

## 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.

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

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
See action plan.		48 actions - 35 completed.

## Workstream – Environment.

<b>Objective 2</b>	<b>Responsible Dog Ownership - A clean and safe environment.</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
The combination of actions contained within the action plan will provide a cleaner, healthier and safer environment and promote civic pride in the area.	
<b>Quantify: Visible change in the area or community</b>	
Visible improvements in community with reduced levels of complaint and improved supervision and control of dogs.	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
See action plan.		40 actions - 31 completed.

## Workstream – Housing (Private Sector).

<b>Objective 1</b>	<b>Empty Homes - To provide safe and decent living accommodation in Northgate.</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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.	
<b>Quantify: Visible change in the area or community</b>	
Homes identified as empty brought back into use.  Improved appearance of housing and area as a whole.	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
See action plan.	As above.	Milestones and outcomes detailed in action plan.  12.7% reduction in all empty properties January 2020 - January 2021.

		<p><b><u>Empty Properties:</u></b></p> <table border="1"> <thead> <tr> <th></th> <th><b><u>Jan 2020</u></b></th> <th><b><u>Jan 2021</u></b></th> <th></th> </tr> </thead> <tbody> <tr> <td></td> <td>173</td> <td>151</td> <td>-22</td> </tr> <tr> <td>Over 6 months</td> <td>111</td> <td>89</td> <td>-22</td> </tr> <tr> <td>Over 2 years</td> <td>33</td> <td>34</td> <td>+1</td> </tr> </tbody> </table>		<b><u>Jan 2020</u></b>	<b><u>Jan 2021</u></b>			173	151	-22	Over 6 months	111	89	-22	Over 2 years	33	34	+1
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<p>To provide sustainable accommodation to protect vulnerable people through the Next Steps Grant.</p>	<p>As above.</p>	<p>Bid submitted to Ministry of Housing, Communities and Local Government (MHCLG) "Next Steps Accommodation Programme" in August 2020. Bid successful.</p> <p>25 long-term properties engaged. Four empty properties have been identified as being suitable as of 11<sup>th</sup> November 2020:</p> <ul style="list-style-type: none"> <li>▪ Four have had sale prices agreed and are in the process of being purchased.</li> </ul> <p>This work is being jointly carried out by Private Sector Housing, Council Tax, Housing Options, Estates and Legal.</p> <p>25.01.21: 4 properties currently being renovated to be used for accommodation by March 2021.</p>																

## Workstream – Housing (Private Sector).

<b>Objective 2</b>	<b>Energy Efficiency - To provide safe and decent living accommodation in Northgate.</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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.	
<b>Quantify: Visible change in the area or community</b>	
Improved housing and living conditions.  Improved appearance of housing and area as a whole.	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
See action plan.	As above.	<p>Milestones included in action plan. 8 out of 17 actions completed.</p> <p>As at December 2019 there were 148 properties in Northgate with either an F or G rating, with 69 of these being listed as rented properties.</p> <p>There has been an improvement in these figures as of September 2020, (the last set of issued figures) this has improved to 143 properties in Northgate being registered as</p>

		<p>being either F or G, with 30 of these being listed as rented properties.</p> <p>Work is now progressing on contacting the remaining properties where the EPC remains lower than the legal required minimum. 20 properties are going to be contacted with advice of funding available to bring the properties up to the correct standard. To advice owners an information leaflet is currently being produced.</p>
Green Homes Grant – Voucher Scheme.	As above.	Programme launched 30 <sup>th</sup> September 2020. Access to £5k funding.
Green Homes Grant – The Local Authority Delivery Scheme.	As above.	<p>£500 million funding will be delivered through local authorities by the Government between September 2020 and March 2022, to improve the energy efficiency of low-income households. This will help reduce fuel poverty and support the installation of low carbon heating.</p> <p>The Local Authority Delivery Scheme (LAD) phase 1b, this part of the scheme will run from 28-Sep-20 to 31-Mar-21 (6.0 months delivery) and overlaps the Green Homes Grant voucher scheme. The deadline for 1b is 6<sup>th</sup> December 2020 (bid submitted). A joint application is being prepared by</p>



