

Your Charter



Comments & Complaints

If you have any comments or complaints about this Charter, or ideas and suggestions on improving your estate, please send them to Six Town Housing, Community Involvement Team, FREEPOST RLUY-BXZX-UZGT, Point Blue, Moor Street, Bury, BL9 5AQ or e-mail: enquiries@sixtownhousing.org

اس کتابچے کی کاپی اگر آپ کو اپنی زبان میں یا بڑے حروف کی چھپائی، سننے والی ٹیپ یا کمپیوٹر ڈسک پر درکار ہو تو برائے مہربانی "سیکس ٹاؤن ہاؤسنگ" سے فون نمبر 0161 686 8000 پر رابطہ کیجئے۔

Si vous désirez obtenir un exemplaire de cette brochure dans votre langue, en gros caractères, sur cassette audio ou disque compact d'ordinateur, veuillez contacter l'organisation Six Town Housing au 0161 686 8000.

W celu uzyskania kopii tej broszury w swoim języku, dużym drukiem, w postaci nagrania lub dysku komputerowego, prosimy kontaktować się z *Six Town Housing* pod nr tel. 0161 686 8000.

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اگر میل دارید نسخه ای از این بروشور را به زبان خود، یا با چاپ درشت، یا بصورت نوار ضبط صوت یا دیسک کامپیوتر دریافت کنید، لطفاً با Six Town Housing به شماره زیر تماس بگیرید 0161 686 8000

若你希望得到本手冊的中文譯文、大字印刷本、錄音帶或用電腦軟盤儲存的電子版本，敬請聯絡六鎮住房協會（Six Town Housing），電話號碼：0161 686 8000。

AVAILABLE IN LARGE PRINT

Dumers Estate Neighbourhood Charter



This document contains important information for residents that live on Durers Estate

Building a stronger, sustainable community where people enjoy living



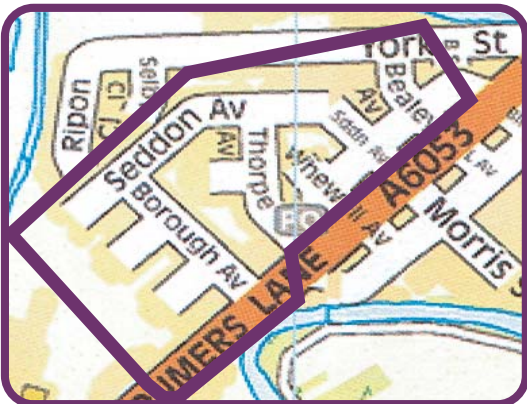
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Neighbourhood Profile

Dumers estate comprises of approximately 450 properties, made up of mainly 3 bedroom semi detached houses and a number of bungalows. There is a mixture of families, couples and single people.

Map of area covered by this Charter



Did you know....

- Nearly 47% of Dumers tenants are under the age of 45 years
- 68% of Dumers tenants are female
- Nearly 15% have a disability
- Almost 8% of Dumers tenants have lived in their property for between 21 to 25 years

Message from Six Town Housing's Chief Executive

Hello,
As Chief Executive of Six Town Housing I am delighted to endorse and sign up to this Neighbourhood Charter.
At Six Town Housing we aim to provide a range of excellent services to improve the quality of life on your estate. We need your help and support to do this. By working together, in partnership and with other agencies, we can tackle the issues you raise and really make a difference on Dumers estate.



Message from the Chairperson of Dumers Tenants & Residents Association

Hi, my name is Glenys Holt and I am the Chairperson of Dumers Tenants' and Residents' Association.

We are a small, but dedicated group of people that live on Dumers estate and have come together to try and make a difference and improve our community.

We are very keen to work with the agencies that operate on our estate to ensure that we are receiving the correct standard of service. We are also keen to ensure that we, the community, work together and take ownership of our area. Please take the time to read through this Charter, and play your part in turning our estate around.



Introduction

This Charter has been developed in consultation with Dumers Tenants' & Residents' Association, Six Town Housing and Bury Metropolitan Borough Council in response to a number of issues raised by the community.

