



We the undersigned endorse this Charter on behalf of Bolton MBC, and Greater Manchester Police. In doing so we confirm our commitment to the community of Great Lever to improve service provision, provide better access to services, and create a safe and clean neighbourhood.

Bernard Knight
Chief Executive Bolton MBC

Superintendent Alan Greene
Greater Manchester Police

Signed April 16th 2004

Introduction To Great Lever Neighbourhood Management

The Great Lever Neighbourhood Management Vision

'Local people will restore neighbourhood pride through active involvement in our own community'

We want to actively encourage the involvement of all sections of the community to help shape and develop services so that they meet the needs of the local community.



Neighbourhood Management and Charters

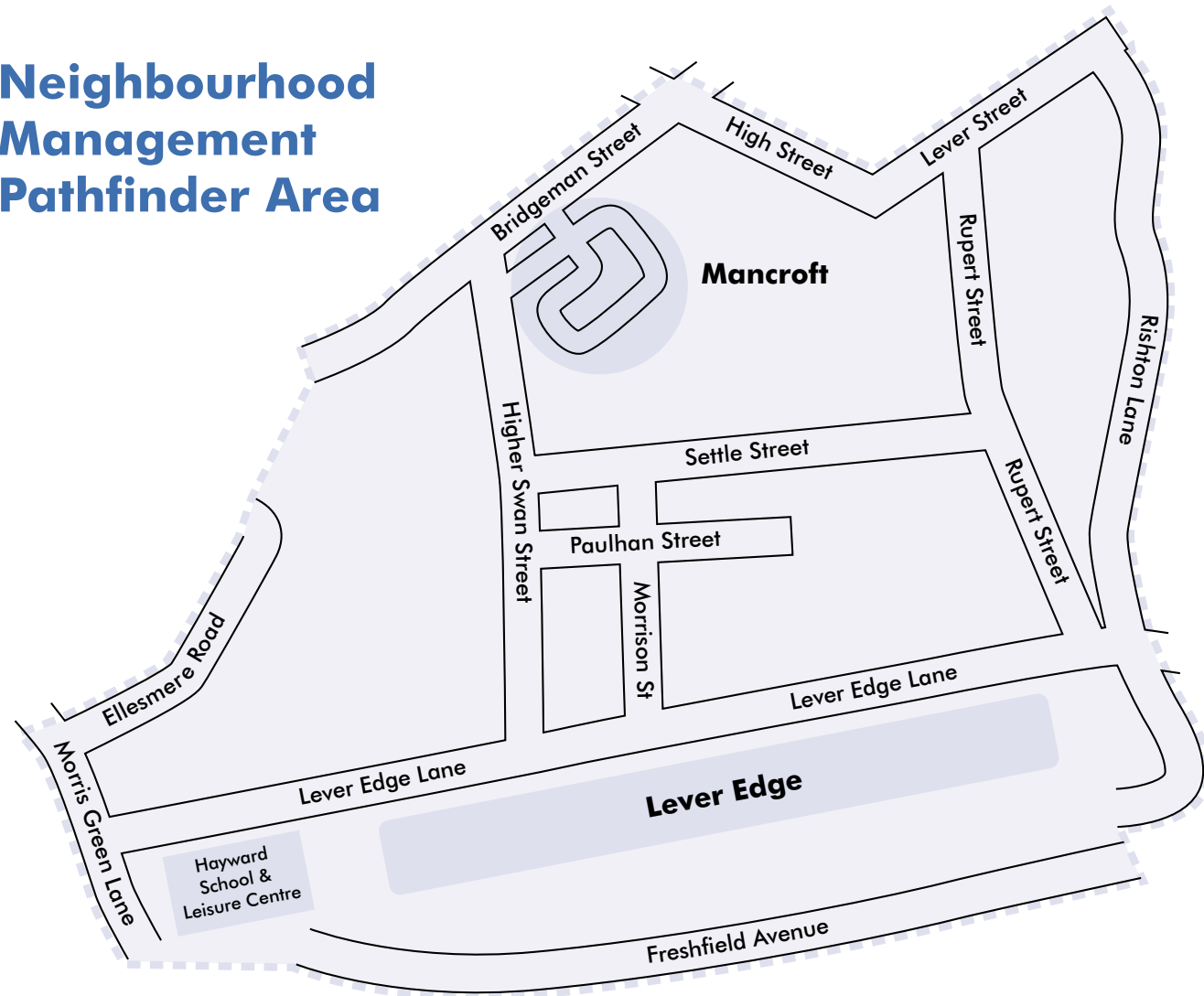
- The Government introduced Neighbourhood Management as a way of improving public services across the country. Neighbourhood Management focuses on the way these services are delivered at a very local level, within individual neighbourhoods.
- Neighbourhood Management brings extra money and resources to Great Lever. It aims to help communities work with service providers to improve services available in local communities.
- One of the tools to enable this to happen is through the development of Charters. This is a formalised agreement over:
 - Standards
 - Response times
 - Targets
 - Resources

