

The Community's Role In Improving Quality Of Life Issues For Othersand Themselves

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Health triggers that are rooted in the community

- Anti Social Behaviour
- Local neighbour fall-outs
- Fear of crime
- Loneliness
- Unable to mix/ isolation
- Not knowing where to go for help



The epidemic of loneliness

Volunteering means help for all

- Volunteers put back into the community
- Volunteers grow their community 'family'
- Work on issues they believe in
- Helps to grow confidence and gives a role

What is a volunteer ?

- Someone with time to spare
- Someone who wants to learn new skills
- Someone who is interested in their community
- Someone who wants company
- Someone who is unemployed or retired
- Someone with a cause
- Someone who does not expect to be paid for their work



People not projects

They all have a story

Things to remember

- Volunteers are people who can have complex lives and often have issues you don't always see
- As with paid staff they need to be developed or they will get bored and leave
- They need to be valued
- You will become an important part of their lives and they will learn from you
- Don't make "mini-me's" - they need to keep in touch with their community and you should learn from them
- A volunteer should never be out of pocket

What works in
practice?

HEALTH MATTERS

A HEALTHIER LIFESTYLE WITHIN THE HOME AND THE COMMUNITY

Welcome to the 'Health Matters' Neighbourhood Agreement

WHAT IS A NEIGHBOURHOOD AGREEMENT?

It is a contract designed and agreed by the residents and the providers of services in the area. The service providers detail what they intend to do and, how, where and when they will do it. The residents on their part will have specific roles and responsibilities so that they can work with the service providers to ensure the best possible outcome for both sides.

WHAT DOES THIS AGREEMENT COVER?

- Using Medical Services & Access
- Self Care & Training
- Healthy Eating
- Sport and Activities
- Contraception and sexual health services Healthy schools
- Help to stop smoking
- Support with Mental Health
- Support for Drugs Problems
- Support for Alcohol Problems
- Supporting Carers - Young & Old
- Supporting Disability
- Healthy Schools

WHAT IS THIS AGREEMENT FOR?

This agreement outlines the joint actions that NHS Oldham, Oldham Council, Oldham Community Health Services and their partners will take together with residents to help make Oldham a happier and healthier place to work and live.

WHO IS INVOLVED IN THIS AGREEMENT?

- NHS Oldham
- Oldham Community Health Services
- Age Concern
- The Drug & Alcohol Team (DAAT)
- Oldham Addiction Dependency Solutions (ADS)
- Oldham Alcohol Substance Intervention Service
- Oldham Community Leisure (OCL)
- Oldham Integrated Youth Services
- Brook
- Oldham Personal Advocacy Ltd (OPAL)
- Oldham Contraception and Sexual Health Service (CASH)
- Residents



The community
message-

We all have a
role to play in our
health

Community
sign-posting

What is an Agreement?

- A method of highlighting minimum standards and base line services
- A way of working with the community to agree on their roles and responsibilities in the community and look at behaviour change
- A method of empowering the community to be able to monitor and oversee local services

A Community Champion

Community Champions

the voice of their communities and how to utilise them

- Supporting their own community and its needs
- Gathering opinions and information
- Spreading the word
- Help on the ground to develop a community initiative and get local people involved
- Help to educate local people about issues that effect them
- Help to make an area happy and safe and healthy
- Encourage others to take part and play a role
- Report issues and support services

Working to support
organisations and support
communities

Young People's voice on health



A peer consultation project Nov 2014

healthwatch
Oldham



Health Watch

Healthwatch Champions Oldham

Role Description and Personal Attributes

Healthwatch Oldham gives citizens and communities a stronger voice to influence how health and social care services are provided within Oldham. We also enable people to share their experiences about their local health and social care services and understand that their contribution will help us to build a picture of where services are doing well and where they can be improved. Healthwatch Oldham also provides people with information to help them to choose what health and social care services are appropriate to access, and what to do when things go wrong.

Healthwatch Oldham are currently looking for Healthwatch Champions

Purpose of the role

- Inform and promote involvement in Healthwatch Oldham in your local community for your local community.
- Signpost people to information about Health and Care Services.
- Encourage people to tell their stories about the Health and Social Care services they receive in Oldham.

Main tasks and responsibilities

1. Understand what Healthwatch Oldham does and what our aims are.
2. Understand why we are working in your local community and how it fits into the bigger picture of Healthwatch Oldham.
3. Provide information about Healthwatch to the local community.
4. Promote involvement in Healthwatch in the local community.
5. Gather and record people's experiences of the Health and Care services they use in Tameside.
6. Attend appropriate training.
7. Understand the feedback mechanisms that people can use when they are telling us about their experiences of the Health and Social Care Services in Tameside.
8. Establish effective working relationships in the community setting you are working in.
9. Attend Healthwatch Champion planning meetings when appropriate.