Signed:  Date: 26-04-08
Susan Jordan, Chief Executive of Six Town Housing

Signed:  Date: 26-04-08
Glenys Holt, Chair of Dumers TRA

Signed:  Date: 26-04-08
Inspector Bryn Williams

Signed:  Date: 26-04-08
Glenn Stuart, Head of Waste Management

Signed:  Date: 26-04-08
Neil Long, Assistant Director (Leisure Services)

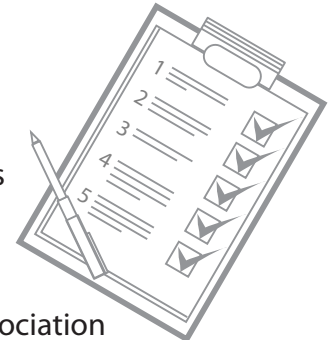
What is a Charter?

A Neighbourhood Charter is a document laying down mutual rights, responsibilities and expectations for those living, and agencies providing services, within an area. It defines acceptable behaviour and informs the community as to the roles of local service providers. It is an effective way of involving the local community.

The Charter also has an Action Plan which will run for one year from January 2008 to January 2009. The Action Plan will identify issues and seek to resolve them. It will be reviewed and updated each year. All local residents will have an opportunity to get involved in the review.

How will it be monitored?

Dumers Tenants' and Residents' Association will be working closely with the agencies and services involved to monitor this Charter.



The Charter and Action Plan will be monitored bi-monthly at Dumers Tenants' and Residents' Association committee meetings. The service providers included in this agreement will attend these meetings when an issue specific to their service has been identified. They will be accountable to the association, and will work with the committee to resolve the outstanding issue.

Regular estate walkabouts will also provide an opportunity for residents and service providers to identify and address any issues.

Although this agreement is not a legally binding document, all the service providers are fully committed to monitoring the Charter.

We hope you find the information included here useful.

What is the community's role?

This Charter is a two-way agreement and in order to make it a success we need the support of the local community. We need you to read through this document, to look at the services you should be receiving and how you can play your part in making this estate a better place to live.

What we ask of you:

- All residents should respect their neighbours.
- All residents should respect their own property and keep their garden and home in a reasonable condition.
- All residents should not do anything to damage their neighbour's property.
- All residents should take responsibility for their children and visitors.
- Residents should show respect and support for minority groups within the community.
- All residents should respect communal areas and facilities in the community.
- All residents should take responsibility for the actions of their pets.
- Drug dealing and crime will not be tolerated.

For further information, please refer to your Tenancy Agreement.



Antisocial Behaviour

The role of Six Town Housing's Anti Social Behaviour Team is to investigate complaints of antisocial behaviour or noise nuisance between Six Town Housing tenants and also other residents on our estates, regardless of whether the Six Town Housing tenant is the alleged perpetrator or complainant. The team has a wide experience of tackling and successfully dealing with anti social behaviour ranging from youth nuisance, graffiti, threatening behaviour, hate crime, noise and loud music.

How to report antisocial behaviour

Contact the Anti Social Behaviour Team on 0161 686 8000, e-mail enquiries@sixtownhousing.org or visit Six Town Housing in person at Point Blue, Moor Street, Bury.

What happens next?

- We offer you advice, help and support if you are experiencing antisocial behaviour.
- We will interview the complainants within 5 working days, unless it is a serious assault, hate crime or domestic violence incident. We can visit you in your home or another suitable place.
- We will consult each individual complainant involved in a complaint to see how to progress their complaint and the next course of action.
- We treat all information we get confidentially and investigate your complaint without telling the person you have complained about who you are.
- We will provide regular updates regarding your complaint.
- We can offer mediation to resolve complaints between two or more parties, who are involved in a dispute with their neighbours. The mediation service is an independent service where a volunteer helps and assist the parties to come to an acceptable solution to resolve the situation. Mediation can deal with tit-for-tat disputes, long standing "falling out" and lifestyle conflicts.

