists	Quarterly review of risk register, annual service planning process, supervision arrangements	Quarterly DRR review and annual service plan process	Jeff Mason
FIN3-5.2	SSD21	Financial and personnel issues arising from staff reaching the end of temporary contracts	H	Close liaison with senior HR and Finance Division staff to assess potential consequences. Analysis on a case by case basis of risk and action required.	Quarterly review of risk register. Director led meetings with HR / Finance	Quarterly DRR review	Jeff Mason



## APPENDIX 2

### **EQUALITY AND DIVERSITY 2007/08 IMPACT NEEDS REQUIREMENT ASSESSMENT**

Five Diversity Impact Needs Requirement Assessments have been carried out covering the main areas of the department's service as follows:

- **Community Safety and Prevention**
- **Economic Development**
- **Housing**
- **Planning**
- **Regeneration**

# Impact Needs Requirement Assessment

## Community Safety and Prevention

<b>Date</b>	<b>20 February 2007</b>
<b>Lead Officer</b>	<b>Alison Mawson, Head of Community Safety and Prevention</b>

### **STEP 1 – THE SERVICE AREA**

<b>A Scope – Define the service area (normally based upon Department / Service plan areas).</b>	
Community Safety covers the following services, many of which involve a significant level of partnership working in their delivery:	
<ul style="list-style-type: none"> <li>• Crime &amp; disorder reduction</li> <li>• CCTV</li> <li>• Anti-social behaviour and racially motivated incident case investigations, enforcement, individual/family support and prevention activities</li> <li>• Drugs treatment, including Drug Interventions Programme/Prolific &amp; Priority Offender Scheme programmes for offenders</li> <li>• Youth Offending Service, involving supervision of young offenders and prevention services</li> </ul>	
<b>B Objectives. What need is it designed to meet? (Normally extracted from department / service plan)</b>	
<b>1</b>	Reduce Total crime (as measured by 10 British Crime Survey Comparator Crimes)
<b>2</b>	Reduce harm caused by illegal drugs and alcohol.
<b>3</b>	Build respect in communities by reducing anti-social and criminal behaviour through improved prevention and enforcement activities.

### **STEP 2 – WHAT DO WE ALREADY KNOW?**

<b>Available research and data</b>
<ul style="list-style-type: none"> <li>• <b>Details / results of consultation carried out. Who, When, How, feedback from consultation</b></li> <li>• <b>Previous Impact Needs Requirement Assessment</b></li> <li>• <b>Results of previous Diversity Impact Assessments</b></li> <li>• <b>Anecdotal and other evidence</b></li> </ul>
<ul style="list-style-type: none"> <li>• Fear of crime surveys</li> <li>• Quality of life surveys</li> <li>• Performance indicator data – crime, drugs, anti-social behaviour (ASB) Youth Offending Service (YOS) quarterly data</li> <li>• Neighbourhood Action Plans gather information from local residents on their priorities – progress monitored annually, evaluation undertaken</li> <li>• ASB case management system – complainant and perpetrator database</li> <li>• YOS management information system – age, gender, race, disability recorded. Further information on individual case files</li> <li>• Drugs – National Drugs Treatment Monitoring System &amp; Drug Intervention Requirement (DIR) web databases for individuals. DIR web includes data on all 6 diversity areas. Further information on individual</li> </ul>

<p>case files</p> <ul style="list-style-type: none"> <li>• Wide range of other consultative mechanism e.g. user groups, residents groups, young people, other community groups</li> <li>• Banks of Wear research into drug use amongst Black and Minority Ethnic young people.</li> </ul>
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### **STEP 3 – FINDINGS**

<b>Diversity areas</b>	<b>Evidence of adverse / differential impact on specific groups? Have any unmet needs been identified? Any evidence of non-compliance with legislation?</b>
Age	Young people congregating is Performance Indicator measure – but both young and older people are fearful. Intolerance is issue.
Disability	Drug centre accessible, have outreach service for home visits if required. Information for visually impaired and hard of hearing needs improving. YOS building accessible. Religious belief, racial group and sexual orientation of drug users can be identified via DIR web.
Gender	YOS have specific programmes for females. Domestic Violence Strategy being developed covers both male and female victims and perpetrators. Drugs centre has variety of specific services for females e.g. clinic for pregnant women, separate sports activities.
Religious Belief	All agreed we could benefit from better understanding – Government Office North East document on ethnicity to be circulated by C Catchpole.
Racial Group	All agreed we could benefit from better understanding – Government Office North East document on ethnicity to be circulated by C Catchpole. Policy on dealing with Racially Motivated Incidents to be developed
Sexual Orientation	Domestic Violence Strategy and action plans recognise same sex relationships.
All	

