

A Neighbourhood Plan for the Orthodox Jewish Community of Gateshead 2005



CENTRAL GATESHEAD

Bridges
Deckham
Lobley Hill & Bensham
Saltwell

CONTENTS

Page

Purpose of the document	3
Introduction	4
The engagement event	4
After the event	5
Community safety	6
Housing	9
Street lighting	11
Highways and road safety	12
Environment	14
Leisure	16
Health	17
Next steps	19
Neighbourhood Plan actions list	20

PURPOSE OF THE DOCUMENT

This document is designed to do several things.

It shows how Gateshead Council and its partners through the Gateshead Strategic Partnership are continually looking at finding new and better ways of engaging and working with the Borough's communities.

It demonstrates the benefits of tailoring an engagement process according to the specific needs of a community – in this case the cultural requirements of Gateshead's Orthodox Jewish community.

And it shows the benefits of communities and service providers sharing information together to help services become more tailored and focussed on local priorities.

Neighbourhood Management

Lots of people, organisations and agencies are responsible for making sure Gateshead residents get good quality services. Different communities have different priorities and by not going down the 'one size fits all' approach to services, and listening more to what local people want, the Council and its partners aim to provide services that will mirror local needs.

This flexible and inclusive approach is being taken across Gateshead with the borough being split into five areas – called Neighbourhood Management Areas. (South, West, Inner West, Central and East).

Central is made up of the wards of Bridges, Deckham, Lobley Hill & Bensham, and Saltwell

This blueprint for better services across Gateshead makes sure that:

- ❖ **We bring together those who provide the services with the people who use them**
- ❖ **Where services do not meet local needs, we change the way they are delivered so that they do**
- ❖ **Different services work together in a more efficient and streamlined way**

Area co-ordinators for each area provide a point of contact for local people to influence how services might change and develop. Community involvement is actively encouraged through neighbourhood forums; work with local schools, community events and road shows as well as supporting local groups and partnerships.

Local priorities and concerns are fed into area plans that set out the key actions for each area. You can have a look at the **Central Area Plan** on the Council's website at: **www.gateshead.gov.uk**

INTRODUCTION

The Orthodox Jewish community of Gateshead is the third largest in Britain, and is one of the most important seats of Jewish further and higher education in the world. It is located within the neighbourhoods of Bensham and Saltwell, located within the wards of Bridges, Lobley Hill & Bensham and Saltwell. Most of the Jewish families, educational establishments, shops and businesses are mostly found in an area loosely defined by Prince Consort Road, Saltwell Park, Whitehall Road, Bewick Road and Durham Road. During term time the population of the community is boosted to around 4000.

Over the last few years, Gateshead Council together with other public sector organisations such as Northumbria Police and Gateshead Primary Care Trust has developed a close working relationship with the Orthodox Jewish Community within the Borough.

There is recognition of the value and importance of having such a community contributing to the diversity and vitality of Gateshead.

The challenge before all public sector organisations is to provide services that show a high degree of understanding of the needs of the Jewish community, both in both social and geographical terms.

The Engagement Event

Following discussions with representatives of the Jewish Community Council, it was agreed that there was an opportunity to engage with members of the Jewish community to establish their opinions on a wide range of issues, to help service providers develop the way such services are delivered. The Community Council identified the key themes they considered to be of greatest interest, and decided that it would be appropriate for the women of the Community to be the target audience.

In order to provide the greatest opportunity for the women to put forward their views, it was decided to set up an "interactive exhibition" in the Bewick Centre: services representing the identified issues hosted display stands around the main hall, together with tables and chairs for informal discussions and boards upon which views could be left.

The event, which lasted 2 hours, commenced at 9pm on December 1st 2004. The late start was chosen to fit in with family routines. Just over 100 women turned up, representing a significant proportion of the resident Jewish families. They were able to browse the displays, pick up information of interest, write down views and thoughts and fix them to comments boards, or alternatively discuss their concerns with staff at each display.

The event was agreed by the Council services, Northumbria Police, the Community Council and the local residents as having been a successful and rewarding exercise. The presence of

senior officers of the Council was especially well received. The event provided a new way for services to engage with the Orthodox Jewish community that respected and accommodated cultural requirements and the interactive yet informal style of the event proved to be highly effective for all concerned.