For further information about this service or if you have a specific comment or complaint, please contact Six Town Housing.

Our commitment to you:



- We will attend your tenant and resident meetings on a bi-monthly basis, unless issues dictate otherwise, to deal with any general antisocial behaviour issue and also review the Neighbourhood Charter.
- We will deal with any general queries promptly and in line with data protection and confidentiality to complainants and witnesses.
- We will provide performance figures on a 6 monthly basis.

What is requested of the tenants and residents of Dumers estate?

Six Town Housing are committed to tackling antisocial behaviour and noise nuisance but we would ask that tenants complete diary sheets, if appropriate and provide information about perpetrators and/or types of behaviour being perpetrated. This will allow a more informed decision and quicker and more robust action to occur.

Your Community Housing Officer

Dumers estate has a designated Six Town Housing Community Housing Officer, who is responsible for:

- The allocation of properties to prospective tenants on the housing register as properties become empty.
- Explaining your rights and responsibilities as a tenant.
- Carrying out regular estate inspections with tenants and local councillors. Please see timetable enclosed.
- Arranging for tenancy agreements to be signed.
- Ensuring all Housing Benefit claims are completed and returned for new tenants at sign-up.
- Providing a comprehensive estate management service to the estate, dealing with issues such as untidy gardens, abandoned cars, clearance of fly tipping and any other issues that may arise.

- Visiting the tenant in their new home to ensure any problems have been addressed.

How to contact Alan Maguire, your Community Housing Officer

- To contact your Community Housing Officer, for further information about this service or if you have a specific comment or complaint telephone 0161 686 8000, e-mail enquiries@sixtownhousing.org or visit Six Town Housing in person at Point Blue, Moor Street, Bury.
- If you have a rent query you can contact your Rent Management Officer by any of the above methods.

Our commitment to you:

- Tell you about your rights and responsibilities as a tenant, and ours as your landlord.
- Tell you what will happen if you or someone else breaks the tenancy agreement (we will refer you to one of our specialist teams if your complaint is complicated or needs further investigation).
- Respond to your request to become a single or joint tenant within 10 working days of receiving your request. If we require more information to make a decision, we will let you know and give you a date by when we will have made a decision.
- Process your requests to carry out a mutual exchange with another tenant within 42 days of receiving your request. We will explain the process to you in full.
- Attend the bi-monthly meetings to monitor the Charter and Action Plan.

What is requested of the tenants and residents of Dumers estate?

We expect all tenants and residents to look after their properties and not break any conditions of their tenancy. We actively encourage the community to look after their estate and take pride in where they live.



Neighbouring Caretaking Team

The members of the Caretaking Team are dedicated professional staff who know your estate and the needs of the tenants. All members of the team wear a uniform of blue trousers and a maroon top and carry an identification card with their name and photo on it so you can be sure you are dealing with the correct people. Each caretaker is in contact with Six Town Housing during working hours and can put you in contact with other officers in an emergency.



Our duties include:

Estate cleanliness

- Litter Pick
- Removal of graffiti
- Removal of flytipping
- Collection and disposal of hypodermic needles
- Move bulky items to the collection point (by prior arrangement)
- Attendance of skips on the estate clean up days
- Reporting of abandoned vehicles



- Strimming
- Removal of brambles
- Hedge cutting
- Garden clearance
- Pruning

Home maintenance

- Home Security Scheme
- Basic DIY and minor repairs and report more complicated repairs
- Light bulb replacement for the elderly and disabled



- Fitting of smoke alarms
- Repairs to fencing

Other duties

- Delivery and collection of leaflets, keys, newsletters

Garden work

- (dependant on circumstances)
- Mowing
 - Removal of Knotweed



How to contact Angus Walker, Neighbourhood Caretaker Manager

- To contact your Neighbourhood Caretaker Manager, for further information about this service or if you have a specific comment or complaint telephone 0161 686 8000, e-mail enquiries@sixtownhousing.org or visit Six Town Housing in person at Point Blue, Moor Street, Bury.