### **STEP 4 – WHAT DO WE NEED TO DO**

<b>What actions</b>					
<b>a) are needed to address any gaps in available data</b>					
<b>b) are needed to improve the service immediately</b>					
<b>c) need to be included in future procurements (new contracts and at renegotiation)</b>					
<b>d) need to be included in service planning arrangements</b>					
<b>Objective/s</b> (cross reference with <b>1B</b> above)	<b>Action</b>	<b>Time-scale</b>	<b>Responsible Officer</b>	<b>a) Data b) Immediate c) Procurement d) Service plan</b>	<b>Associated PI?</b>
3	Promote tolerance and reassurance amongst young and older people by intergenerational activities	On-going through year	Sally Forth	Service Plan	-

2	Increase knowledge of drug services amongst visually impaired and hard of hearing, by presentation to local groups and improved signage at Drugs Centre	By October 2007	Chris Hart, Chris Catchpole	Service Plan	-
2	Analyse DIR web stats to identify % of users with various religious beliefs, different racial groups and sexual orientation.	By March 2008	Chris Catchpole	Service Plan	-
3	Organise training session for all staff in Division, focused on community safety aspects of diversity.	By October 2007	Joe Hogan	Service Plan	-
3	Carry out Diversity Impact Assessment (DIA) on policy for dealing with Racially Motivated Incidents.	By March 2008	Sally Forth	Data	BVPI 2b
1	Carry out DIA on Domestic Violence Strategy.	By March 2008	Joe Hogan	Service Plan	BVPI 225

# Impact Needs Requirement Assessment

## Economic Development

<b>Date</b>	<b>22 March 2007</b>
<b>Lead Officer</b>	<b>Sheila Watson, Employment Relations Adviser</b>

### **STEP 1 – THE SERVICE AREA**

<b>A Scope – Define the service area (normally based upon Department / Service plan areas).</b>	
Economic Development comprises:	
Tourism – development of the visitor economy network	
Business Support- to support the sustainable growth, and reduce the unnecessary failure of locally-owned business, promoting the growth and sustainability of enterprise and small businesses and to increase total entrepreneurial activity amongst the local population.	
Employment – to develop targeted training and recruitment programmes to support disadvantaged residents into economic activity.	
<b>B Objectives. What need is it designed to meet? (Normally extracted from department / service plan)</b>	
<b>1</b>	Develop the visitor economy networks to promote partnership work within the sector and support indigenous business and entrepreneurship to sustain the visitor economy.
<b>2</b>	To support the sustainable growth and reduce the unnecessary failure of locally-owned business promoting the growth and sustainability of enterprise and small businesses and to increase total entrepreneurial activity amongst the local population.
<b>3</b>	Development of targeted training and recruitment programmes to support disadvantaged residents into economic activity and meet the skills demand of local employers.

### **STEP 2 – WHAT DO WE ALREADY KNOW?**

<p><b>Available research and data</b></p> <ul style="list-style-type: none"> <li>• <b>Details / results of consultation carried out. Who, When, How , feedback from consultation</b></li> <li>• <b>Previous Impact Needs Requirement Assessment</b></li> <li>• <b>Results of previous Diversity Impact Assessments</b></li> <li>• <b>Anecdotal and other evidence</b></li> </ul>
<ul style="list-style-type: none"> <li>• Census data</li> <li>• Joint Strategy Unit statistics</li> <li>• Index of Multiple Deprivation</li> <li>• Children’s Services and Community Safety Team statistics</li> <li>• MORI household survey</li> <li>• SRB, NDC and NRF project and programme evaluations</li> <li>• NDC Surveys (young people, ethnic minorities, commercial/industrial)</li> <li>• Housing Market Assessment (Tees Valley)</li> </ul>

- Area Assessments
- Best Value Strengthening Communities Review findings
- Neighbourhood Action Plan Review findings
- Community Strategy and Neighbourhood Renewal Strategy Review findings
- Partnership Self Assessment
- Consultation events for business support, employment initiatives and tourism
- Community Strategy Annual Event
- NAP conferences, drop-ins, service provider meetings, work with schools and youth clubs
- Previous Diversity Impact Assessments (Hartlepool Working Solutions)
- Various themed strategy and master planning documents
- Anecdotal evidence from conferences, workshops, drop-ins and NAPS.
- Economic Forum
- Annual consultation with key stakeholders (businesses, customers/clients and youth groups)
- Scarborough Tourism Economic Activity Monitor (STEAM)
- Customer satisfaction surveys
- Various business forums (including specific community groups)
- Sector specific research (e.g. Access for All group)
- DDA research
- NOMIS

Further information on any of the above is available upon request.

