

PATCH PLAN AGREEMENT

Covering – Tilery

We asked our customers to indicate the main problems / areas of concern in the neighbourhood

Our Customers said:

- 1) [Motorbikes](#)
- 2) [New Relets](#)
- 3) [Anti Social Behaviour](#)
- 4) [Community Officers / Patro](#)
- 5) [Overgrown Planters](#)

We asked our customers what they liked about the area

Our Customers said:

- 1) Close to the town
- 2) Good properties
- 3) Good Neighbourhood
- 4) Good community centre
- 5) Happy

MOTORBIKES				
you said	we will	by when	our aim is to	updated
<p>Youths riding motorbikes recklessly, without consideration for pedestrians.</p>	<p>Liase with Police, Stockton Borough Council/Tristar Homes Limited Enforcement Officer.</p> <p>Discuss use of CCTV cameras and where possible increase presence of Police and Enforcement Officers.</p> <p>Work with ASB Team to promote reporting of incidents and how to provide evidence.</p> <p>Use the tenancy agreement to take enforcement action in proven cases.</p>	<p>Ongoing</p>	<p>To work in partnership with customers and other agencies to improve the quality of life on our estates.</p> <p>To encourage our customers to engage and promote resident involvement to tackle anti social issues.</p> <p>To raise and promote self-awareness of how anti social behaviour impacts on others.</p>	<p>Attended Tilery Resident Association. Cllr Coleman advised funding has been made available through the St Anne's Development for CCTV cameras, they currently have 2 mobile units and 2 fixed position cameras. Discussions are currently in place as to where best position the cameras. Myself and several residents recommended cameras be placed at the cross over of Kingston and Cowper Road, as this is a black spot area for ASB</p> <p>Liased with the police and enforcement team by working together to tackle hot spots. Requesting extra patrols in certain areas at certain times and sharing information.</p>

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NEW RELETS				
you said	we will	by when	our aim is to	updated
Properties let to people who are causing Anti Social Behaviour	Improve communication between the Housing Offices and the Allocation team	Ongoing	To work in partnership with customers and other agencies to improve the quality of life on our estates.	Liase with police over identified problem areas.
	Work closely with SBC Anti Social Behaviour Team, Tristar's Anti Social Behaviour Reduction Officers and local Police in order to reduce crime and ASB on the estate.	Ongoing	Reduce Anti Social Behaviour in the area and provide a better living environment	I work closely with SBC's Housing Options and Allocations to improve communication and work together on allocating properties.
	Enforce tenancy conditions where appropriate	Ongoing	To encourage our customers to engage and promote resident involvement to tackle anti social issues.	I attend a monthly residents meeting at the Frank Wiseman Centre with several other agencies to discuss various issues including Anti Social Behaviour.
	Encourage those affected by ASB to provide information and evidence.	Ongoing		
	Be proactive and identify the early signs of ASB and criminal activity.	Ongoing	To raise and promote self-awareness of how anti social behaviour impacts on others.	

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ANTI SOCIAL BEHAVIOUR				
you said	we will	by when	our aim is to	updated
Various act of ASB being carried out on the estate	Work closely with SBC's Anti Social Behaviour Team, Tristar's Reduction Officers and the local Police to reduce crime and ASB on the estate.	Ongoing	To encourage our customers to engage and promote resident involvement to tackle anti social issues.	Addressing issues when raised through the Customer Contact visit or when otherwise stated Monthly residents meetings are held at the Frankwiseman community centre, several different agencies attend to discuss various issues including anti social behaviour Liaise with police and enforcement team over identified problem areas.
	Identify times when problems occur most frequent and request more patrol to take place– hot spots	Ongoing	To raise and promote self-awareness of how anti social behaviour impacts on others.	
	Be proactive and identify early signs of ASB/ criminal activity whilst out on the estate	To be carried out weekly as part of estate surveillance	To provide information of support agencies to families/persons who are having problems	
	Promote Neighbourhood watch with the support of the Police	Ongoing		
	Enforce tenancy conditions where appropriate	Ongoing		
	Encourage those affected by ASB to complete diary sheets.	Ongoing		
	Talk to youths, ask what they would like to see improving in the area to help meet their needs	Ongoing		

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COMMUNITY OFFICERS / PATROL				
you said	we will	by when	our aim is to	updated
Residents would like to see more community officers / police patrol	<p>Contact enforcement team to request extra patrols in the area</p> <p>Request CCTV van to patrol problem areas more frequently</p> <p>Joint estate surveillance with PSCO / Enforcement team to show joint working initiative:</p>	<p>September 2006</p> <p>September 2006</p> <p>September 2006</p>	Reduce Anti Social Behaviour in the area and provide a better living environment	<p>Requests made to enforcement team to patrol black spot areas.</p> <p>Information shared with the enforcement team to help reduce ASB in the area.</p>

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OVERGROWN PLANTERS				
you said	we will	by when	our aim is to	updated
Planters not being cared for	<p>Contact SBC's Care For Your Area</p> <p>Arrange joint inspection CFYA. Scheme is now in place to have a large majority of planters removed and the rest to be cut back</p> <p>Update residents</p>	August 2006	To tidy the area and work together to stop youths damaging the planters and using them to dump rubbish	<p>Joint inspection carried out with Trevor Johnson CFYA.</p> <p>I am currently in receipt of plans for proposed planting and removal of shrub beds.</p> <p>Several planters in the area have now been dug out and cleared.</p>

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