Our commitment to you:

- Provide a professional caretaking service from experienced and trained Neighbourhood Caretakers.
- Be polite and courteous at all times and respect tenants' cultures and customs.
- Treat you and your home with respect.
- Be quick to take action where necessary and give you as much help and advice as we can.
- Report any defects to the relevant departments or if possible we can do any minor repairs.
- Within 24 hours of being reported, remove or arrange to have removed any obscene, sexist or racist graffiti and within 5 working days other graffiti.
- Remove any fly tipping from your estate within 5 working days of being reported and try to identify and take action against those responsible.
- Arrange quality control visits to monitor the work done by the caretakers and issue a Caretaker Service Satisfaction Survey on completion of the job for the tenant to complete and return to Six Town Housing for evaluation and follow up.
- By working with our partners, achieve a good standard of cleanliness and maintenance on your estate and to help provide a good quality of life to the tenants and leaseholders of Six Town Housing.

What is requested of the tenants and residents of Dumers estate?

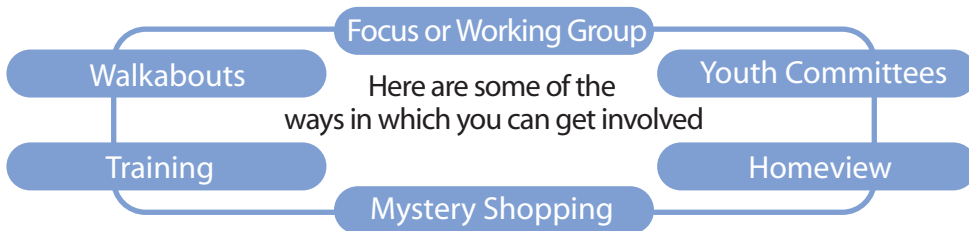
- Keep your property in good order including gardens, fences and hedges.
- Ensure your bins are put out in time for the collection and then returned to their correct storage place.
- Treat Six Town Housing staff with respect at all time.

Community Involvement

Tenant involvement is a vital part of providing a quality housing service, to create happy and thriving communities and to improve the quality of life for people. We are committed to involving tenants and residents in making decisions on how their estate is run and believe that they should be at the heart of everything we do.

The Community Involvement Team's role is to:

- Promote and develop a range of different ways to help you to get involved in the service.
- Give you advice and information on how you can get involved.
- Give support to new and existing groups including tenant and resident associations, Home View, Tenant and Resident Associations Consultative Committee, Leaseholders' Forum and other working parties and forums,
- Offer a variety of training opportunities for tenants and residents to help them get involved.
- All tenants & leaseholders are welcome to visit us at Point Blue in order to use the Resource Centre located within the building.



How to contact the Community Involvement Team

For more information on any of the above methods of involvement or if you have any ideas or suggestions, please contact Vivien Simon, Community Involvement Team Leader on 0161 686 8000, e-mail enquiries@sixtownhousing.org or visit Six Town Housing in person at Point Blue, Moor Street, Bury.

Our commitment to you:

Six Town Housing is committed to involving tenants and leaseholders in all aspects of the housing service and we will ensure that:

- You are consulted on issues that can directly affect your tenancy and the housing services you receive, for example major works to your property.
- You have the opportunity to take part in consultation, projects and initiatives on your estate. We will do this through newsletters, leaflets, meetings and training opportunities.
- Everyone has the opportunity to participate fully, regardless of gender, age, race, sexuality, ethnicity or disability.
- We attend the bi-monthly committee meetings to assist in the monitoring of the Charter and Action Plan.



What is requested of the tenants and residents of Dumers estate?

We would ask that if you would like to be involved, in whatever capacity, please contact us for further information. We would really like to hear from you.

Police

Radcliffe Neighbourhood Policing Team is a community focused policing team aimed at reducing incidents of anti social behaviour and local crime and disorder. The policing team works with community groups and partner agencies to address local issues. For further information about this service or if you have a specific comment or complaint, please contact Sergeant Martin Coyne on 0161 856 8292 or Inspector Bryn Williams on 0161 856 8294.