### **STEP 3 – FINDINGS**

<b>Diversity areas</b>	<b>Evidence of adverse / differential impact on specific groups? Have any unmet needs been identified? Any evidence of non-compliance with legislation?</b>
Age	Employment, business support is tailored to meet the specific needs of different age groups with certain activities targeted to specific age groups. Tourism is tailored to meet specific segments of which age is an element.
Disability	Events are held in venues which have full disabled access. Plans and strategies are available in Braille and audio versions. Businesses and individuals are supported with advice, guidance and information in relation to disability issues.
Gender	The Women's Development Fund encourages gender specific entrepreneurship and the Women's Network provides business and mentoring support workshops. Men into Childcare and Women in Construction addresses under-representation in these sectors.
Religious Belief	Consultation events are held in a variety of venues including those not selling alcohol so people of certain religious groups are not put off attending.
Racial Group	Specific activities are carried out in partnership with the Salaam Centre.
Sexual Orientation	Support and advice given to Lesbian, Gay, Bi-Sexual, Transgender Support organisation with recruitment of Lesbian/Bi-Sexual support worker and employment practices
All	Awareness raising seminars for employers are held. For example: <ul style="list-style-type: none"> <li>• Employment Legislation Essentials covering all aspects of discrimination and equality affecting employers – 8<sup>th</sup> December 2006</li> </ul>

	<ul style="list-style-type: none"> <li>• Age Discrimination in conjunction with the Department for Work &amp; Pensions Age Positive Campaign – 22<sup>nd</sup> June 2006</li> <li>• Age Discrimination Briefings for employers – 6 held during week commencing 18<sup>th</sup> September 2006 at various locations in Hartlepool</li> <li>• Recruitment Conference – 11<sup>th</sup> July 2006 covering Ex-Offenders, Migrant Workers &amp; Incapacity Benefit Claimants</li> <li>• Employment Legislation Update covering developments in legislation and case law – 15<sup>th</sup> November 2006</li> <li>• Managing Absence covering the Disability Discrimination Act – 22<sup>nd</sup> November 2006 &amp; 28<sup>th</sup> March 2007</li> <li>• Employment Legislation Update – 15<sup>th</sup> December 2006</li> </ul>
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#### **STEP 4 – WHAT DO WE NEED TO DO**

<b>What actions</b>					
<b>a) are needed to address any gaps in available data</b>					
<b>b) are needed to improve the service immediately</b>					
<b>c) need to be included in future procurements (new contracts and at renegotiation)</b>					
<b>d) need to be included in service planning arrangements</b>					
<b>Objective/s</b> (cross reference with 1A above)	<b>Action</b>	<b>Time-scale</b>	<b>Responsible Officer</b>	<b>a) Data b) Immediate c) Procurement d) Service plan</b>	<b>Associated PI?</b>
1	Implement an Access Audit for the Tees Valley visitor market through Visit Tees Valley Area Tourism Partnership	Commence April 07	J Cole	Data and Service plan	
2	Target specific groups through business workshops and training	Ongoing	M Emerson/ J Cole/ S Watson		
3	Developing and implementing a Youth Strategy for employment and skills through delivery of targeted assistance	Commence April 07	D Martin	Data and Service plan	ED12 ED5B JE12 JE15 JE16
3	Continue to support local residents with disabilities and health problems through the Progression to Work scheme.	March 08	P Wilson	Immediate and Service Plan	JE3 JE4 JE5 JE6

# Impact Needs Requirement Assessment

## Housing

Date	26 March 2007
Lead Officer	Alistair Simpson, Tenancy Relations Officer

### STEP 1 – THE SERVICE AREA

<b>A Scope – Define the service area (normally based upon Department / Service plan areas).</b>	
<p>There are three separate service areas within Housing:</p> <p>Although the Council no longer directly provides housing we still have a key strategic role in ensuring that the overall housing needs of the borough are met, production of the Council's Housing Strategy, which sets out what actions need to be taken and how resources will be allocated to deal with the housing needs of the town. The section also works closely with other Tees Valley Authorities in order to produce a sub-regional housing strategy.</p> <p><b>Private Sector Housing</b></p> <p>This section undertakes enforcement duties in relation to the health and safety of occupied houses, empty houses, public health nuisance and licensing of houses in multiple occupation, together with responsibility for the management and administration of private housing renewal assistance, disabled facilities grants, energy efficiency measures and the Landlord Accreditation Scheme.</p> <p><b>Housing Advice</b></p> <p>A free and confidential advice service covering a wide range of housing and related issues, as well as operating the Council's statutory duties under the homelessness legislation focusing on homelessness prevention. Provision of a tenancy relations and floating support service, the monitoring and development of the Joint Allocations Policy with Housing Hartlepool, nominations to all other Housing Associations operating within the town and responsibility for the Homelessness Strategy for Hartlepool.</p>	
<b>B Objectives. What need is it designed to meet? (Normally extracted from department / service plan)</b>	
<b>1</b>	To enhance the condition and standard of management of private rented housing; to improve the condition and energy efficiency of private houses with priority being given to vulnerable households; to meet the adaptation/accommodation needs of disabled persons; to deal with unauthorised encampments of gypsies/travellers
<b>2</b>	To access accommodation for vulnerable people (including homeless, disabled, elderly, mentally ill) and to increase the opportunity for residents to live independently in the community. Housing market renewal, balancing the supply and demand of housing to ensure sustainable communities.
<b>3</b>	To provide effective housing advice covering homeless prevention and to assist people access and successfully manage a sustainable tenancy.