The right people and the right skills

From sharing a cup of tea
to helping inform and
empower their own
community

- we all have a role to play

The Health benefits to the individual

- New skills
- A sense of place
- Make friends
- A sense of value
- Helping to improve the lives of others through improving their own life- thinking, active, motivated, wanted
- An improvement in happiness as a result of being well supported

Measuring the benefits

- depends on the level of investment
- Volunteers develop a deeper understanding of services and are able to communicate that to their own peers
- Number of people supported
- Improvement in individuals wellbeing
- Less visits to the doctors- remember some people go to have someone to take to

Any questions?

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GREEN AND CLEAN

for clean streets

WHAT IS A NEIGHBOURHOOD AGREEMENT?

It is a contract designed and agreed by the residents and the providers of services in that area. The service providers will detail what they intend to do, how, where and when. The residents on their part will have specific roles and responsibilities to work with the service providers to ensure the best possible outcome for both sides.

WHAT IS THIS AGREEMENT FOR?

This agreement outlines the joint actions that Oldham Metropolitan Borough Council's Environmental Services Directorate, Greater Manchester Police and Hathershaw & Fitton Hill New Deal for Communities Programme (the service providers) need to take together with local residents in order to make Oldham a cleaner and greener place to live.

THIS DOCUMENT OUTLINES:

- What level of services will be provided in the area
- What residents will do for themselves

In order for the agreement to be successful, both the community and the service providers need to be aware of their responsibilities, to work together and agree to play their part.

WHAT DOES THIS AGREEMENT COVER?

- Refuse and Recycling • Litter and Dog Fouling • Fly Tipping
- Graffiti • Abandoned Vehicles • Street Lighting • Blocked Gullies
- Pot Holes • Dead Animals • Needles and Sharp Items
- Removal of Autumn Leaves

WHO IS INVOLVED IN THIS AGREEMENT?

- Residents • Oldham Council • Greater Manchester Police
- New Deal for Communities Programme



Litter and Dog Fouling

The Council will:	Residents will:
Litter pick Ashton Road daily (Monday -Saturday).	Not drop litter (Remember chewing gum and cigarette ends are litter too).
	Use public litter bins and encourage others to do the same.
	Encourage businesses to keep the area around their premises clear of litter.
Mechanically sweep residential streets either weekly or monthly.	Move parked cars when asked to do so.
Sweep and litter pick the main roads in the area weekly.	
Carry out additional litter picking on a request basis as and when it is needed.	Report streets that get badly littered between sweeps.
Provide litter bins if considered necessary.	Let the Council know if a public litter bin has been damaged.
Empty public litter bins weekly.	Report public litter bins that have not been emptied or which are overflowing.
Remove weeds on public highways (service standards currently being decided).	
Provide equipment and support for community clean ups on public or private land.	
Carry out litter patrols and issue fixed penalty notices to offenders.	Understand the Council can only act within the laws available.
Put up warning signs in problem areas.	
Visit schools and undertake education and awareness raising activities.	
Educate and take enforcement action against shops and businesses who do not comply with litter legislation.	Businesses will keep the area around their premises clear of litter.
Educate and take enforcement action against owners and occupiers whose land is defaced by litter.	Make sure that their land is maintained and not defaced by litter.
Carry out dog fouling patrols, speak to dog walkers to raise awareness of problems and advise them on correct disposal of dog mess. Issue fixed penalty notices to people not cleaning up after their dogs.	Understand that the Council can only act within the laws available.
Where residents allow large amounts of dog mess to build up in yards and gardens, an enforcement officer will take action against those people to ensure the dog faeces are removed. This may be by informal action or by means of a legal notice in line with our Enforcement Policy.	Clear up after their own dog whether in a public place or in their own yard or garden and encourage others to do the same.
	Report those who do not clear up after their dog giving as many details as possible.
	The number to call for all the above is 0161 770 6644 .
For all the above any legal action taken will be in line with the Council's Enforcement Policy.	



In an ideal world...

Could you take part in 'Clean Ups' or become a 'Litter Watcher'?

Could you pick up litter from outside your house?