		<p>Private Sector Housing and Housing in relation to the Councils' own housing stock for the provision of window, doors and loft insulation.</p> <p>LAD Phase 2 a further £300m is planned to be allocated through Local Energy Hubs in 2020/21 for regional delivery. This part of the scheme will run from 21-Jun-21 to 31-Mar-22 (9.5 months delivery). Bids will need to be submitted to the Energy Hub to secure funding locally.</p> <p>The primary purpose of the LAD scheme is to raise the energy efficiency rating of low income and low EPC rated homes (those with E, F or G). Across Northgate this could mean up to 576 households could be eligible based in low EPC ratings.</p> <p>It is intended that a bid will be submitted for this funding as a consortium with either the Tees Valley or across a wider geographical area covering six energy hubs. This phase will operate until March 2022. The draft Sourcing Strategy was submitted to BEIS on 18<sup>th</sup> September 2020 outlining how the Energy Hub plan to procure the regional frameworks to delivery energy efficiency improvements to low income households. Ringfenced potential funding for Darlington under this scheme is in the region of</p>
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		£526,000. Additional funding will be provided to manage this scheme locally.
Eyes and Ears Project – Fuel Poverty.	As above.	Briefings to staff and members to promote increased awareness of fuel poverty in the target area. Commencing November 2020.

## Workstream – Housing (Private Sector).

<b>Objective 3</b>	<b>Targeted Intervention - To provide safe and decent living accommodation in Northgate.</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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.	
<b>Quantify: Visible change in the area or community</b>	
<p>Improved housing and living conditions.</p> <p>Improved appearance of housing and area as a whole.</p> <p>People feeling safer and healthier.</p>	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
To complete a stock condition survey which will support targeted inspections, tackle unsafe and poor living conditions and provide robust enforcement.	As above.	<p>Following implementation, Private Sector Housing have dealt with 216 cases in the Northgate area (See below).</p> <p><b>Empty properties</b></p> <p>26 property owners were contacted as part of the Next Steps programme this resulted in four properties being bought. Five</p>

		<p>properties were boarded due to being open for access.</p> <p><b>Housing Disrepair</b></p> <p>32 households reported disrepair in their properties.</p> <p><b>Energy Efficiency</b></p> <p>We have used our property databases to identify sub-standard properties.</p> <p>18 property owners have been informed of the need to improve their property in order to continue renting them.</p> <p>Should this approach be successful we will continue to advise property owners in this way.</p> <p><b>Planning consultation</b></p> <p>Consultee information was given to development control regarding five properties all of which were requests for the subdivision of properties to self-contained flats.</p>
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		<b>Heating failure</b>  Four properties reported heating failure three were resolved by informal action one by the service of a notice on the owner.
To complete specialist (advanced) training which will support professional investigation.		Four members of the Private Sector Housing Team commenced their online training in September 2020 towards the Advanced Professional Certificate in Investigative Practice (APCIP) - BTEC Level 7. This course has been successfully completed by all four participants.

**Reactive and Proactive investigations**

Between 1<sup>st</sup> September 2019 and 5<sup>th</sup> May 2021, the Private Sector Housing team have deal with 216 service requests in the Northgate ward, as shown on the map on page 14.

	<b><i>Service request type</i></b>	<b>Number of Service request type</b>
<i>HOUEMP</i>	Empty properties	37
<i>HOUADV</i>	Housing advice	34
<i>HOUDIS</i>	Housing Disrepair	32
<i>HOUENE</i>	Energy Efficiency advice	18
<i>HOUDAM</i>	Housing Damp	16
<i>HOUREQ</i>	Request for information	16
<i>HMOADV</i>	HMO advice	18
<i>HMOCOM</i>	HMO complaint	6
<i>HMOLIC</i>	HMO licensing	11
<i>HOUPLA</i>	Planning consultation	8
<i>HMOROU</i>	HMO routine inspection	5
<i>HOUHEA</i>	Heating failure	4
<i>HOUDRA</i>	Drainage	3
<i>HOUECO</i>	Energy efficiency grant assistance	2
<i>HOUIMM</i>	Immigration inspection	2
<i>HOUASY</i>	Asylum property inspection	1
<i>HOUCOM</i>	Housing above a commercial property	1
<i>HOUOVC</i>	Overcrowding	1
<i>Total</i>		216

## Workstream – Housing (Private Sector).

<b>Objective 4</b>	<b>Warmer Homes - To provide safe and decent living accommodation in Northgate.</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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.	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
Project managed by Stockton Borough Council (lead agency).		Approval was sought from Cabinet in early December 2019, to participate in a Tees Valley Partnership to deliver the Warm Homes Fund Project. Participation in the project will deliver energy efficiency improvements for qualifying residents in the Borough which will include the Northgate Ward.  The programme was re-launched in August 2020 after being on hold since March 2020 due to the pandemic.