### STEP 2 – WHAT DO WE ALREADY KNOW?

<p><b>Available research and data</b></p> <ul style="list-style-type: none"> <li>• Details / results of consultation carried out. Who, When, How, feedback from consultation</li> <li>• Previous Impact Needs Requirement Assessment</li> <li>• Results of previous Diversity Impact Assessments</li> <li>• Anecdotal and other evidence</li> </ul>
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Government returns - P1E homelessness data, HIP returns etc  
 Statistics from Housing Advice database  
 Census data  
 Housing Strategy  
 Private sector housing stock survey  
 Housing Market Assessment/Analysis  
 Supporting People Strategy  
 Homeless Strategy  
 Housing Needs Assessment  
 Feedback from Supported housing providers  
 Analysis of the Housing Register  
 Lettings returns from RSL's  
 Special needs, renewal assistance/Homeplus grants databases  
 Energy efficiency measures returns from installers/suppliers  
 User satisfaction surveys for special needs, grants and enforcement  
 Diversity monitoring of ethnic origin, gender and age for renewal assistance enquiries

### **STEP 3 – FINDINGS**

<b>Diversity areas</b>	<b>Evidence of adverse / differential impact on specific groups? Have any unmet needs been identified? Any evidence of non-compliance with legislation?</b>
Age	Under 25's find it more difficult to access accommodation in the private sector due to benefit regulations. Introduction of loans for renewal assistance might act as a barrier to older persons securing essential works.
Disability	Registered disabled people looking for adapted accommodation are assessed and prioritised.
Gender	Housing Advice Team (HAT) represented on Domestic Violence Steering Group and give advice on legal and practical remedies.
Religious Belief	None
Racial Group	Members of racial groups tend to contact Salaam Centre regarding housing issues and HAT maintains regular contact with Centre to address them. Anecdotal evidence that energy efficiency measures are not being significantly taken up by ethnic groups The policy and procedures for dealing with unauthorised encampments of gypsies/travellers needs review to reconsider diversity issues
Sexual Orientation	None
All	

#### **STEP 4 – WHAT DO WE NEED TO DO**

<b>What actions</b> <b>a) are needed to address any gaps in available data</b> <b>b) are needed to improve the service immediately</b> <b>c) need to be included in future procurements (new contracts and at renegotiation)</b> <b>d) need to be included in service planning arrangements</b>					
Objective/s (cross reference with 1A above)	Action	Time- scale	Responsible Officer	a) Data b) Immediate c) Procurement d) Service plan	Associated PI?
1	Monitor the impact of introducing renewal assistance loans on the ability of older persons to secure essential works	Quarterly	J Smalley	Data Service Plan	
1	Investigate the take-up of energy efficiency measures by ethnic groups and, if necessary, prepare an awareness programme	Sept 07	D Morgan	Data Service Plan	
1	Review the enforcement policy for unauthorised gypsy/traveller encampments in conjunction with other departments/agencies	Dec 07	J Smalley	Service Plan	
2	Implement Joint Allocation policy with Hartlepool Housing.  Bond Guarantee Scheme for difficult to house clients in the private sector.	May 07  May 07	L Igoe	Data and Service Plan	213
2	Undertake Diversity Impact Assessment on Joint Allocation Policy.	Sep 07	L Igoe	Data	
3	Develop customer satisfaction survey within Housing Advice service to include question on sexual orientation.	Sep 07	A Simpson		
3	Promote Housing Advice service through Talking with Communities' and Salaam Centre.	Aug 07	S Rafferty	Data	

# Impact Needs Requirement Assessment

## Planning

<b>Date</b>	<b>20 March 2007</b>
<b>Lead Officer</b>	<b>Stuart Green, Assistant Director (Planning &amp; Economic Development)</b>

### **STEP 1 – THE SERVICE AREA**

<b>A</b> Scope – Define the service area (normally based upon Department / Service plan areas).	
<p>Planning Policy: preparation of land use and development plans as set out in the Local Development Scheme.</p> <p>Development Control: assessment of planning applications and informal development proposals.</p> <p>Building Control: assessment and determination of Building Regulation applications and provision of access advice service.</p> <p>Landscape Planning and Conservation: provision of conservation, ecology and arboricultural advice and related project development.</p>	
<b>B</b> Objectives. What need is it designed to meet? (Normally extracted from department / service plan)	
<b>1</b>	Co-ordinate the preparation of the new Local Development framework.
<b>2</b>	Determine all planning applications having regard to the provisions of the Hartlepool Local Plan and other material considerations.
<b>3</b>	Provide an efficient, effective and customer-focussed Building Control service.
<b>4</b>	Improve physical access to buildings
<b>5</b>	Review and implement planning policy guidance relating to the historic environment.