Refuse & Recycling

The Council will:	Residents will:
<p>Provide a selection of bins for general and recycling waste.</p> <p>Provide one free replacement wheelie bin if the original bin goes missing. (After the first replacement, there will be a charge for any wheelie bins).</p>	<p>Look after their wheelie bin & keep it clean.</p> <p>Call if they need a new bin or obtain a replacement bin for themselves.</p> <p>Not take anyone else's bin.</p> <p>Keep bins tidy and in a safe place</p>
Provide additional wheelie bins under certain circumstances	Call to see if they are entitled to another bin.
Collect bulky household waste free of charge	Use the bulky waste removal service by ringing 0161 770 6644 . Get rid of their items at a civic amenity site.
Empty bins weekly on the same day every week (times may vary).	<p>Put bins out for collection in the right place, on the right day. Make sure alleygates are open for bin collection.</p> <p>Bring bins in after collection. Close and lock gates after bin collection.</p> <p>Make sure rubbish is properly contained. Let the Council know if the bin has not been emptied</p>
<p>Provide a free black recycling box, and additional boxes on request.</p> <p>Provide a plastic sack for recycling paper and cardboard.</p> <p>Provide a wheelie bin for green waste in areas where the scheme is in operation.</p>	<p>Recycle as much waste as possible.</p> <p>Ask if they need a new recycling box or additional green sacks for storage and collection of paper and cardboard.</p> <p>Put the correct items in the right bins and sacks.</p>
Collect recycling fortnightly on the same day each fortnight (times may vary).	<p>Put the recycling box and paper/card bags out for collection in the right place and on the right day.</p> <p>Let the Council know if the box has not been emptied or paper/card bags not collected.</p>
<p>Provide an assisted collection service for residents who are unable to put their own bins out.</p> <p>(Anyone who is physically unable to take their wheelie bin or containers to the collection point could be eligible).</p>	Contact the Council if they are disabled or elderly to arrange for assisted collection.
Notify residents through the Council website, leaflets and local papers where there is a change in collection service e.g. over Christmas and New Year.	Read the information provided
Provide calendars and information regarding where and when to place rubbish and recycling out for collection.	Refer to the calendars that have been sent
Run an educational programme for schools regarding reducing, re-using and recycling waste materials.	Reduce the amount of household waste where possible.
Provide a trade waste collection service for businesses if requested to do so. (Businesses are not obliged to use this service but do have a duty of care to dispose of their waste responsibly).	Businesses will make adequate provision for correct disposal of their own waste.
Provide advice on how to dispose of hazardous waste.	Call for advice on disposal of hazardous waste.
Take action against individuals/businesses who fly tip or do not dispose of their rubbish in a responsible way.	<p>Take responsibility for their own waste.</p> <p>Report fly tipping or other waste problems when seen.</p>
Respond to calls and enquiries within 3 days either by phone, letter or home visit.	
Actively work with residents and businesses to improve recycling arrangements.	The number to call for all the above is 0161 770 6644 .

In an ideal world...

Could you assist your neighbours if they are unable to put their bin out?

Fly Tipping

The Council will:	Residents will:
Remove fly tipping on a public street within 4 days of it being reported. Where there are large amounts of harmful waste left on private land, take action in line with the enforcement policy to ensure it is removed.	Not dump rubbish. Not leave rubbish in alleyways. Keep alleygates locked. Keep yards and gardens free from large amounts of waste.
Investigate incidents of fly tipping and take enforcement action against offenders.	Report problems & offenders.
Take enforcement action against residents or businesses who fail to use a licensed waste carrier to remove waste.	Check that anyone they employ to remove waste is a licensed waste carrier. The number to call for all the above is 0161 770 6644 .

Graffiti

The Council will:	Residents will:
Remove graffiti from public buildings (Offensive graffiti will be removed within 24 hours of it being reported. Other graffiti will be removed within 10 days of it being reported).	Report problems and offenders. Not graffiti buildings or property.
Work with other partners to encourage graffiti removal on private buildings.	Keep their property free from graffiti.
Take enforcement action against those responsible for graffiti, with more serious cases being dealt with by the Police.	The number to call for all the above is 0161 770 6644 .

Abandoned Vehicles:

The Council will:	Residents will:
Arrange a fast track removal of abandoned vehicles through Greater Manchester Police.	Report abandoned vehicles to the Police by ringing 0161 872 5050 .

Street Lighting:

The Council will:	Residents will:
Carry out inspections every 4 years.	
Inspect all reported problems within 3-4 days.	Report problems by ringing 0161 770 4336 .

Blocked Gullies:

The Council will:	Residents will:
Investigate reported problems on a request basis.	Report problems by ringing 0161 770 4325 .

Pot Holes:

The Council will:	Residents will:
Repair dangerous pot holes within 24 hours of them being reported.	Report problems by ringing 0161 770 4325 .