		<p>The funding (£5,500,000 across the partnership area) will:</p> <ul style="list-style-type: none"><li>▪ Install 1000 boilers and provide gas connections across the area.</li><li>▪ Install 200 Air source heat pumps - renewable heating provision in rural areas.</li><li>▪ Assist 10,000 households with fuel poverty issues.</li></ul> <p>A total of 24 referrals have been received from Darlington residents, one of which is in the Northgate ward pending a gas connection prior to a gas boiler being installed replacing Electrical storage heaters and an Electrical immersion heater.</p> <p>A social media campaign is currently being completed to increase figures / take-up across Darlington.</p> <p>The Northgate initiative is known to have one of the highest rates of having no central heating within Darlington with as many as 1 in 20 not having central heating in their homes.</p>
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## Workstream – Housing (Public Sector)

<b>Objective 1</b>	<b>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.</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
More homes brought back into use	
More homes brought up to good quality standards	
<b>Quantify: Visible change in the area or community</b>	
<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>	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
Acquire, improve and re-let empty properties.	Reduce number of long term empty properties	<p>4 in 2020/21</p> <p>3 Properties purchased &amp; refurbished, possible occupancy of 8 units, one occupied. (1 small family, 2 single occupant sharing or one single occupant)</p> <p>Each unit unique in that they will have their own Management Officer &amp; Support Worker (700 Club)</p> <p>Tenants will be placed in properties by Housing Options, they are likely to have a</p>

		<p>history of a tenancy of rough sleeping, so will be supported into independent living.</p> <p>One further property purchased and refurbishment will be completed by the end of June 2021.</p> <p>Numbers for 2021/22 and beyond will depend on outcome of PRS Housing Team work</p>
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## Workstream – Housing (Public Sector)

<b>Objective 2</b>	<b>Explore grants available to improve energy efficiency of Council's housing stock in this area</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
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

<b>Objective 1</b>	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.
<b>How will achieving the objective help realise the visions &amp; targets</b>	
Offering support through these schemes will help people to move into sustainable, quality jobs.	
<b>Quantify: Visible change in the area or community</b>	
Increased employment should lead to less reliance on benefits and increased contributions to the local economy	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
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.
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 May 2021 there were 425 Northgate residents on the benefit claimant count. So far the DBC YEI and RTW schemes have supported 116 unemployed people in the Northgate ward.
Move YEI delivery to Pathfinder House, Northgate	This will provide a new Youth Hub within the Northgate ward which will make it more accessible for those aged 16-29. A Job	It is hoped that the new Youth Hub can be launched by the end of June / early July subject to Covid restrictions.

	Centre Plus Youth Adviser will be co-located with the YEI Team.	
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## Workstream – Crime & Security.

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

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
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 7<sup>th</sup> September 2020.</p> <p>Following implementation 330 properties have been visited by Police Community Support Officers, 189 properties have accepted the offer of safer streets interventions, 27 properties have been completed, 38 properties are currently having work undertaken and all other properties are in the process of being contacted.</p> <p>In anticipation of surplus funds, a meeting has been held involving local councillors,</p>

		<p>police and local authority officers to determine future target-hardening measures that can be introduced in the targeted area during the short-term i.e. funding allocated prior to 01.04.21.</p> <p>Measures discussed and agreed include removal of graffiti, provision of skips, defensive toppings, trellis and defensive planting, CCTV, crime prevention packs (locks, lights etc.), doorbell surveillance and replacement gates (See action plan for further detail).</p>
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<b>Objective 2</b>	Tackle concerns linked to Public Safety Incidents
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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.	
<b>Quantify: Visible change in the area or community</b>	
Reduced calls predominantly describing person’s in public affected by substance / perceived mental health and / or behaviour of concern.	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
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.	<p>Bench mark: JD3 – 157 calls (April 20 to June – 20)                      33 calls per 1000 population - Northgate                      9.1 calls per 1000 population – Darlington</p> <p>12/02/2021                      Following concerns regarding the above data firstly in that it only covered a short period of time and also that Darlington Memorial Hospital data was also included. As a result the new benchmark.                      JD3 April 2108 to April 2020                      151.6 calls per 1000 population- Northgate (Without DMH)                      72.7 calls per 100 population- Darlington.</p>