### **STEP 2 – WHAT DO WE ALREADY KNOW?**

<p><b>Available research and data</b></p> <ul style="list-style-type: none"> <li>• <b>Details / results of consultation carried out. Who, When, How, feedback from consultation</b></li> <li>• <b>Previous Impact Needs Requirement Assessment</b></li> <li>• <b>Results of previous Diversity Impact Assessments</b></li> <li>• <b>Anecdotal and other evidence</b></li> </ul>
<ul style="list-style-type: none"> <li>• Census data</li> <li>• Joint Strategy Unit statistics</li> <li>• Housing Market Analysis</li> <li>• Housing Market Assessment (Tees Valley)</li> <li>• Area Assessments</li> </ul>

- Local Housing Assessments
- Neighbourhood Action Plan findings
- Community Strategy and Neighbourhood Renewal Strategy Review findings
- HMR consultation, drop-ins, exhibitions and locally based regeneration office
- Previous Diversity Impact Assessments (NAPS, Statement of Community Involvement)
- Various themed strategy and master planning documents
- User satisfaction surveys for Development Control, Building Control and Landscape and Conservation
- Conservation area appraisals and associated consultation
- Audit of open spaces
- Employment Land Review
- Strategic Floor Risk Assessment
- Local Plan public participation exercises
- Talking with Communities
- Access Audits
- Design and Access Statements

Further information on any of the above is available upon request.

### **STEP 3 – FINDINGS**

<b>Diversity areas</b>	<b>Evidence of adverse / differential impact on specific groups? Have any unmet needs been identified? Any evidence of non-compliance with legislation?</b>
Age	Local Plan and Housing Needs Assessment recognizes need to meet the housing needs of different age groups. Local Plan also has policies for provision and maintenance of children's play facilities.
Disability	Access Audits of Council buildings identify need for a range of access improvements. Local Plan requires provision of access for all in relevant new developments
Gender	None
Religious Belief	None
Racial Group	Development control and conservation work in the Grange area highlighted the need for effective communication with Asian communities
Sexual Orientation	None
All	

**STEP 4 – WHAT DO WE NEED TO DO**

<b>What actions</b> <b>a) are needed to address any gaps in available data</b> <b>b) are needed to improve the service immediately</b> <b>c) need to be included in future procurements (new contracts and at renegotiation)</b> <b>d) need to be included in service planning arrangements</b>					
Objective/s (cross reference with 1A above)	Action	Time-scale	Responsible Officer	a) Data b) Immediate c) Procurement d) Service plan	Associated PI?
1	Develop strategy and action plans to work with partners to meet the indentified housing needs of particular age groups.		A Laws	Data and service plan	Dwelling completions for target age groups
2	Implement three year access audit programme to promote good practice in accessibility for all to all local authority buildings with public access and schools throughout the borough.		G Hutchison	Data and service plan	Set target for number of audits to be completed
3	Ensure compliance with Local Plan Access for All policy in determining planning applications.		R Teece	Data and service plan	

# Impact Needs Requirement Assessment

## Regeneration

<b>Date</b>	<b>14 March 2007</b>
<b>Lead Officer</b>	<b>Sylvia Burn, Team Leader (Regeneration)</b>

### STEP 1 – THE SERVICE AREA

<b>A Scope – Define the service area (normally based upon Department / Service plan areas).</b>	
<p>Regeneration covers:</p> <ul style="list-style-type: none"> <li>• The Community Strategy</li> <li>• The Hartlepool Partnership and the Local Area Agreement</li> <li>• Neighbourhood Renewal including Neighbourhood Renewal Fund and Neighbourhood Action Plans</li> <li>• Sustainable Development</li> <li>• Regeneration Bidding and Programme/Project Management</li> <li>• Housing Market Renewal (HMR)</li> </ul>	
<b>B Objectives. What need is it designed to meet? (Normally extracted from department / service plan)</b>	
<b>1</b>	Ensure a fit for purpose Local Strategic Partnership (LSP).
<b>2</b>	Co-ordinate a review of the Community Strategy.
<b>3</b>	Continue programme of Neighbourhood Action Plan (NAP) preparation and implementation.
<b>4</b>	Co-ordinate key Regeneration Programmes.
<b>5</b>	Pursue a programme of strategic housing market renewal in partnership with Tees Valley Living.
<b>6</b>	Implement the strategic Improvement Plan for the Strengthening Communities Best Value Review (SCBVR)