Why Great Lever?

- The Great Lever Neighbourhood Management Pathfinder area is a part of the wider Great Lever area and consists of parts of Derby, Harper Green and Burnden Wards.
- The Great Lever area was one of 20 areas in the country to be successfully selected to run the Neighbourhood Management Pathfinder programme. It was selected not because it was the most deprived area of Bolton but because it was an area where early support would help prevent further decline. Great Lever was selected because it has a strong network of community groups and associations who can work with service providers to help improve the local area.



Neighbourhood Management Pathfinder Area



Introduction to the Safe and Clean Charter

Our overall objective is to address the quality of the physical environment, and to focus on both the physical and social impact of crime and anti-social behaviour.



The Plan

Over the next 5 years the Great Lever Neighbourhood Management Partnership aims to improve the quality of life of local people through narrowing the gap between Great Lever and the rest of the Borough on issues such as crime and community safety, housing, environment, unemployment, and education.

Through the drafting of Charters, progress against agreed targets can be measured to demonstrate that Great Lever is stabilising and in some cases improving where service failure has been previously identified

These targets are agreed between local service providers and the local community. The service providers undertake the work but the responsibility rests with the local community, through the Partnership Board and through local and community groups to ensure that these targets are working on the ground.

The following pages will tell you who is responsible for the main services in the Great Lever Area and the level of service you should expect to receive.

Housing and Environment Issues

- Improve housing management in Great Lever to create a more stable population with void rates kept low and turnover rates at or below the Borough average by the end of Year 7.
- Improve the environment of Great Lever so that the majority of residents (85%) are satisfied with the quality of the physical environment.

Crime and Community Safety issues:

- Reduce the rate of most characteristic crime and disorder to Great Lever to within 10% of the Borough average by the end of Year 7. To include burglary, domestic violence, drug related incidents and juvenile nuisance
- Reduce the fear of crime in Great Lever so that the proportion of residents who feel fairly or very unsafe living in the area is decreased to below 10% by the end of Year 7.



Organisations that have a direct or supporting role in helping to achieve the objectives for the Great Lever area.

A number of organisations are responsible for the delivery of services or dealing with particular neighbourhood problems.

	Commercial Services	Bolton at Home	Environmental Services	Education	Primary/Secondary Schools	Community Safety Unit	Police	Youth Offending	Neighbourhood Mgmt	Community	Voluntary Sec	Wardens	Housing Assoc	Area Co-ordinators
● direct role ○ supporting role														
Turnover of empty homes		●	●				○		○	●	○	○	●	○
Resident satisfaction with Environment	●	●	●	●		●	●		○	○	○	○	●	○
Housing standards		●							○	○			●	○
Land management	●	●	●						○	●	○		●	○
Demand for school places	○	●	○	●	●	○	○	○	○	○	○		●	○
Street cleanliness	●	●	●	○					○	●	○	○	○	○
Graffiti removal	●	●	●						○	○	○		●	○
Neighbourhood planning	●	●							●	●	●		●	●
Road safety	●	●				●	●		○	●	●	○	○	●
Refuse collection	●	○	●						○			○	○	○
Litter complaints	●	○	●		○				○	○		●	○	○
Fly-tipping complaints/reports	●		●				○		○	○		●	●	○
Graffiti removal	●		●		○		○		○	○		●	●	○
Public paths and snickets	●		●				○		○	○	●	●	○	○