		<p>These figures present better than the original.</p> <p>Analysis identified 3 High Volume areas.</p> <ul style="list-style-type: none"><li>• An area around Beaconsfield St/Salisbury Terrace &amp; Barningham Street. This had already been identified by the NPT who are running a profile on our Red Sigma System. This involves a female with MH issues and we are working with partners to ensure all measures are in place and dealing with any reported offences appropriately.</li><li>• A Small Terrace on Northgate. Again an adult male is causing these issues. The male has multiple needs and we are working with partners to address these and there has been a recent familiar faces meeting. This male has recently moved to St Georges hall which is still in the vicinity and is still causing issues.</li><li>• The BP Garage on Northgate. During lockdown there has been few incidents at this location however this may change as lockdown eases.</li></ul> <p>All police incidents tagged As Concern For safety are discussed in the Police Daily Leadership meeting since early December 2020. The NPT Insp reviews each incident and we look at further measures actions to reduce such calls and ensure other</p>
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		<p>services where appropriate are brought into any actions.</p> <p>12/04/2021 The above information still stands. In 3 to 4 months I will ask for a refresh re concerns for safety in the area of JD3 to ascertain if the action and daily updates from the police daily leadership meeting have had any effect on the figures. A positive result with one of the volume areas Barningham Street female with Mental health issues we have had a target profile and worked with partners to reduce the concern for safety calls. In July 2020 alone we received 84 999 calls from the address and since 1<sup>st</sup> February we have only received no 999 calls.</p> <p>10/05/2021 No particular update since the last meeting. JD3 locality is still an action on the police daily leadership meeting to discuss calls made and actions taken.</p>
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<b>Objective 3</b>	Tackle the volume of demand on the WEST (JD3) side of the Northgate Corridor
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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.	
<b>Quantify: Visible change in the area or community</b>	
Improved management of specific business locations. Reduction in anti-social behaviour, suspicious and criminal activity;	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
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  12/02/2021 Awaiting analysis to be completed where the A167 Corridor of Northgate will be broken down into small chunks/cubes and this analysis will demonstrate which cubes have the greatest police demand. On receipt of this analysis police profiles will be

		<p>formulated to focus on up to 50 cubes and identify those with the greatest demand. Officers/PCSO's will then be tasked with patrolling a number of these HOTSPOT areas and engaging with businesses giving advice and taking enforcement action where needed.</p> <p>12/04/2021</p> <p>From the 12/03/2021 we have had the NPT profile on the police system for the A167 Corridor which has been broken down into problem Nodes to police. The data we are using for these Nodes has been used during the pandemic and will no doubt change as we ease out of lockdown so again, we will refresh this in the coming months.</p> <p>Nodes areas.</p> <ul style="list-style-type: none"><li>• Stephenson Street-Diamond Court</li><li>• Northgate- Arthur Street</li><li>• Northgate-Darlington Club/Bus Stops</li><li>• High Northgate- Darlington Club/Bus Stops</li><li>• Northgate- North Lodge Park bandstand</li><li>• Northgate- Melville St-Station Rd Junction</li><li>• Northgate- Oxford Street Mews</li><li>• Northgate- Area surrounding Salvation Army</li></ul>
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		<p>Since 12/03/2021 there have been 18 patrols across the node areas to date.</p> <p>10/05/2021 Above Node patrols still active. Since the 12/03/2021 there are 24 updates on the patrol profile with some meaningful engagements/updates.</p>
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<b>Objective 4</b>	National Indicator 21 (NI21) – Inspire Confidence in the Northgate Area.
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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.	
<b>Quantify: Visible change in the area or community</b>	
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.	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
<p>Deliver a ‘Confidence Academy ‘ for Northgate, Informed by the Durham &amp; Darlington Talking Survey application and PACT.</p>	<p>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’.</p>	<ul style="list-style-type: none"> <li>- Baseline NI21 Survey data.</li> <li>- Registered take up of Durham &amp; Darlington Talking Application by quarter.</li> <li>- Ongoing Survey data results from Durham &amp; Darlington Talking</li> <li>- NI21 data intervals to be agreed.</li> </ul> <p>12/02/2021                      During January - February 2021 in the region of 25 Councillors have attended virtual training for Confidence Academy/Eyes and Ears.                      At this time we now have 477 residents in the North Road area signed up to “In the Know”.</p>