### STEP 2 – WHAT DO WE ALREADY KNOW?

<p>Available research and data</p> <ul style="list-style-type: none"> <li>• Details / results of consultation carried out. Who, When, How, feedback from consultation</li> <li>• Previous Impact Needs Requirement Assessment (INRAs)</li> <li>• Results of previous Diversity Impact Assessments (DIAs)</li> <li>• Anecdotal and other evidence</li> </ul>
<ul style="list-style-type: none"> <li>• Census data</li> <li>• Joint Strategy Unit statistics</li> <li>• Index of Multiple Deprivation</li> <li>• Children’s Services and Community Safety Team statistics</li> <li>• MORI household survey</li> </ul>

- SRB, NDC and NRF project and programme evaluations
- NDC Surveys (young people, ethnic minorities, commercial/industrial)
- Housing Market Analysis
- Housing Market Assessment (Tees Valley)
- Area Assessments
- Local Housing Assessments
- Best Value Strengthening Communities Review findings
- Neighbourhood Action Plan Review findings
- Community Strategy and Neighbourhood Renewal Strategy Review findings
- Partnership Self Assessment
- Consultation events for environmental improvements – commercial areas
- Community Strategy Annual Event
- NAP conferences, drop-ins, service provider meetings, work with schools and youth clubs
- HMR consultation, drop-ins, exhibitions and locally based regeneration office
- Previous Diversity Impact Assessments (NAPS, Statement of Community Involvement)
- Various themed strategy and master planning documents
- Anecdotal evidence from conferences, workshops, drop-ins and NAPS.

Further information on any of the above is available upon request.

### **STEP 3 – FINDINGS**

<b>Diversity areas</b>	<b>Evidence of adverse / differential impact on specific groups? Have any unmet needs been identified? Any evidence of non-compliance with legislation?</b>
Age	<p>Consultation mechanisms are designed to encourage all age groups e.g. conferences tend to attract elderly, so need to do additional sessions with youth groups and school children and evening drop-ins for those of working age.</p> <p>Young People and 50+ representatives sit on the Hartlepool Partnership Board.</p> <p>SCBVR identifies the need to develop consistent approach to engaging people from different communities (in the democratic processes) including : work with young people and the 50+ Forum.</p> <p>Local Area Agreements (LAA) sets targets for youth unemployment.</p>
Disability	<p>Consultation events are held in venues which have full disabled access. Plans and strategies can be made available in Braille and audio versions. Grants are awarded under the Voluntary Sector Premises Pool to improve access to public buildings.</p> <p>Disability, Health and Care representatives sit on the Hartlepool Partnership Board.</p> <p>SCBVR identifies the need to develop consistent approach to engaging people from different communities (in the democratic processes) including: work with the All Ability Forum.</p> <p>LAA refresh 2007 identifies contribution of Pathways to Work Programme/Incapacity Benefit.</p>
Gender	None.

Religious Belief	<p>Consultation events are held in a variety of venues including those not selling alcohol so people of certain religious groups are not put off attending.</p> <p>Faith representatives sit on some NAP Forums, the NDC Steering Group and the Hartlepool Partnership Board and Nazir mosque representatives regularly attend Dyke House/Stranton /Grange Forums.</p> <p>SCBVR identifies the need to develop consistent approach to engaging people from different communities (in the democratic processes) including: work with Religion &amp; Belief Groups.</p>
Racial Group	<p>Plans and strategies can be published in other languages. The BME reference group is used to promote NAPS and a BME representative is on the Hartlepool Partnership Board.</p> <p>SCBVR identifies the need to develop consistent approach to engaging people from different communities (in the democratic processes) including : work with BME Communities</p>
Sexual Orientation	<p>SCBVR identifies the need to develop consistent approach to engaging people from different communities (in the democratic processes) including : work with Lesbian Gay Bisexual Transgender Group</p> <p>Community Network work with Hart Gables group which ensures input into the Local Strategic Partnership.</p>
All	<p>The national overarching aim of the Neighbourhood Renewal Agenda is to narrow gaps between the most deprived wards and the rest of the country. The Community Strategy and Regeneration Services are therefore key to increasing equality of opportunity for residents in deprived wards.</p>