How to report an incident & what happens next.

- For a 24 hour response and to report any on-going incident or crime telephone 0161 872 5050. The report will be logged and graded as to the urgency of the situation. This will then be allocated to a police patrol.

- For minor neighbourhood issues, contact the Neighbourhood Policing Team based at Radcliffe Police Station, Railway Street or telephone 0161 856 8296. Opening hours are Monday to Friday 9am to 5pm (closed for lunch from 12.30pm - 1.30pm).

Our commitment to you:

- Your Police Community Support Officers will regularly patrol your estate, particularly at identified hotspots.
- We will attend your tenant and resident meeting providing we have been given 7 days notice prior to the meeting.



What is requested of the tenants and residents of Dumers estate?

Without the co-operation of the community, the aims of the Neighbourhood Policing Team cannot be fully achieved. We would therefore ask that members of the community come forward with any information regarding the identities of those responsible for local crime and anti-social behaviour.

This can be done by direct contact with local officers or via Crimestoppers on 0800 555 111.

Contacts at Radcliffe Police Station: Enquiry Desk: 0161 856 8291
 Radcliffe East Community Beat Manager, PC Andy Hall: 0161 856 8295
 Radcliffe East Police Community Support Officers, Wasim Tayyab, Norman Taylor and Jim Quigley: 0161 856 8293
 Sergeant Martin Coyne: 0161 856 8292 martin.coyne@gmp.police.uk

Waste Management

Bury Council's Waste Management Department provide street cleansing services throughout the whole borough. They provide a refuse collection to over 80,000 domestic properties on a weekly basis. Radcliffe has its very own Street Care Team. They are responsible for ensuring that your estate is kept clean. Although they do not have a specific schedule for cleaning the estate, they come round regularly to ensure your environment is kept clean.

How to contact Waste Management

- A 24-hour call centre is in operation on 0161 253 5353.
- If you log onto the Bury Council website you can "Report a Problem" such as a missed bin, paper collection, recycling collection, street cleansing request, fly tipping, removal of a dead animal following an accident or removal of needles on open ground.
- We assist in the removal of abandoned vehicles. Please report to 0161 253 6604. Untaxed vehicles may be reported to the DVLA on 0800 0325202.



This is your Radcliffe Street Cleaning Team

Our commitment to you:

Bins...

- We will empty your bins every Wednesday.
- Each householder is responsible for ensuring that the bin is out for collection by 7am on the collection day and also for taking the bin back in after collection.
- Extra waste is the responsibility of the householder. Bury Council will only empty the wheelie bin. Bags left at the side or on top of the bin will not be collected.
- If you are physically unable to put your bin out we can assist by pulling out your bin and returning it back to its location. Please phone our Customer Services Team on 0161 253 5353 to discuss your needs.
- We have provided a Household Waste Recycling Centre sited in Radcliffe on Cemetery Road. It is open 8am to 8pm, 7 days a week in summer and 8am to 6pm in winter.
- We operate a bulky household waste collection service. Please phone our Customer Services Team 0161 253 5353 for this service.
- If your wheelie bin is lost or stolen or you move into a new property, the Council will provide you with a new bin, free of charge.



For further information about this service or if you have a specific comment or complaint, please contact the Customer Services Team on 0161 253 5353. ▶▶▶

What is requested of the tenants and residents of Dumers estate?

Please can the community practice good housekeeping in order that we may service all tenants and residents in the removal of refuse and street cleaning.

Please retrieve your bin off the street as soon after your collection as you can.

If each household picks up the litter directly outside their property and puts it in the bin, then this will go a long way to improving the appearance of the estate.

Trees

As part of the Parks and Countryside Unit, the Tree Section is responsible for inspecting trees across the borough.

Our specially trained staff manage the trees, which involves inspecting, maintaining and developing woodland areas.

The borough is home to both native and exotic trees.

