

Actions to Vision: Northgate Initiative

Vision & Targets

- people take pride in their area.
- people live in decent homes
- people have sustainable, quality jobs and are paid a fair wage
- people feel safe
- people are healthy
- children grow up happy and well educated
- there is a strong community spirit, where differences are celebrated and people look out for each other

By 2024:

- X% of the homes identified as empty in 2019 have been brought back into use
- X number of homes converted to Council Houses
- X residents and landlords have been made aware of what constitutes a decent and safe home and are aware of the what remedies are available to them should their home not meet these standards
- X people unemployed or in poor quality employment have been helped into quality jobs
- The gap between reported crime in Northgate and the average for Darlington has reduced
- all children leaving Corporation Road Primary School have been engaged in at least one enrichment activity over and above their expected education
- X people in Northgate have been made better aware of healthy lifestyles



Workstream Objectives

- How will achieving the objective help realise the vision and targets
- Quantify: Visible change in the area or community



Actions

- How will this new or different action help achieve the objective
- Quantify: How Many, How Much, By when

Workstream – Environment

Objective 1	Environmental Crime - A clean and safe environment.
How will achieving the objective help realise the visions & targets	
The combination of actions contained within the action plan will secure a cleaner, healthier and safer environment and promote civic pride in the area.	
Quantify: Visible change in the area or community	
Visible improvements in community with reduced levels of complaint and increased social capital	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
See action plan.		48 actions - 20 completed.

Objective 2	Responsible Dog Ownership - A clean and safe environment.	
How will achieving the objective help realise the visions & targets		
The combination of actions contained within the action plan will provide a cleaner, healthier and safer environment and promote civic pride in the area.		
Quantify: Visible change in the area or community		
Visible improvements in community with reduced levels of complaint and improved supervision and control of dogs.		
Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
See action plan.		40 actions - 13 completed.

Workstream – Environment

Objective 3	Back Lanes / Fly Tip Initiative
How will achieving the objective help realise the visions & targets	
People take pride in the area	
Quantify: Visible change in the area or community	
Visual changes in the cleanliness of the NG area	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Provision of DBC Streetscene operatives to cleanse the NG area.	Work on the periphery of the Town Centre which includes Northgate area.	Back lane/fly-tip crew extended until end June 21 (supposed to finish end of September) and additional street cleansing operative in post

Workstream – Housing (Private Sector)

Objective 1	Empty Homes - To provide safe and decent living accommodation in Northgate.
How will achieving the objective help realise the visions & targets	
The combination of actions contained within the action plan will reduce the number of empty homes, increase suitable accommodation in the area, provide improved and healthier living conditions and provide a risk-based approach to targeting problematic empty homes.	
Quantify: Visible change in the area or community	
Homes identified as empty brought back into use. Improved appearance of housing and area as a whole.	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
See action plan.	As above.	<p>Milestones and outcomes detailed in action plan.</p> <p>21% reduction in all empty properties since the start of the Northgate initiative.</p> <p>PSH provided support to landlords resulting in 3 properties returning to use, 2 properties pending development and one remaining empty.</p>

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
To provide sustainable accommodation to protect vulnerable people through the Next Steps Grant.	As above.	Bid submitted to Ministry of Housing, Communities and Local Government (MHCLG) "Next Steps Accommodation Programme" in August 2020. Outcome of bid awaited. 1 empty property identified as suitable for purchase, 3 pending property inspection regarding suitability.

Workstream – Housing (Private Sector)

Objective 2	Energy Efficiency - To provide safe and decent living accommodation in Northgate.
How will achieving the objective help realise the visions & targets	
The combination of actions contained within the action plan will improve housing conditions, provide safe and healthy living and ensure that those who present as vulnerable are appropriately supported.	
Quantify: Visible change in the area or community	
Improved housing and living conditions.	
Improved appearance of housing and area as a whole.	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
See action plan.	As above.	Milestones included in action plan. 6 out of 17 actions completed.
Green Homes Grant – Voucher Scheme.	As above.	Programme launched 30 th September 2020.
Green Homes Grant – The Local Authority Delivery Scheme.	As above.	Consortium bid (Tees Valley or North-East region). Draft Sourcing Strategy to be submitted 9 th October 2020. Approval anticipated 16 th October 2020.