	Commercial Services	Bolton at Home	Environmental Services	Education	Primary/Secondary Schools	Community Safety Unit	Police	Youth Offending	Neighbourhood Mgmt	Community	Voluntary Sec	Wardens	Housing Assoc	Area Co-ordinators
● direct role ○ supporting role														
Open spaces and parks	●		●				○		○	○	●	●	○	○
Targeted clean ups/skip days	●		●						○	●	●	○	○	○
Dog control issues Inc. - stray, dangerous, barking & fouling complaints	●	○	●				○		○	○			○	○
Street lighting	●	●	●			○				●	●	●	○	○
Street furniture	●	●	●						○	○	○	○	●	○
Noise pollution		●	●				●	●	○	●	●	○	○	○
Removal of sharps		○	●			○	●		○				○	○
Recycling	●	●	●	●	●				○	●	●	●	○	○
Recorded crime and feeling safe		●				●	●	●	○	●	●	●	●	○
Street robbery		○				●	●	●	○	●	●		○	○
Violent crime		○				●	●	●	○	●	●		○	○
Burglary		○				●	●	●	○	●	●		○	○
Racial and homophobic		○		●	●	●	●	●	○	●	●		○	○
Anti-social behaviour		○		●	●	●	●	●	○	●	●		●	○
Bullying		○		●	●		●	●	○	●	●		○	○
Youth offending		●		●	●	●	●	●	○	●	●	○	●	○

Safe and Clean

This section of the Charter explains the crime and community safety aspects of the Safe and Clean Charter. It sets out how your area is policed, how the police respond to your calls, and what local initiatives are being developed with residents.

It tells you about:

- Local police constables
- How to contact them
- What happens when you call the police
- Police response times
- Support for victims of crime
- Crime prevention
- Neighbourhood watch
- How the police keep in touch
- How to complain
- The aspirations for Great Lever and how you the community can help to achieve these.

Also this document provides you with information on:

- How street lights are maintained
- How streets are inspected for defects and how these are repaired
- How obstructions to the streets are removed

Local Police Constables for the Great Lever Area

Great Lever is covered through Greater Manchester Police. The local Community Police Team is based at Middle Hulton Police Station, Alfred Street, St Helens Road, Middle Hulton, Bolton BL3 3QD.

The Local Community Police Team are:

Sergeant Slater
PC Heaton
PC Shepherd

They can be contacted on telephone:
(0161) 856 5679

If you want to leave information about a crime but do not want to do this through the Community Police Team call Crimestoppers on 0800 555111.

If I ring the Police, how quickly will they respond?

There are national standards for response times, these cannot be varied locally. Local performance against these standards is monitored and reported to the Home Office, for the Great Lever area they will be reported to the Great Lever Partnership Board and Area Forums.

- Answer 90% of emergency (999) calls within 15 seconds
- Answer 90% of non-emergency calls within 30 seconds
- Respond to incidents within 15 minutes (high priority incidents within 10 minutes)
- Provide an initial response to letters from the public within 5 working days, and a second or final response within 15 working days

All calls are logged. Calls may sometimes be answered by a switchboard other than in the Bolton area and then transferred to the operations room covering Bolton.

If an officer does not attend following a call, you should always be told why. Sometimes other incidents take priority. If you are not kept informed, please call again.

Police have to prioritise incidents according to level of emergency and the available resources. Often this is where there is conflict or people feel that the police are not there for them when they need them. This is a balancing act that is continuously reviewed by the police, but as a community you need to make your opinions known if you feel that this balance is unfair.

Emergencies

You should call 999 when a serious incident has happened or is about to happen.

The following are given top priority:

- Lives are in danger
- Violence has been used or threatened
- A serious crime is taking place
- Serious injury
- A serious road accident
- Vulnerable persons are involved
- A racially motivated incident that has occurred within the last hour
- The suspect is still nearby - including burglaries

Non-emergencies

All non-emergency calls to Greater Manchester Police are answered by a central switchboard. Your calls are then transferred to the person or department you wish to speak to.