Street Tree-Pruning Programme

We have a street tree pruning programme for trees growing along the roadside. These trees are inspected regularly and a programme of pruning work is carried out by specially trained staff every five years.



What should I do if I think a tree is dangerous?

Report it to us immediately giving us the following information:

- Details of exactly where the tree is.
- What you think the problem is.
- Your phone number so that we can contact you if we cannot find the tree.
- We will treat a report if the tree is dead, dying or dangerous to people's property.

What can you do about a tree blocking the light or view from your home?

Although there is no legal right to light or a view, we assess each situation individually. We do not undertake lopping or topping of trees to reduce their height and so that our budgets are effectively managed non-essential work is given a lower priority.

Is there a waiting list for tree work?

Yes. We receive many requests for tree work. All work has to be prioritised. The waiting list for tree work on Dumers estate can be up to 12 months for non-essential work. A timescale cannot be given due to the nature of the work. There are so many factors that can contribute to delays, such as severe weather and machinery breakdown.

What happens if the roots of a tree are damaging pavements or property?

We will inspect trees and repair the pavement, prune the roots or consider other action. You may have to provide evidence of any damage to property, but we investigate each case and take appropriate action.

How to contact the Tree Section

- Telephone Customer Services on 0161 253 5353.
E-mail: customerserviceseds@bury.gov.uk
Website: www.bury.gov.uk
- The call will then be logged onto the system and passed through to the Tree Section for inspection.
- If a tree is deemed to be dead, dangerous or dying, this takes priority over other work and the tree team are given instructions to act accordingly. ▶▶▶

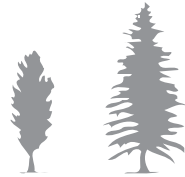


Our commitment to you:

- We will undertake inspections and surveys of trees growing in the gardens of houses and open spaces we own within 7 days of receiving the request from the tenant.
- We will inspect trees for safety and identify appropriate remedial works.
- We will not carry out housing tree pruning works in direct response to any natural or seasonal phenomena such as falling leaves or bird droppings.

What is requested of the tenants and residents of Durers estate?

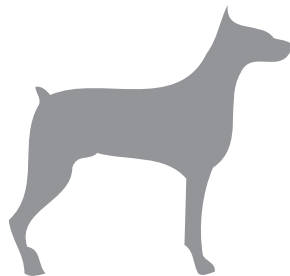
Please can the community understand that there is a waiting list for work to be carried out due to the level of demand for the service.



Dog Warden Service

The Dog Warden will help you if you lose your dog, and aims to help prevent stray dogs from being a danger to traffic or a nuisance to people. In particular, the service aims to deal with problems caused by the four main symptoms of irresponsible dog ownership:

- **Barking dogs:**
A noise nuisance offence under the 1990 Environmental Pollution Act 1990.
- **Dangerous dogs:**
Dealt with by the Police.
- **Dog fouling:**
An offence which attracts a fixed penalty notice.
- **Straying dogs:**
Will be taken to Manchester Dogs Home.



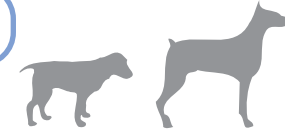
Your Dog Warden Service

If you would like to:

- Report a person who persistently fails to clean up after their dog
 - Report barking, dangerous or stray dogs
 - Receive general advice
- then please contact your Dog Warden on 0161 253 6283 answer phone or 0161 253 5566 (call divert to the call centre and dog warden supervising officer).

Our commitment to you:

Dog Bins



- One of the issues you identified as a problem in your area was dog fouling on the footpaths and on the piece of grassed area on Seddon Avenue. In order to help tackle this problem, Six Town Housing has allocated three dog bins to your estate. You might have already seen the first one, sited outside the grassed area on Seddon Avenue. Watch out for the remaining two which will be on your estate very soon.
- Dog fouling is an offence and if caught carries an on the spot fine. Therefore, when exercising your dog, please make sure you go prepared with a poop bag at all times.