Workstream – Housing (Private Sector).

Objective 3	Targeted Intervention - To provide safe and decent living accommodation in Northgate.
How will achieving the objective help realise the visions & targets	
Targeted intervention of problematic premises will secure improved living conditions, promote safe and healthy living and ensure that those who present as vulnerable are appropriately supported.	
Quantify: Visible change in the area or community	
Improved housing and living conditions.	
Improved appearance of housing and area as a whole.	
People feeling safer and healthier.	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
To complete a stock condition survey which will support targeted inspections, tackle unsafe and poor living conditions and provide robust enforcement.	Improved housing and living conditions. Improved appearance of housing and area as a whole. People feeling safer and healthier.	Following implementation, PSH have dealt with 92 cases in the Northgate area (19% of all service requests)
To complete specialist (advanced) training which will support professional investigation.	Increase trust in the council from tenants & neighbouring residents Improved housing and living conditions. Improved appearance of housing and area as a whole. People feeling safer and healthier.	Training (online) commenced September 2020

Workstream – Housing (Private Sector).

Objective 4	Warmer Homes - To provide safe and decent living accommodation in Northgate.
How will achieving the objective help realise the visions & targets	
The Warmer Homes initiative will provide energy improvements for households which will improve living conditions and promote healthy lifestyle.	
Quantify: Visible change in the area or community	
Improved housing and living conditions.	
Improved appearance of housing and area as a whole.	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Project managed by Stockton Borough Council (lead agency).		Launch of scheme in Darlington imminent,

Workstream – Housing (Public Sector)

Objective 1	Acquire, improve and re-let long term empty properties where, despite significant and sustained interventions by the Private Sector Housing Team, progress has not been possible to bring the property back into use.
How will achieving the objective help realise the visions & targets	
More homes brought back into use	
More homes brought up to good quality standards	
Quantify: Visible change in the area or community	
<p>Poor quality housing can blight the area where they are located so by improving these and bringing them back into use the local area is uplifted and owners/potential owners are more willing to invest in the surrounding properties.</p> <p>Good quality housing improves the health of household members.</p> <p>More energy efficient housing produces savings for residents providing them with more disposable income</p>	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Acquire, improve and re-let empty properties.	Reduce number of long term empty properties	<p>4 in 2020/21</p> <p>Numbers for 2021/22 and beyond will depend on outcome of PRS Housing Team work</p>

Workstream – Housing (Public Sector)

Objective 2	Explore grants available to improve energy efficiency of Council's housing stock in this area
How will achieving the objective help realise the visions & targets	
Visible change and help residents in the locality have a greater pride in their area	
Quantify: Visible change in the area or community	
Improve visual appearance of the properties which would positively impact on local community Reduce energy bills for households and provide more disposable income	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Various energy grants are currently being announced and working with PRS Housing Team to determine how we may access these as the criteria tends to be quite restrictive	As above	Small numbers of Council owned homes in this area

Workstream – Economy

Objective 1	Provide support to unemployed residents to move into sustained employment through the Youth Employment Initiative -YEI (16-29), Routes to Work - RTW (30+), Employability Support Programmes and other schemes and initiatives such as Kickstart.
How will achieving the objective help realise the visions & targets	
Offering support through these schemes will help people to move into sustainable, quality jobs.	
Quantify: Visible change in the area or community	
Increased employment should lead to less reliance on benefits and increased contributions to the local economy	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Raise awareness of these employability schemes through a range of media	Using a range of media such as free newsletters, social media and a presence in the Job Centre will help promote these schemes to Northgate residents.	In September 2020 there were 400 Northgate residents on the benefit claimant count. So far the DBC YEI and RTW schemes have supported 85 unemployed people in the Northgate ward.

Workstream – Crime & Security.