If you want a police officer to attend a non-emergency incident ring (0161) 872 5050. Your call will be transferred to the police control room, and you will be asked to give details.

If you wish to ask the police for advice or information, but do not need an officer to visit your home, please ring (0161) 872 5050.



What help can you give me if I have been burgled?

The police will:

- Fully investigate your case and try to catch the offender
- Tell you the name of the officer dealing with your case
- Keep you informed of progress
- Refer you to Victim Support which offers advice and help to crime victims. You will be given a Victim of Crime leaflet which gives advice on compensation.

Victim Support's number is 01204 399736

If you suffer a string of burglaries within a short space of time, then you should make sure the police know exactly what is happening to you. If you have evidence that you are being victimised, please tell the police about it.

If you are burgled you can ask for a visit from a trained Crime Prevention Officer, who can tell you how to make your home more secure.

Anti-Social Behaviour and Neighbour Nuisance

Recent changes in the law mean that the Police, the local authority and other partners have more powers to deal with anti-social behaviour including the closure of premises, action on environmental crime, housing related nuisance and parenting. Many cases of neighbour nuisance and anti-social behaviour are dealt with through mediation and advice provided by housing landlords, other agencies and residents; these agencies will work closely to share information and agree a way forward on individual cases.

Bolton Mediation Service

Bolton MBC supports the Bolton Mediation Service, a voluntary organisation to mediate between neighbour disputes and incidents of anti-social behaviour for Council tenants.

Local Initiatives in Great Lever

Smart Water

- Through Neighbourhood Management all homes in the Great Lever Neighbourhood Management area have been property marked with a product called Smart Water. This is a sophisticated marking system using DNA technology so that an individual code can be tracked back to your address. The mark can only be seen using special lens and cannot easily be removed. Thus not only is it easier to trace stolen property, it is easier to prosecute the burglar who has the equipment in their possession as it directly links them to the crime. For more information on Smart Water call the Crime Reduction Advisor on (0161) 856 5625.
- **Memo Minders and Target hardening**
Through Neighbourhood Management many vulnerable residents including elderly have had additional security measures put in place. A Memo minder is a recorded message that reminds the resident that they should put the chain on the door, or ask for identification from the caller. This has been shown to reduce bogus callers. In other cases where a property has been burgled better locks have been fitted to prevent reoccurrence and make the victim feel more secure.
- Through Neighbourhood Management monitored CCTV cameras oversee the Paulhan Street area.
- Through Neighbourhood Management and other funding Neighbourhood Wardens patrol the Great Lever area to be the eyes and ears of the community, to report environmental

problems such as fly-tipping, misuse of land and property, but also talking and listening to people in the area.

- Neighbourhood Watch schemes are important networks and can be set up with the help of the police who will provide signage, publicity, and will help you to organise meetings, for more information ring (0161) 856 5762
- Specific initiatives against drug misuse - During 2003 the mobile Copshop was located in Great Lever to gather intelligence and tackle some of the more serious crimes around drug misuse. The team of Community Support Officers also undertook a range of community based initiatives to build trust between the community and the police.
- Police School Liaison Officer based in Hayward School works with young people on community and personal issues.
- Crimestoppers - a national hotline where you can leave information about any crime. Free-Phone 0800 555111

Information provided by the police

A senior representative of the Police is on the Great Lever Partnership Board, and involved in the Crime and Community Safety Service Development Group. This means that the Neighbourhood Management team will receive up-to-date information on crime patterns, response times and progress on local initiatives in the area and can work with the police to tackle known hot spots. Information received from you and from other sources such as the Wardens will also direct resources where it is most needed.

The Police will also:

- Contribute to The Lever newspaper
- Consult on changes in local levels of service and policing arrangements
- Attend Partnership meetings to answer questions about particular concerns

How often will the Police be seen in Great Lever?