**STEP 4 – WHAT DO WE NEED TO DO**

<p><b>What actions</b>  <b>a) are needed to address any gaps in available data</b>  <b>b) are needed to improve the service immediately</b>  <b>c) need to be included in future procurements (new contracts and at renegotiation)</b>  <b>d) need to be included in service planning arrangements</b></p>					
Objective/s (cross reference with 1A above)	Action	Time-scale	Responsible Officer	a) Data b) Immediate c) Procurement d) Service plan	Associated PI?
1, 2, 3, 4, 5	Provide a variety of methods, venues and times of consultation to ensure inclusiveness and make additional efforts to ensure specific age groups, disabled people, religious beliefs and social groups are involved	Ongoing	S Burn	Data and immediate	LAA Outcome 28 (for Housing consultation)  LAA Outcome 31 (for Community Strategy Review)



					LAA Outcome 33 (for NAPS and other Regeneration Programmes)
1, 2, 3	Undertake DIAs on future updated NAPs: <ul style="list-style-type: none"> <li>• Rift House/Burn Valley</li> <li>• Owton</li> <li>• Rossmere</li> </ul> As well as second draft Community Strategy.  And the Coastal Arc Strategy	Mar 08  Oct 07  May 07	S Burn  J Smithson  D.Gouldburn	Service Plan  Service Plan  Service Plan	LA Outcome33 LA Outcome31
1, 2, 3, 4, 5, 6	Consult with Talking with Communities group	Sept 07	G Thompson	Data	
6	Co-ordinate / monitor implementation of the SCBVR Strategic Improvement Plan	Mar 08	G Thompson	Service Plan	

## **REGENERATION AND LIVEABILITY PORTFOLIO**

Report to Portfolio Holder

18 May 2007



**Report of:** Director of Neighbourhood Services

**Subject:** NEIGHBOURHOOD SERVICES  
DEPARTMENTAL PLAN 2006/07 – 4<sup>TH</sup> QUARTER  
MONITORING REPORT

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### SUMMARY

#### 1. PURPOSE OF REPORT

To inform the Portfolio Holder of the progress made against the Neighbourhood Services Departmental Plan 2006/07 in the fourth quarter of the year.

#### 2. SUMMARY OF CONTENTS

The progress against the actions contained in the Neighbourhood Services Departmental Plan 2006/07 and the fourth quarter outturns of key performance indicators.

#### 3. RELEVANCE TO PORTFOLIO MEMBER

The Portfolio Member has responsibility for regeneration, liveability and housing issues.

#### 4. TYPE OF DECISION

Non-key.

#### 5. DECISION MAKING ROUTE

Portfolio Holder meeting 18 May 2006.

#### 6. DECISION REQUIRED

Achievement on actions and indicators be noted

**Report of:** Director of Neighbourhood Services

**Subject:** NEIGHBOURHOOD SERVICES  
DEPARTMENTAL PLAN 2006/07 – 4<sup>TH</sup>  
QUARTER MONITORING REPORT

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## **1. PURPOSE OF REPORT**

- 1.1 To inform the Portfolio Holder of the progress made against the key actions identified in the Neighbourhood Services Departmental Plan 2006/07 and the progress of key performance indicators.

## **2. BACKGROUND**

- 2.1 The Regeneration, Liveability and Housing Portfolio Holder agreed the Neighbourhood Services Departmental Plan in July 2006.
- 2.2 The Portfolio Holder for Regeneration, Liveability and Housing has responsibility for part of the Neighbourhood Services Departmental Plan.
- 2.3 The Neighbourhood Services Departmental Plan 2006/07 sets out the key tasks and issues along with an Action Plan to show what is to be achieved by the department in the coming year.
- 2.4 The Council recently introduced an electronic performance management database for collecting and analysing performance. In 2006/07 the database will collect performance information detailed in the Corporate Plan, the five Departmental Plans and the Services Plans of the Neighbourhood Services Department.
- 2.5 Each section within the department produces a Service Plan, detailing the key tasks and issues facing them in the coming year. Each plan contains actions, detailing how each individual section contributes to the key tasks and priorities contained within the Neighbourhood Services Departmental plan and ultimately those of the Corporate plan.

## **3. FOURTH QUARTER PERFORMANCE**

- 3.1 This section looks in detail at how the Neighbourhood Services Department have performed in relation to the key actions and performance indicators that were included in the Neighbourhood Services Departmental Plan 2006/07 and which the Portfolio Holder for Regeneration, Liveability and Housing has responsibility for.