		<p>This is a platform where positive messages can be sent to these residents of good work in the community by partners and warning messages around say internet scams/crime trends etc.</p> <p>Many of the Northgate residents have completed a community survey to identify what they perceive as issues in the area and these surveys will be analysed to conduct Focus Groups to explore their concerns and build social capital as lockdown eases.</p> <p>The next edition of One Darlington will also have a feature on “In The Know” encouraging residents to sign up. The NPT are also engaging with their respective Councillors to encourage them to sign up to the system.</p> <p>Darlington College are working with the Police to design a Marketing Campaign for this initiative.</p> <p>12/04/2021 The numbers of residents in the area remain at 477 signed up to “In the Know”. As lockdown eases the North Road Sergeant will disseminate the survey information with a view to conducting some Focus Groups and build on Social Capitol.</p> <p>10/05/2021 Below results from In the Know Survey.</p>
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		<p>Question 1 : What do you really like about the area? Top Answers; Quiet, Close to Town, neighbours, Friendly, Park</p> <p>Question 2; What do you not like about the area? Top Answers: Parking, drugs, litter, traffic, noise</p> <p>Question 3: What issues affecting you would benefit from partnership work between Police and other agencies? Top Answers: Dog fouling, ASB, Road safety issues, Noise disturbance.</p> <p>I have requested the Sergeant to now look at contacting all those who took part in the survey to ascertain how many would take part in focus groups. We now need to pick the 3 most prevalent issues to discuss in focus groups.</p>
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## Workstream – Childhood & Education

<b>Objective 1</b>	<b>Develop a Community Family Hub</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
<ul style="list-style-type: none"> <li>• Community Family Hub will provide a means of alternative approaches to service delivery, underpinned by the principles of community involvement</li> <li>• 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</li> <li>• Support a neighbourhood focussed community led approach</li> </ul>	
<b>Quantify: Visible change in the area or community</b>	
<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>	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
Scoping of current provision	Create a profile of the current provision in NG to identify gaps and needs for the community	Sub group set up for scoping Jan 21 – Complete
Visual representation of the services available in Northgate	Demonstration of the offer available to NG residents.	Working with Design & Print to look at visual map of NG to include community assets, bus stops, walking routes, nearby town centre based amenities.

		This will also provide signposting to additional information.
Development of Community Information Hub – promoting information, advice & guidance available to NG residents	Information about the hub and service delivery would be available to a range of groups within the area, potential wider audience than current provision.	Base – Corporation Road School Pop up style hub delivered by a co-ordinator (salary included in SPHL bid) Opportunity for other services to provide a drop in for residents – housing, health, CAB, etc.

## Workstream – Childhood & Education

<b>Objective 2</b>	<b>Support school readiness (primary &amp; secondary) in line with existing initiatives within Corporation Road School</b>
<b>How will achieving the objective help realise the visions &amp; targets</b>	
Ensuring that families receive the correct support to take this next big step in preparing their child for school / secondary 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	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
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 Ongoing promotion to residents via social media & the school.
More effective transition from primary to secondary education	Create a smooth transition to secondary education where children feel they are ready, settled and able to learn effectively.	Group established to deal with transition as a town wide issue. Work underway to support Corporation Roads involvement in this programme.
Team Around Family meetings to be continued beyond Year 6 and effective information sharing	Support child/family through transition promoting readiness for secondary education.	March 2021 sharing of information by designated leads to enable positive pathways for the children making transition. Update requested from Ann Pringleton on progression.

## Workstream – Health

<b>Objective 1</b>	Reduce the impact of fuel poverty on resident’s wellbeing
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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	

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

## Workstream – Health

<b>Objective 2</b>	Increase the access to health services for residents of Northgate
<b>How will achieving the objective help realise the visions &amp; targets</b>	
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).	
<b>Quantify: Visible change in the area or community</b>	
Reduction in health inequalities between Northgate and the rest of Darlington	

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
<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"> <li>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</li> <li>Supporting Blakett’s surgery engaging with the BAME community to take up flu vaccinations and address other health needs as a route into GP registrations</li> </ul>	<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&amp;E</p>	<p>X additional residents of Northgate registered with a GP</p>

## Workstream – Community

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

<b>Action</b>	<b>How will this new or different action help achieve the objective</b>	<b>Quantify: How Many, How Much, By when</b>
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 January 2021.  A joint brief with Police on 'Confidence Academy' and Eyes and Ears has now been scheduled for Members between 27th January and 10th February 2021. COVID restrictions continue to delay the delivery of the project.