The police will:

- Patrol the neighbourhood and regularly call at the Local Housing Office, Neighbourhood Management Office, and Community Centres as appropriate
- Attend meetings with residents to discuss crime prevention
- Organise regular consultations at a local venue at times to be agreed through the Community Forum.
- Carry out special operations against drugs misuse and other types of crime. The results of these special projects will be reported to residents.
- Work closely with public and private housing landlords to reduce neighbourhood nuisance

What can I do if I am not happy with the service or the response?

Contact Sergeant Slater on (0161) 856 5679 or write to Inspector Jones, Bolton Central Police Office, Howell Croft, North Bolton, BL1 1QT and explain your concerns.

Street Lighting

An inspector patrols the borough on a two weekly cycle to survey routine light maintenance. Any street light that is found not working is repaired within 48 hours. To report broken, damaged, or vandalised street lights phone 01204 336666. You can also report broken traffic lights on this number.

Requests for additional street lights should be made on 01204 336454 and these will be investigated.



Aspirations for the area and how you the community can help to achieve these.

Consultation, surveys and ongoing dialogue with different groups and individuals in the community has highlighted people’s concerns with community safety, crime, and the environment. The majority of resident’s concerns/comments relate to these issues but many people are unsure what to do, or are disillusioned by seemingly lack of action on some issues. No one organisation can resolve all issues, it requires partnership and a willingness to take action at community level; this is the approach that is shown to have the most significant effect. The police, Local Authority and other agencies will do all in their power to make Great Lever a safer and cleaner place, but you must also do your bit such as joining the recycling scheme, reporting anti-social activity, being vigilant and acting responsibly on behalf of your community.

Targets by which the Safe and Clean Charter will be measured

Figures provided will be for the Great Lever Neighbourhood Management Boundary. This encompasses 2 full wards and 3 part wards. Data for full wards is available as a whole, part wards are % of ward falling within the NM Boundary.

Figures will be produced over the same 6 month period in each year from 1999 to the present year and beyond. Special initiatives such as the start of Neighbourhood Management, introduction of SmartWater, the Cop Shop, or any targeted police action will be factored in to any change in crime statistics. This will show the impact of these initiatives, and whether they made a sustainable difference to the area. In addition community targets will be included to identify qualitative data.

Data to be measured
Domestic burglary
Theft from car
Street robbery
Criminal damage
Taking (of car) without owners permission
Assault on person
Number of drug related arrests (high incidence relates to high police activity)
Racially motivated crime
Juvenile nuisance
Crime reported
Fear of crime by category (age, race)
Number of neighbourhood watch schemes
Number of dangerous dog cases resolved
Road safety initiatives
Education, safe play, traffic calming
Community safety initiatives
Hot spots, activity by police or local group



Safe and Clean

This section of the Charter explains the housing and environmental aspects of the Safe and Clean Charter. It sets out how your streets are cleaned, how your household rubbish will be dealt with, and how, with your help, the area will be kept smart and tidy.

It explains:

- How your streets are kept clean and the gullies are kept clear
- How paths are kept weed-free
- How refuse collection works
- How to let us know if there is a problem
- How you can help to keep your neighbourhood clean
- What special initiatives are in place or proposed to make the service better

Commercial Services will:

- Help to keep the neighbourhood looking clean and tidy
- Set high standards, publicise them, review them regularly with residents and change them if necessary
- Improve communications between residents and the department
- Respond to complaints quickly
- Deal with fly-tipping quickly

A change to NEAT

Commercial Services have overall responsibility for the ‘street scene,’ this includes grass and vegetation cutting, refuse collection, street cleaning and sweeping.

Previously these services have been carried out by different gangs and there have been some inconsistencies with the way each works, from December 2003 this way of working will change

and the Neighbourhood Environmental Action Team (NEAT) will be responsible for a range of services in the Great Lever area. This will ensure all the work is done in one go, and any issues that can’t be dealt with straight away will be reported directly to a named person in commercial services who will ensure that this is carried out.

In Great Lever NEAT will also include the highways, open spaces and parks functions. This will ensure that pot holes, trip hazards, or general repairs to the highway or damage to parks is dealt with at the same time. The team also has a graffiti removal machine that uses environmentally safe solvents; they will target all graffiti in the area regardless of where it is.