Objective 1	Safer Streets - Keeping People Safe.
How will achieving the objective help realise the visions & targets	
The provision of target-hardening of vulnerable premises will promote a safer community.	
Quantify: Visible change in the area or community	
Increased awareness of scheme and preventative measures in area will promote improved levels of confidence and positive engagement in the community.	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Implement the Home Office Safer Streets initiative in selected areas of Northgate.	Reduce level of dwelling burglaries.	<p>£298,918 awarded by Home Office.</p> <p>Safer Streets implemented in target areas Monday 7th September 2020. Following implementation there has been 1 reported offence of burglary which has resulted in the installation of target-hardening (locks and lighting) in 12 surrounding (cocoon) dwelling properties.</p>

Objective 2	Tackle concerns linked to Public Safety Incidents
How will achieving the objective help realise the visions & targets	
Reduce Public Safety Incidents – specifically linked to ‘PUBLIC CONCERN’ as reported to the Police, will reduce harm and engender feeling that Northgate is a safe place to live, work and / or visit.	
Quantify: Visible change in the area or community	
Reduced calls predominantly describing person’s in public affected by substance / perceived mental health and / or behaviour of concern.	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Implement a problem solving approach to understand the causes behind and reduce Public Safety Calls to the police – specifically ‘Concern’	Reduce level of calls and associated demand across agencies with a greater appreciation of what factors lead to such a volume of calls around this area of public safety.	Bench mark: JD3 – 157 calls (April 20 to June – 20) 33 calls per 1000 population - Northgate 9.1 calls per 1000 population - Darlington

Objective 3	Tackle the volume of demand on the WEST (JD3) side of the Northgate Corridor
How will achieving the objective help realise the visions & targets	
Analysis strongly indicates that the concentration of business premises in the WEST side of the A167 Road (Northgate Corridor) is generating a potent mix of demand specifically around anti-social behaviour, suspicious and criminal activity. Tackling these issues will reduce harm at / linked to those that work / visit and use the services of those premises.	
Quantify: Visible change in the area or community	
Improved management of specific business locations. Reduction in anti-social behaviour, suspicious and criminal activity;	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Implement a problem solving approach to understand the causes behind this potent mix of issues. To take the form of organised Systematic Hot Spot Policing activity targeting specific locations on the A167 corridor. Consider the variety and sustainability of premises on the A167 corridor and the viability of town planning approaches such as 'secured by design' to support this objective.	Reduce levels of calls to the police and other agencies linked to business premises (on the A167 Corridor) and work with such premises to ensure sustained reductions.	Hot spot activity measured by: Combined agency responses relevant to identified issues at the Hot Spot Location in question. TLP's POP plans Profiles

Objective 4	National Indicator 21 (NI21) – Inspire Confidence in the Northgate Area.	
How will achieving the objective help realise the visions & targets		
Increase in public confidence within the Northgate Initiative Area, specifically, are the Local Authority and police addressing issues in the area that matter to the local community.		
Quantify: Visible change in the area or community		
Reduced calls for service to the LA and police on matters relating to crime and disorder due to improved social capital, with stakeholders prepared to resolve local – low level issues; affect positive change to their environment; hold local forum’s to which public sector officials are held to account and prioritising activity within the Northgate area.		
Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Deliver a ‘Confidence Academy ‘ for Northgate, Informed by the Durham & Darlington Talking Survey application and PACT.	Efficient and rapid surveying tool application of local households, streets – scalable to the wider Northgate area to establish what concerns residents and deploying the approach – ‘you said, we did’.	<ul style="list-style-type: none">- Baseline NI21 Survey data.- Registered take up of Durham & Darlington Talking Application by quarter.- Ongoing Survey data results from Durham & Darlington Talking- NI21 data intervals to be agreed.

Workstream – Childhood & Education

Objective 1	Develop a Community Family Hub from McNay Children Centre (initially)
How will achieving the objective help realise the visions & targets	
<ul style="list-style-type: none"> Community Family Hub will provide a means of alternative approaches to service delivery, underpinned by the principles of community involvement Provide a place where different local partners in Northgate come together and address the issues that matter most to them, for improve outcomes for children Support a neighbourhood focussed community led approach 	
Quantify: Visible change in the area or community	
<p>Bring together communities in the Northgate area to offer activities. People can be provided with the necessary support required to improve their emotional, social and physical wellbeing. This will be delivered by local authority and partners. McNay Children's Centre already hosts an international group, offering advice and signposting to parents of children 0-5. Our vision is to enhance the current offer by bringing change to the local community, offering drop-ins, coffee morning, training and workshops, signposting, employment and skills advice to the general public of all ages.</p> <p>In the longer term, an appropriate resource would be sourced to house the Family Hub</p>	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Review previous programmes to identify lessons learned to establish positive actions for implementation on this current programme	Will ensure that we learn from the lessons and put realistic actions in place that will help achieve a position outcome	Sarah Small November 2020