After the event

The event generated a large number of views and observations, together with requests for information.

Many members of the community were able to have their queries answered at the event itself, whilst other, more personal queries were taken away and fed back soon afterwards on an individual basis.

Since the event, service providers have already tackled a number of issues, and these are highlighted throughout the rest of the document in the ***what has been done so far*** sections. Issues that require a little more time to explore and resolve are set out in the ***further action*** sections.

The document will now look at the issues raised by the Jewish community. They have been grouped under the following headings:

- **Community safety**
- **Housing**
- **Street Lighting**
- **Highways and road safety**
- **Environment**
- **Leisure**
- **Health**

COMMUNITY SAFETY

This theme generated the largest number of detailed comments from the women attending the event.

The key issue under this theme raised by members of the Jewish community is that of harassment and intimidation. This is an issue of great concern to the community, and affects both sexes and all ages across Bensham and Saltwell. Many members of the community experience verbal racist abuse on an on-going basis. There are no particular localised hot spots where this occurs, or particular times of day although it is more likely to occur when mothers are dropping off and picking up children from school, when young women are moving between dormitories and the girls school, and when young men are moving from dormitories to classes and prayers.

Set out below is some examples of harassment and intimidation that demonstrate the range of incidents encountered by the Community:

Main issues raised

- ***Youths chasing and intimidating young children***
Boys as young as 5 having their head coverings removed by groups of youths, in some cases leaving the victims traumatised and now wary of all non-Jewish boys. Nine-year old boys being verbally racially abused and chased through the streets.
- ***Youths threatening assault***
Two students being approached by youths and having a knife produced and gestures made towards one student's stomach.
- ***Young boys throwing missiles at residents and houses***
Eggs and stones thrown, mostly by young children and youths, in various locations, including the pedestrian bridge over Durham Road.
- ***Physical and verbal intimidation of female members of the Community***
Harassment of children and mothers using the playground area next to the kindergarten on Alexandra Road.
Harassment of girls in the college gardens on Prince Consort Road / Bewick Road due to inadequate screening of the perimeter.
- ***Insecurity around leisure facilities and open spaces***
There are concerns regarding how safe people feel around open spaces and leisure facilities, such as the Town Park, Saltwell Park, the open space at the bottom of Bewick Road, and the Leisure Centre. The issues range from a general feeling of insecurity

through to the uncomfortable image of seeing youths drinking alcohol in open spaces, through to direct personal harassment.

What has been done so far

Saltwell Park

An extensive refurbishment programme has been recently completed at Saltwell Park, which included the installation of further sixteen CCTV cameras around the park. The cameras can be viewed by Park staff, and at the Council's main CCTV monitoring suite.

Saltwell Park has a uniformed patrol team that operates from dawn until dusk, whose responsibilities include keeping good order and protecting the Park's assets. There are also gardeners, building cleaners, kitchen staff and an education officer in the Park during normal working hours, all of who can contact park patrol staff if the need arises.

Neighbourhood Wardens

The Council's neighbourhood warden service has enhanced its level of service in Bensham and Saltwell. Following discussions with Jewish community representatives the service now tries to time its patrols to coincide with important times of the day / days of the week and associated locations, such as along routes to school, return from evening prayers, and around the synagogue.

Northumbria Police

Northumbria Police is continuing its commitment to the area with its dedicated Community Action Team (CAT), and Police Community Support Officers have now been will be start work in Central Gateshead, providing a further resource to help with patrols in Bensham and Saltwell. Education work with Joseph Swan and Kings Meadow Schools is ongoing through police youth officers.

Anti Social Behaviour

As information is passed onto the Neighbourhood Relations Team and Private Rented Sector Team the Council has, where appropriate, pursued a range of actions including Anti-Social Behaviour Agreements (ABAs) upon residents identified as involved in such activities.

Neighbourhood Tactical Support Groups

To help ensure Northumbria Police and Gateshead Council are working as effectively as possible on joint tasks, a small team has been set up in each Neighbourhood Management Area, to share information and plan joint operations. They are called Neighbourhood Tactical Support Groups, and the Central Group is looking at a number of projects dealing with anti-social behaviour and criminal activity in the Bensham and Saltwell area.