The work of NEAT is inspected separately and they can be recalled if the work is not done to a satisfactory standard.

Privately owned land, including land owned by the housing associations, is not cleaned by the local authority. The Neighbourhood Management team will seek to negotiate co-operation and partnership working of independent owners, to ensure that private land does not let the area down. However NEAT will remove overhanging branches or rubbish that spill onto the public highway from private property.

The following paragraphs explain the basic cleaning standard across the Borough. NEAT will enhance this provision as the team is on the patch 5 days a week and will specifically target sites on a regular basis, especially know hot spots or dumping ground.

What standards of cleaning are applied?

Cleaning of streets takes place on a rota system, depending on where you live in Great Lever. If your street has not been cleaned to your satisfaction, phone (01204) 336632 and your complaint would be investigated.

If you would like to report graffiti, fly-tipping or fly-posting incident, please telephone 01204 336929.

How often are open spaces cleaned?

Play areas are currently checked and cleaned on a daily basis.

Between the end of March to October, all grassed areas are cut up to fourteen times. Before every cut, litter and other debris are removed from grassed areas.

Rose and shrub beds in housing areas are visited and cleared of litter four times a year.

How often are gullies cleaned?

Most gullies are cleaned once a year but some in your area are cleaned twice a year. The team will also investigate and respond to reports from the public.

Ring 01204 336600 to report blocked gullies.

What about dog mess?

Dog mess is removed if it is on a street-cleansing route and also in response to reports from the public. If you would like to report dog fouling (or dangerous dog) please telephone 01204 336928.

What about weeds?

Paths and back alleys are treated to clear weeds with one full spray per year, which includes unadopted paths. A back-up service is available on request. Only weed killers that are not harmful to the environment or your health are used.

Shrub beds in communal areas are pruned between November and March. Weeds around paths, communal areas and fences are also treated.

If you want to report a problem with weeds in a public area telephone 01204 336632.

Walkabout with residents

Resident representatives take part in a joint inspection of the streets with relevant officers of the local authority on a regular basis. An action list is produced and taken forward by the relevant service provider.

If you would like to request a walkabout, please speak to your tenant/resident group.

Refuse collection

Domestic rubbish is collected from all homes every week for 51 weeks of the year. Every home is supplied with one wheelie-bin. A second bin can be supplied for large families with more than eight people living in one household.



Only rubbish placed in the wheelie-bins will be removed, providing the guidelines on the information sticker on your bin have been followed.

If you put out your bin and it is not emptied, please report this promptly to 01204 336632, and it will be emptied by the next working day.

What happens with large items?

Bolton Community Transport, a charitable organisation, will collect fridge's, freezers, washing machines and cookers free of charge. They will also collect furniture that is in a reasonable condition - telephone them on 01204 364777.

There are three civic amenity sites within the Bolton area: Raikes lane, Union Road and Blackrod, which will accept all bulky items free of charge. In addition Civic Amenity sites will dispose of, or recycle: wood, textiles, scrap metal, garden waste, glass, gas bottles, engine oil, cardboard, car batteries, cans, bottles, books and asbestos.

The Local Authority charges £10 per visit for collecting large household items (unlimited number). Bulky items such as beds, cookers and fridge's will be collected on a specified date within six working days of payment.

As a service to their own tenants, Bolton Community Homes will collect, free of charge any fridges, freezers, washing machines or cookers that are in working order and furniture that is in reasonable condition.

Abandoned cars will be collected if you telephone the following number: 0161 8725050.

What about Syringes?

If syringes are reported, their removal will be treated as an emergency. Ring freephone 0800 731 9835 to report discarded syringes.

Community Clean-ups and Skips

From time to time Neighbourhood Management will commission Commercial Services to promote community clean up days where areas that have dropped below standard are blitzed and skips provided for domestic waste. The days will be advertised through The Lever or through flyers to those streets to be targeted.

How will we know the standards are being kept?

The Great Lever Partnership Board and the Housing and Environment Service Development Group will receive information about: -

- Standards and levels of service achieved in the past quarter
- The number of complaints from the area and an analysis of these complaints

Are there any local initiatives being planned?