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
<p>Initial review of International group at McNay and scope what services could be ran from McNay.</p> <p>Develop plan for Community Family Hub</p>	<p>International group will be enhanced to become Community Family Hub, able to deliver services to meet need for all ages</p>	<p>Early Help Manager -November 2020</p> <p>Childhood and Education sub-group – Qtr 3 20/21</p>
<p>Communications to be developed to meet individual cultural needs</p>	<p>Information about the hub and service delivery would be available to a range of groups within the area</p>	<p>Comms to consider whether existing face book page can be enhanced. Early Help Manager -October</p>

Workstream – Childhood & Education

Objective 2	Support school readiness in line with existing initiatives within Corporation Road School
How will achieving the objective help realise the visions & targets	
Ensuring that families receive the correct support to take this next big step in preparing their child for school	
Quantify: Visible change in the area or community	
Children will have strong social skills, can cope emotionally being separated from their care givers, have a desire to learn, can make effective transitions to secondary provision	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Promote bread and butter thing and the School Uniform Exchange	Children are equipped to attend school	Information to be promoted by children's services – Sept 2020
Local Authority and Head Teacher meeting scheduled for the 19 th October	TBC	TBC

Workstream – Health

Objective 1	Reduce the impact of fuel poverty on resident's wellbeing
How will achieving the objective help realise the visions & targets	
Fuel poverty, through living in a cold and damp home, is a clear contributory factor in health issues such as respiratory diseases, heart diseases, circulatory diseases, and mental health problems. It also contributes towards increased winter deaths, repeat visits to GPs and admissions to hospitals.	
Quantify: Visible change in the area or community	
Fewer homes in Northgate are poorly heated	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Submit a bid for Shaping Places for Healthier Lives Programme	<p>The initial phase will be used:</p> <ul style="list-style-type: none"> • To ensure all relevant stakeholders are included in the design approach • To ensure the intervention(s) we ultimately develop address the actual key drivers of fuel poverty in Northgate and • Focus on the part(s) of the system which will have the most impact. be research to: 	<p>Phase 1 - £19,000 secured</p> <p>To:</p> <ol style="list-style-type: none"> 1. Identify and develop a sustainable and effective stakeholder engagement strategy 2. Test the assumptions we have made so far regarding the causes of fuel poverty and, if incorrect, rectify 3. Identify the key parts of the system for intervention

Workstream – Health

Objective 2	Increase the access to health services for residents of Northgate
How will achieving the objective help realise the visions & targets	
The consequences of not accessing health care are significant and include use of fewer preventive services, poorer health outcomes, higher mortality and disability rates, lower annual earnings because of sickness and disease, and the advanced stage of illness (i.e., many are “sicker” when diagnosed).	
Quantify: Visible change in the area or community	
Reduction in health inequalities between Northgate and the rest of Darlington	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
<p>Increase numbers of Northgate residents registered with a GP. This will involve a range of actions including</p> <ul style="list-style-type: none"> • working with Health Watch Darlington on a joint funded project to reduce digital exclusion which acts as a barrier to the newly developed streamline digital GP registration system • Supporting Blackett’s surgery engaging with the BAME community to take up flu vaccinations and address other health needs as a route into GP registrations 	<p>Improved health outcomes among the vulnerable population groups in Northgate, which currently contributes considerably to health inequalities. This will also lead to a reduction inappropriate and ineffective use of services including A&E</p>	<p>X additional residents of Northgate registered with a GP</p>

Workstream – Community

Objective 1	Eyes and Ears - A Safer and Cohesive Community.
How will achieving the objective help realise the visions & targets	
The Eyes and Ears initiative will support stronger communities, promote public safety and civic pride.	
Quantify: Visible change in the area or community	
Increased levels of public engagement and civic pride in the community.	

Action	How will this new or different action help achieve the objective	Quantify: How Many, How Much, By when
Implement the Eyes & Ears project in Northgate.	Engage all sections of the community to: a) secure improved awareness of local issues b) understand the role and responsibilities of service providers and c) identify potential solutions to local problems.	Scheduled for delivery November 2020.