Problem Solving

Issues facing communities can sometimes require more than one service provider to find a lasting solution that improves the quality of life for local residents, especially when looking at community safety. An issue for example may feature a combination of poor street lighting, lack of structured activities for young people and poor maintenance of open space.

The process by which a multi-agency response is assessed and co-ordinated is called problem solving; the Council and Northumbria Police have put this process into practice and have looked at several issues already in the Bensham and Saltwell area.

Community Cohesion Strategy

Community Cohesion can be defined in different ways, but put simply it is about the extent of "togetherness" present within a community, recognising what can threaten or undermine this condition, and knowing what to do about it. Whilst of course this can relate to issues around tolerance and respect for other faiths and nationalities, it is also about other inequalities such as education or employment opportunities.

A strategy has now been adopted that provides a framework within which positive relationships can be promoted and help ensure that no member of the community is disrespected, neglected, or disadvantaged. This is particularly relevant in neighbourhoods as rich and diverse as Bensham and Saltwell.

Racist incident monitoring

Gateshead Council launched its racist incident monitoring scheme in April 2004 which enables the Council to monitor, record and act on racial incidents and harassment.

Council staff have been trained how to take reports of racial incidents and the scheme has been publicised in Council offices, libraries and information points throughout the borough. The Bewick Centre is a nominated reporting centre and the Council continues to work closely with the community to encourage the reporting of racial incidents.

Further Action

Action	Timescale	Lead Organisation
The Racial Incidents Reporting Scheme will be revitalised, including the promotion of the reporting centres	2005	Gateshead Council (Chief Executives)
Continue work on the identification of anti social behaviour hotspots	On going	Northumbria Police
The neighbourhood warden service will continue to explore the most appropriate ways of patrolling within the community	On going	Gateshead Council (Local Environmental Services)
Implement the actions contained within the Council's Community Cohesion Strategy as related to the Orthodox Jewish community	On -going	Gateshead Council (Chief Executives)

HOUSING

Housing is an important issue for the Jewish community. Jewish family households tend to be larger than average, and the internal requirements can be difficult to achieve in an area of terraced houses and flats with small garden spaces and back yards. The cultural needs of the community require the housing provision to be convenient for the synagogue and educational establishments, again putting pressures upon the housing stock.

Main issues raised

- ***More larger houses are needed for rent and to purchase***
- ***More shared ownership developments similar to the Home Housing scheme at Hartington Street***
- ***There is a lack of sheltered housing and care home provision for older members of the community***
- ***More affordable housing required for first time and low income buyers***
- ***Grants needed to assist repairs, alterations – especially for loft conversions and rear extensions - and security measures***
- ***Some private landlords outside the Jewish community let homes to anti social tenants***

What has been done so far

Larger Housing

Bridging NewcastleGateshead is one of nine housing market renewal pathfinders set up by the government to tackle the issue of low demand housing by involving local communities, the private and voluntary sectors to create great places to live.

It is a 15-year programme that covers 77,000 homes across the City of Newcastle upon Tyne and Gateshead. The boundary of Bridging NewcastleGateshead covers most of Lobley Hill & Bensham and Saltwell wards.

A team of consultants is pulling together a set of proposals to help guide the regeneration of the area, incorporating findings from a range of consultation exercises involving local people. Dedicated events took place for the Jewish community.

The proposals will be pulled together into a Neighbourhood Action Plan for Bensham and Saltwell.

The recently completed Hartington Street scheme, together with the refurbishment of properties in Whitehall Road are examples of what can be achieved in a high housing density environment such as Bensham and Saltwell. The consultants are aware of the housing

aspirations of the Jewish community, and over the lifetime of the Bridging NewcastleGateshead pathfinder ways of addressing the housing needs of the Jewish community will be pursued where practicable.

Sheltered housing

The Council has acknowledged the need to look at the housing needs of the Borough's Black and Minority Ethnic communities including the Jewish community, and has started work on identifying what the needs are.

Production of a Diversity in Housing Strategy during 2005 will help determine what needs to be done to resolve the issues that emerge.

Financial assistance

The Council's Home Improvement team is able to provide advice to householders and owners regarding repairs and improvements to their home.