- NEAT is a new initiative. It has been piloted on public estates previously but has not before been rolled out to include private sector housing, and other social housing areas. This is a new way of working that has already received favourable responses from residents benefiting from the service.
- Through Neighbourhood Management a number of small scale environmental improvement schemes have and will be supported. These are projects that can make a significant difference to the immediate locality for a relatively low cost.



- Bolton MBC is a pilot authority in developing the District Local Environmental Quality (DLEQ) Survey which measures and reports on cleanliness three times a year. This pilot activity is taking place in your area and measures for example, cleanliness of streets and parks, main roads and housing estates. The process considers fly-tipping, fly-posting, graffiti, weed growth, leaf fall, staining, detritus and litter. The authority will be holding awareness raising sessions with members of the community in order for them to take part ownership of this initiative.
- **Recycling Scheme** - Through Neighbourhood Management and in Partnership with East Bolton Single Regeneration Budget Programme the pilot recycling scheme started at Paulhan Street will be rolled out to the rest of the area. This will be led by Commercial Services who will employ outreach workers to encourage people to recycle their bottles, glass, cans and newspapers, and where appropriate garden waste. Recycling sites will be placed in appropriate areas such as school sites or parks.
- **Open Space Strategy** - Neighbourhood Management is mapping every piece of open space from small pathways to large recreation

space. The strategy will help the Partnership Board to understand what is needed and where action is needed so that as opportunities unfold to bid for money, we will be ready to submit proposed sites for improvement. Some sites may be the cause of fear of crime, e.g overhanging bushes, poor lighting, debris and litter, these will be the priority.

- **Education & Enforcement activities** - The Council's new Environmental Education, Awareness and Enforcement Unit will be tackling litter, fly tipping, fly posting and dog fouling across the Borough. A dedicated education and enforcement officer will be seconded to the Great Lever pilot area for the duration of the project. The officer's duties will include patrolling the area, identifying problem locations, raising awareness of environmental issues with schools and residents, and taking appropriate enforcement action against offenders that is in line with the Council's Environmental Education and Enforcement Strategy. The officer will also forge and improve links with partners such as Bolton at Home, Grounds Maintenance, Cleansing and Community Panels.
- **Private Sector Renewal Declaration** - This ring-fences a number of pre 1919 houses and the surrounding environment for improvement. This relates to external improvements to bring the properties up to a decent standard. Declaration due Aug - Sept 2004. Further information will be provided to the relevant households in due course.
- Bolton Metro has been awarded funding from the Department for Transport to reduce road accident casualties in the Bolton area; this includes the Great Lever area that has a higher than average child pedestrian casualty rate (2.29 which is almost double the National Average of 1.39). The Council's Road Safety Unit wants to work with community groups to address road safety in their area, and to work towards solutions. The formation of Neighbourhood Road Safety Groups is encouraged.

How can I help?

Please:

- Move your car on cleaning days (households will be informed)
- Use the correct telephone numbers to report problems (see summary list at end)
- Wrap your rubbish carefully, for example in bags or boxes
- Make sure you bins are out for collection, on the correct day of the week
- Don't dump rubbish
- Use the litter-bins provided and report any bins, which are full and need emptying.
- Take litter home if there are no litter bins
- Report Graffiti, dog fouling and fly-tipping
- Report continuous litter spots to enable resources to be redirected in order to deal with this issue.
- Be a responsible dog owner
- Report any abandoned vehicles

What can I do if I am not happy with the service?

Telephone 01204 336632 and your complaint will be dealt with.

Or alternatively, if you do not have a phone, call in to your Neighbourhood Management Office or Housing Office.

Targets by which the Safe and Clean Charter will be measured

Figures provided will relate to the ENCAMS neighbourhood survey being piloted in the Great Lever Area. In addition highways service standards and community targets will be profiled.