**Neighbourhoods
Together**

In an ideal world...

Could you help your neighbours to clear leaves off their paths too?

Dead Animals:

The Council will:	Residents will:
Remove dead animals from the public highway.	Report problems by ringing 0161 770 6644 . Outside of normal working hours call 0161 770 4580 .
Remove large dead domestic animals e.g. cats & dogs from your property at a charge.	

Needles and Sharp Items:

The Council will:	Residents will:
Remove items within 24 hours	Report problems by ringing 0161 770 6644 . Outside of normal working hours call 0161 770 4580 .

Removal of Autumn Leaves:

The Council will:	Residents will:
Remove leaves from tree lined streets more often during the leaf falling season.	Remove leaves from outside front doors and on private paths.
Remove leaves from the adopted footpaths regularly.	Report areas that have not been cleaned and could become slippery in wet weather by ringing 0161 770 6644 .



In addition to the services provided by OMBC and GMP, New Deal for Communities is funding a Neighbourhood Solutions Project in Hathershaw and Fitton Hill until March 2009.

This project employs:

- A Rapid Response Team to work alongside Street Scene and provide a dedicated clean up resource in the NDC area.
- An Enforcement Officer to carry out environmental enforcement duties.
- A Street Scene Liaison Officer to work with schools and the community and co-ordinate clean up initiatives.
- An Environmental Improvements Co-ordinator to oversee and initiate projects such as alleyway re-surfacing and improvement of open spaces.

For further information please contact the NDC Office on **0161 785 9716**.

HOW TO REPORT PROBLEMS

For Refuse collection, recycling, litter, dog fouling, fly tipping, graffiti and 'Bulky Bob' removal of large items:

Phone: 'Contact Oldham' 0161 770 6644

Online for refuse and recycling enquires: www.recycleforoldham.co.uk

Online: www.oldham.gov.uk (online services, 'Report-a-Problem')

Tidy Oldham: www.tidyoldham.co.uk

This website allows you to report issues using email or photo text, and has the facility for you to send a digital photo of the problem which will appear on the website. You can then keep track of progress made to resolve the issue.

Email: street.scene@oldham.gov.uk

Abandoned Vehicles:

Phone: 0161 872 5050

Street Lighting:

Phone: 0161 770 4336

Email: highways@oldham.gov.uk ('Report-a-Problem')

Online: www.oldham.gov.uk (online services, 'Report-a-Problem')

Pot Holes:

Phone: 0161 770 4325

Email: highways@oldham.gov.uk ('Report-a-Problem')

Online: www.oldham.gov.uk (online services, 'Report-a-Problem')

Blocked Gullies:

Phone: 0161 770 4325

Email: highways@oldham.gov.uk ('Report-a-Problem')

Online: www.oldham.gov.uk (online services, 'Report-a-Problem')

In order to make sure the agreement is working it will be monitored.

This will be done through service providers formal monitoring systems and community feedback

PLEASE KEEP THIS LEAFLET IN A SAFE PLACE FOR FUTURE REFERENCE



This document available in braille, on tape in large print and in community languages. If you need help reading this booklet please contact Madassar Arif on 0161 785 9716.



برائے کرم نوٹ کریں کہ اردو، پنجابی اور گجراتی زبانوں میں ٹرانسلیشن (ترجمہ) کیلئے درخواست کی جاسکتی ہے۔ مہربانی کر کے ہمیں پتہ کیونٹی ٹیم سے 0161-785 9716 پر رابطہ کریں۔

মহেত্তমানী ওহীনে নোঁখো ডে ওর্ক, অংগাণী অনে গুজরাতি মোখাআমাঁ মোখাঁতহনী মাংগাওরী ওহী হাওগাও. মহেত্তমানী ওহীনে নেওহেত্ত ডোম্বুনিটী টীম-নো 0161 785 9716 ওপর সংপর্ক রাখো.

অনুগ্রহ করে লক্ষ্য করুন যে, উর্দু, বাংলা এবং গুজরাতিতে অনুবাদ পাবার কথা অনুরোধ করা যেতে পারে। অনুগ্রহ করে 0161 785 9716 নম্বরে ন্যাইবরহুড কমিউনিটি টীমে ফোন করুন।



PARTNERS COMMITMENT:

Andrew Kilburn, Oldham Council Chief Executive, Oldham Metropolitan Borough Council

Caroline Ball, Oldham Divisional Commander, Greater Manchester Police

Gordon Roscoe, NDC Chief Executive, NDC Programme

David Patterson, Chair of The Neighbourhood Team, The Neighbourhood Team

**Neighbourhoods
Together**