Financial assistance is available for a range of works including major repairs to unsatisfactory housing; conversion of flats/shops to houses; bringing long-term empty properties back into use as dwelling; essential minor repairs assistance for the elderly and security assistance for the installation of intruder alarms.

Each type of assistance has different eligibility criteria, and the Home Improvement team is able to advise on the most appropriate type of support on a case-by-case basis.

Gateshead Council is continually looking at ways of extending the range and scale of assistance available.

Private landlords

The Council is aware of the difficulties that can arise as a result of poor letting practices carried out by some landlords. The Council has responded by setting up a dedicated private rented housing team, based in Millennium House on Coatsworth Road in Bensham. The overall aim of the team is to improve the image of private rented housing, by providing a number of services to landlords, including:

- Access to the Gateshead Private Landlords Association
- The vetting of potential tenants
- Work plans to improve properties
- Advice on evictions, anti-social behaviour and tenancy agreements.

Where landlords fail to bring properties up to a minimum standard the Council's Housing Enforcement Team will help tenants ensure the required work takes place.

Anti social residents

The above teams work closely with the Neighbourhood Wardens and the Police to minimise Anti-social behaviour from private tenants. Interventions used include informal visits, letters to formal notices and possibly Anti-Social Behaviour Orders. Landlords are often unaware of the

actions of their tenants, and the team can provide the best link with the tenant/landlord to ensure that problems are resolved.

Further Action

Action	Timescale	Lead Organisation
Implement the Bridging NewcastleGateshead Neighbourhood Action Plan for Bensham and Saltwell	2006 - 2016	Development & Enterprise, Gateshead Council
Continue to tackle anti-social behaviour in private rented properties	On going	Development & Enterprise, Gateshead Council
Further engage with landlords and tenants to improve landlord management standards and property standards	On going	Development & Enterprise, Gateshead Council
Complete BME housing needs assessment and Diversity in Housing Strategy	March 2006	Community Based Services, Gateshead Council

STREET LIGHTING

Street lighting along residential streets and back lanes plays an important part in creating safer driving conditions and helps create a sense of personal safety as residents walk about their neighbourhood.

Main issues raised

Members of the Jewish community put forward a range of locations around Bensham and Saltwell that they feel would benefit from improvements to the quality of street lighting provision. These are:

- Outside the Bewick Centre, Bewick Road
- Bewick Road from Rydal Street to Rectory Road
- Back Bewick Road
- Bewick Road open space next to the synagogue
- Hartington Street back lanes
- Keswick Street
- Bottom of Grasmere Street West
- Windermere Street West
- Coatsworth Road to Rectory Road
- Gladstone Terrace West
- Richmond Terrace
- Granville Street

- Ely Street
- Alexandra Road
- Back Eastbourne/Coatsworth Road

What has been done so far

Street lighting schemes are prioritised according to the degree of safety and security along pedestrian routes involved, and the extent to which the scheme would help reduce crime levels and the fear of crime.

Whenever possible the Council makes use of external funding opportunities to carry out lighting improvements. Over recent years the Council has carried out 4 improvement schemes in the Bensham and Saltwell neighbourhoods, supported by funds from the Single Regeneration Budget.

Gateshead Council has a budget of around £2.3 million in 2005/2006 for the electricity, repair, cleaning, inspection and maintenance of the thirty thousand street lighting columns across the borough, covering everything from replacing bulbs through to major upgrade schemes. This represents a significant challenge to the Council as it strives to ensure the borough's footpaths, pavements and streets are adequately lit. For example in Bensham alone 480 streetlights were repaired between January and August 2005.

Consequently it is not possible to carry out all schemes put forward by local residents immediately they are requested – there is currently a list of over 100 such requests. However, it has been possible this year to improve the lighting along the rear of Hartington Street to support the redevelopment scheme that was carried out by Home Housing. There are three further schemes to be carried out in 2005 as detailed below.

Further Action

Action	Timescale	Lead Organisation
Back lane of Bewick Road/Windermere Street/Grasmere Street lantern upgrade	2005/6	Development & Enterprise, Gateshead Council
Granville Street lantern upgrade	2005/6	Development & Enterprise, Gateshead Council
Alexandra Road: Gateshead Leisure Centre to Affleck Street light column replacement	2005/6	Development & Enterprise, Gateshead Council

HIGHWAYS AND ROAD SAFETY

The majority of the Jewish community live and work within the same densely populated area, and this leads to a high number of pedestrian and vehicular movements throughout Bensham and Saltwell at most hours of the day. As such the Community is particularly sensitive to issues around road safety, and the Council has been working with the schools for some time on raising awareness.