Data to be measured
Measured through District Local Environmental Quality (DLEQ) Survey:
Cleanliness of streets/back alleys/gullies/parks/open spaces - Cleansing, detritus, leaf fall
Cleansing Related - Weed growth, staining, flytipping, flyposting, graffiti
Litter Bins
Cleansing, condition, degree of fill
Recycling tonnage
Number of investigated dog control complaints
Number of investigated litter/fly tipping/fly poster complaints
Number of prosecutions instigated
Number of highway services related complaints
Number of environmental services related complaints
Number of bulky items collected on agreed day
Number of domestic bins missed
Turnover rates for Bolton at Home tenants
Number of void properties
Number of void private sector dwellings
Average house price for area
Condition of Bolton at Home stock (decency standard) + progress against targets for improvement
Condition of roads
Condition of public footpaths
Number of community clean ups
Number of active environmental groups
Desirable place to live
Strength of Community Spirit



Contacts

Neighbourhood Management Team

Councillor Margaret Clare (Chair of Neighbourhood Management Partnership Board)	(01204) 383446
Lesley Franks (Administrative Assistant)	(01204) 331336
Colette Kelly (Neighbourhood Manager)	(01204) 338424
Amina Jeewa (Assistant Neighbourhood Manager - Community Involvement)	(01204) 331343
Julie Lawrence (Assistant Neighbourhood Manager - Policy, Partnerships, Systems)	(01204) 331372

Useful numbers for 'Safe' charter

PC Stuart Heaton	(0161) 856 5679
Sergeant Graham Slater	(0161) 8565679
Emergency calls	999
Non emergency incidents	(0161) 872 5050
Divisional Police Headquarters	(0161) 856 5591
Victim Support	(01204) 399736
Crime Stoppers	0800 555111
Crime Reduction Advisor	(0161) 856 5625
Neighbourhood Watch Information	(0161) 856 5679
Road Safety Issues (Education, Training and Publicity)	(01204) 336465
Bolton Mediation Service	(01204) 335258
Or write to Sue Parry, 2 Deane Walk, Bolton BL3 5DG	

Useful numbers for 'clean' charter

Grounds maintenance (Enquiries about the condition of parks and open spaces, flower beds, shrubs and grassed areas and emptying of dog waste bins)	(01204) 336926
Environmental Management Helpline (Enquires about refuse collection, street cleaning, graffiti, flytipping. Also for removal of old furniture)	(01204) 336632
Environmental Education, Awareness and Enforcement Unit Investigates complaints about litter, fly-tipping, dog fouling (see below) and fly posting. Contact the unit direct to report problem sites and offenders. Cases also referred by partners such as Bolton at Home, Grounds Maintenance, Cleansing and Community Panels.	(01204) 336929



The Unit also provides a programme of learning for schoolchildren, undertakes community clean ups with local volunteers and delivers awareness presentations to groups. Contact the above number for information.

Dog Control Unit (01204) 336928
Based within the Environmental Education, Awareness and Enforcement Unit. Report complaints about stray, barking, dangerous, fouling dogs and obtain information about good dog campaign initiatives such as free poop bags, subsidised micro-chipping, and neutering.

Bolton Community Transport	(01204) 364777
The Sharps Hotline	0800 731 9835
Abandoned Vehicles	(0161) 8725050
The Dog Control Unit	(01204) 336501
Bus Shelters (For removal of needles and syringes from roads and footpaths or open land)	(0161) 2426960

Street Care Hotline (01204) 336600
(potholes, highway flooding/blocked gullies, missing/broken covers, trip hazards, broken street lights, overhanging hedges/trees, mud/debris on road, damaged guardrails, obstructions on highway, damaged highway signage)

Specific Enquiries for issues below:

Street Lighting Issues	(01204) 336666
Roadworks Information	(01204) 336624
Skips and Scaffolding	(01204) 336623
Road Safety Education	(01204) 336464
Highway Drainage	(01204) 336600
Main public sewer leakage (United Utilities)	0845 6020406
Highways out of hours 24/7 control room (To report blocked gullies, missing manholes and potholes)	(01204) 336999
NEAT Team Hotline	(01204) 338778
<i>NB: many of the Council numbers will be re-routed to the Council's new One Stop Shop where details will be recorded and passed on to the relevant department.</i>	