What is requested of the tenants and residents of Durers estate?

- Please pick up after your dog and put it in the dog waste bins provided, as these are emptied and the contents disposed of in the proper manner.
- You can pick up some free poop bags from Textile Hall, Manchester Road, Bury (next to Bury Library) between the hours of 9am to 5pm Monday to Friday. They can also be obtained from most supermarkets at a small cost.
- Be a responsible dog owner and keep your dog on a lead when out walking, and always take a dog poop bag with you every time you take your dog out.
- Do not leave your dog outside if it is constantly barking.

Useful Information

Dumers Tenants' & Residents' Association

There is an active tenant and resident association on your estate, which works hard on your behalf to not only improve your area, but to also provide activities for all sections of your community.

Your association meets on a monthly basis to discuss issues on the estate and to plan events and activities.

Public meetings, to which you are all invited, are held every 6 months. You will be notified via a flyer through your door.

If you are interested in joining your association, please contact either the Chairperson Glenys Holt at 34 Seddon Avenue or Eileen Rowe, Secretary at 27 Seddon Avenue.

Dumers 50+ Club

The association also has a 50+ club which meets on a weekly basis at Close Methodist Church from 2pm to 4pm. Transport is available upon request.

A host of activities take place and it's a fantastic opportunity to socialise and make new friends.

Please contact Eileen Rowe, 50+ Chairperson at 27 Seddon Avenue for more details.



Bury Youth Offending Team

Over the past 12 months, the Youth Offending Team has been working on and around your estate to engage the youth in positive activities and projects. This was in response to a request from your tenant and resident association to come and talk to the children and youths on the estate to find out what they wanted:

- The YOT Bus was sited on Close Park from October 2006 to April 2007 and was a major success, attracting 57 young people from the local area. Theme nights were held such as healthy eating, Halloween party and substance mis-use. The feedback from this was very positive

- In conjunction with the "Theatres in Prison Project", drama workshops were held at Close Methodist Church from April 2007 to June 2007. This was extremely well attended by children from Seddon Avenue, North Street and Cross Lane - 27 in total.

Whilst the Youth Team will be looking again at ways to engage the children and youth on your estate in 2008, if you would like to contact the team with any queries, ideas or suggestions, please contact Gwennant Davies, Area Youth Work Manager on 0161 253 6695.

Your Local Councillors

Please find below details of the Councillors that represent your ward. They can provide valuable advice, support and assistance to address any issues important to you.



Councillor Lindsey Baucutt

25 Hunter Drive,
Radcliffe, M26 4NL (Labour)
Tel: 0161 724 0802 E-mail: l.e.campbell@bury.gov.uk



Councillor Catherine Berry

c/o Town Hall, Knowsley Street,
Bury, BL9 0SW (Conservative)
Tel: 07949 866680 E-mail: c.berry@bury.gov.uk



Councillor Siobhan Costello

56 Mount Pleasant, Nangreaves,
Bury, BL9 6SP (Labour)
Tel: 0161 764 6755 E-mail: s.costello@bury.gov.uk

Useful Information

Radcliffe Local Area Partnership (LAP)

The Radcliffe Local Area Partnership is one of six area partnerships, which covers the borough. The role of each partnership is to focus on issues or problems within the community, develop a Local Community Plan to address these issues and improve the quality of life for people living and working in Radcliffe.

The Radcliffe LAP consists of 27 equal partners representing 3 distinct groups of organisations here in Radcliffe.

- **9 Elected Members.**
- **9 Service Providers** e.g. Bury Council, Six Town Housing, Bury Primary Care Trust.
- **9 Community / Residents Groups** e.g. Churches Together, Tenant & Resident Associations etc.

Public meetings are held six times a year to keep the community informed. Members of the public are very welcome to attend and participate in the meetings, raising issues of concern or local interest.

The LAP has a number of funds available for local community groups to apply for:

- Community Chest Fund
- Cleaner Safer Greener
- Community Development Fund
- Community Initiative Fund

For further information and meeting dates, please contact John Slater (details on the next page).