- 3.2 On a quarterly basis officers from across the department are requested, to provide an update on progress against every action contained in the performance plans and, where appropriate, every performance indicator.
- 3.3 Officers are requested to provide a short commentary explaining progress made to date, and asked to traffic light each action based on whether or not the action will be, or has been, completed by the target date set out in the plans. The traffic light system has been slightly adjusted in 2006/07, following a review of the system used previously. The traffic light system is now : -

Red	- Action/PI not expected to meet target
Amber	- Action/PI expected to be meet target
Green	- Action/PI target achieved

- 3.4 Within the Neighbourhood Services Departmental Plan there are a total of 95 actions and 121 Performance Indicators identified. The Portfolio Holder for Regeneration, Liveability and Housing has responsibility for 23 of these actions and 54 of these performance indicators. Table 1, below, summarises the progress made, at the end of the fourth quarter, towards achieving these actions and performance indicators.

Table1 – Neighbourhood Services progress summary

	Departmental Plan		Regeneration, Liveability & Housing Portfolio	
	Actions	PIs	Actions	PIs
Green	16	15	22	42
Amber	74	63	-	0
Red	4	3	1	10
Annual	1	38	0	0
Total	95	119	23	52

- 3.5 Twenty-two of the actions for which the Portfolio Holder has responsibility have achieved the target, with one action identified as target not achieved. Table 2 below identifies the action that has not achieved its target.

Table2: Actions not completed on target/not on target

Ref	Action	Milestone	Comment
NS021	New dog control orders to be introduced, replacing dated legislation, offering greater control over dogs within communities	Mar 07	Although full implementation has not yet been achieved, considerable preparation work has been carried out in what has proved to be a very complex process. There have also been delays in receiving government guidelines

3.6 It can also be seen that 42 of the Performance Indicators have been highlighted as having achieved target, with a further ten indicators identified as not meeting target. Those indicators not meeting target are detailed in table 3 below .

Table3: Performance Indicators not on target

Ref	Description	Target	Outturn	Comment
CEPU08c	CEPU newsletters to be produced and placed on CEPU website and Emergency planning pages of the websites of the four councils.	2	1	The CEPU newsletter has not been produced, alternative actions to get staff to become more aware of the CEPU and it's functions achieved through other means, e.g., website, course(LMDP), Z cards and articles in magazines
BV199d	The year-on-year reduction in total number of incidents and increase in total number of actions taken to deal with 'fly-tipping'	1	4	The pro-active approach in encouraging the reporting of fly-tipping by employees and members of the public has resulted in an increase in the number of incidents reported. The number of actions in the same period has increased substantially, however the scoring mechanism for this indicator does not reflect this combination and the true performance of the Council.
BV082c(i)	Percentage of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources.	66.32%	63.96%	The closure of the Energy from Waste (EfW) plant, due to unforeseen shutdowns on three occasions this year, has resulted in waste being diverted to landfill.
BV082c(ii)	Tonnage of household waste arisings which have been used to recover heat, power and other energy sources	28,491	26,827	
BV082d(i)	Percentage of household waste arisings which have been landfilled.	6%	8.35%	
BV082d(ii)	The tonnage of household waste arising, which have been landfilled.	2,442	3,501	
BV084a	No of Kgs of household waste collected per head of population	452	466.08	Levels continue to be higher than predicted due to increase in green waste and recycling materials collected during year.
BV084b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	3%	6.82%	Levels continue to be higher than predicted due to increase in green waste and recycling materials collected during year.
BV090a	User satisfaction for Household waste collection	90%	72%	Introduction of Alternate weekly collection of refuse and

Ref	Description	Target	Outturn	Comment
BV090b	User satisfaction for Waste recycling (local facilities)	85%	73%	recycling materials to 2/3 of the town, believe to have given rise to fall in satisfaction rates. Education of staff and residents will help to improve the situation over the coming months.

3.7 Information for the remaining two indicators is not currently available for inclusion in this report. These are identified in table 4 below .

Table4: Performance Indicators - No Update

Ref	Description
BV086	Cost of waste collection per household
BV087	Cost of waste disposal per tonne, municipal waste.

3.8 During the year the Neighbourhood Services Department achieved the targets set out in Actions and Performance Indicators for which the Portfolio Holder has responsibility for, including:

- The Emergency Planning website has been redesigned in conjunction with Teesside University, with its content updated monthly. The site has been receiving over 5000 unique hits monthly.
- The Cleveland Emergency Planning Unit (CEPU) has been awarded Beacon Status identifying it as an exemplar of multi agency working.
- The amount of waste recycled or composted has increased to 28% of the total household waste collected.
- Street lighting faults that are under the control of the authority continued to be rectified in an average of slightly over one day. This performance puts the authority amongst the top performers nationally.
- All reports of abandoned vehicles are investigated with 24 hours of notification and all vehicles removed within 24hours from the point at which we are allowed. This performance has had a significant positive affect on vehicle arson.
- In a recent survey of users 89% expressed satisfaction with waste disposal facilities.

#### 4. RECOMMENDATIONS

4.1 It is recommended that achievement of key actions and fourth quarter outturns of performance indicators be noted.