Radcliffe Area Tasking Team (RATT)

The aim of the RATT is to provide a co-ordinated response to crime and disorder in Radcliffe. In particular the RATT will focus on “low level” crime such as youth nuisance and environmental crime, which are often the most visible to the general public.

The RATT is a multi agency team co-chaired by the GM Police Inspector and Bury Council’s Local Area Partnership Manager. Meetings are held every four weeks and have a public session where members of the public can join the meeting (with prior agreement) and discuss specific issues of concern.

If you would like to attend, please contact:
John Slater, Radcliffe Local Area Partnership Manager
0161 253 7455 j.slater@bury.gov.uk
or Insp B Williams GM Police 0161 856 8294

John Slater, LAP Manager



Speeding Traffic

Local residents identified speeding traffic as a problem in your area, especially on Dumers Lane itself. Dumers Tenants’ and Residents’ Association has been working with your local ward Councillors to address this issue, with the following result:

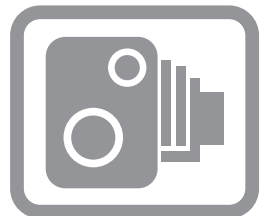
Bury Council has included the A6053 Dumers Lane in its planned annual programme of works designed specifically to reduce the number of road accident casualties and improve road safety.

The A6053 between Manchester Road and Bury Street has been included in this programme following assessment against a number of road safety criteria.

Full details and locations of the proposed measures are shown on plans which can be obtained from:

Mrs D. Parsons (Tel. 0161 253 5810)
Environment & Development Services
Engineering Division
Lester House
Broad Street
Bury BL9 0AW

www.bury.gov.uk and by following the links for [TransportAndStreets/MotorVehiclesRoadsandParking/TrafficCalming/A6053DumersLaneLSS](#).



Useful Telephone Numbers

Six Town Housing	0161 686 8000
Repairs Freephone Helpdesk	0808 144 5368
Radcliffe Police Station	0161 856 8296
Greater Manchester Police	0161 872 5050
Bury Council (Switchboard)	0161 253 5000
Council Tax	0161 253 5095
Council (Out of Office Hours/Emergency)	0161 253 6606
Dog Warden	0845 0941209
Environmental Health	0161 253 5566
Cleansing	0161 253 5353
Radcliffe Citizens Advice Bureau	0845 1203757
Trading Standards	0845 4040506
Pest Control	0161 253 5353
Gas Leaks (National Grid)	0800 111999
United Utilities (Leaks)	0800 330 033
Radcliffe Baths	0161 253 7814
The Samaritans	0161 764 0055



Local Information

Please find below details of local amenities:

- **Buses**
524 Bury to Bolton
Monday to Saturday every 10 minutes Sunday every 30 minutes. For more information please phone GMPTC on tel: 0871 2002233 (10p per minute)
- **Doctors**
Blackburn Street Medical Centre
Blackburn Street, Radcliffe
Tel: 0161 724 9030
Monarch Medical Centre
65 Cross Lane, Radcliffe
Tel: 0161 723 0123
- **Radcliffe Library**
Stand Lane, Radcliffe
Tel: 0161 253 7160
- **Close Park Bury Street**
(football pitches, tennis courts, children's play area, sensory garden, fields and paths, Park Rangers base)
- **Places of Worship**
Close Methodist Church
Bury Street, Radcliffe
St Mary's Parish Church
Bury Street, Radcliffe
- **Radcliffe Tram Station**
Spring Lane tram runs every 12 mins peak and every 15 mins off-peak
Customer Services:
Tel: 0161 205 2000
- **Radcliffe Hall Primary School & Nursery**
Bury Street, Radcliffe
- **Shops**
Post Office
Dumers Lane, corner of Whewell Avenue
Khan's Newsagents,
Dumers Lane
Asda Radcliffe
Pilkington Way
Tel: 0161 724 5008
Radcliffe Pharmacy
62 Cross Lane, Radcliffe
Tel: 0161 725 9111