Main issues raised

- *The number of road works around the neighbourhood*
- *Request for pelican crossing on Coatsworth Road at Windermere Street*
- *Improved crossing facilities at Prince Consort Road and Whitehall Road*
- *More supervised crossings generally throughout area, but especially between the Primary School and Kindergarten on Alexandra Road*
- *Create safer environments for children by setting up “home zones”*
- *Problems with parking*

What has been done so far

Road works

Sometimes due to the emergency nature of road works it is not possible to provide advance notification to road users and local residents. However, the Council holds regular meetings with the public utility companies, and where large-scale works are anticipated local residents would normally notified.

Safer crossing points

Preparations are being made to install drop kerbs on Queen Elizabeth Avenue outside the Queen Elizabeth Hospital adjacent to the bus stops. Although this is outside the Bensham and Saltwell neighbourhoods, it was raised as an issue by residents as users of the hospital. This will create a safer means to cross the road, especially for pushchairs and wheelchair users. The Council is aware of the concerns regarding the type and location of crossing points along Prince Consort Road, and is actively exploring the possibility of installing a crossing point in the vicinity of Hartington Street, recognising the changing pedestrian movements that the new housing development has created.

Concerns were raised regarding the way vehicles exit and enter Bewick Road back lane from Alexandra Road. Previous works have taken place to install a speed hump and warning markings for motorists. Whilst it is appreciated that traffic emerging at the junction from the back lane can on occasions catch pedestrians unawares, it is important that pedestrians approach the edge of the pavement with due care and attention in anticipation of traffic.

Home Zones

The request for Home Zones has been noted. At present the Council are piloting the creation of a home zone at Carr Hill in Deckham. Once this has been implemented the Council will learn from the experience before looking for future schemes. Bensham and Saltwell will be looked at in due course once Bridging NewcastleGateshead has produced a Neighbourhood Action Plan identifying the key regeneration options for the area.

Parking

The Council recognises the difficulties faced by residents and employers around parking. The ability to park on streets in a highly built up area is limited, and steps are now being taken to look at the best options to pursue.

A new Council/Northumbria Police initiative will be started towards the end of 2005 to identify and take action in problem areas where inconsiderate parking practices create difficulties for pedestrians or harm the local environment.

Initially three elements of parking abuse will be targeted; parking on footways, inappropriate parking outside of schools and enforcement of 'resident exemption' parking schemes.

Strategies to improve general enforcement of existing restrictions will also be drawn up.

Further Action

Action	Timescale	Lead Organisation
Enhance the "Be Seen, Be Safe" campaign in October/November	2005	Development & Enterprise, Gateshead Council
Explore opportunities for revised or additional school crossing patrols in the neighbourhood	2005	Development & Enterprise, Gateshead Council
The potential for home zones and similar initiatives for Bensham and Saltwell will be examined as part of the Neighbourhood Planning exercise being carried out for Bridging NewcastleGateshead:		Development & Enterprise, Gateshead Council
<ul style="list-style-type: none"> • Preferred option identified • Implementation of any agreed scheme 	End 2005 2006-2010	
Implement proposals relating to parking in Bensham and Saltwell as identified in the new ParkSafe scheme	On-going	Development & Enterprise, Gateshead Council

ENVIRONMENT

Bensham and Saltwell is a densely populated area, with few open spaces easily accessible to local people close to homes. Whilst Saltwell Park is of course a valuable resource at the southern end of the area, there are few amenity open spaces that residents can enjoy within a

short walking distance from their homes that can be used for sitting in, or to help break up the pattern of terraced housing.

Main issues raised

- ***Saltwell Park should have an area fenced off for dogs***
- ***Problems with stray dogs fouling***
- ***Litter in streets and gardens***
- ***Condition of open spaces, such as Avondale Park***
- ***The style and frequency of Kerb It service***

What has been done so far

Dogs

The Council has now set aside an area at the northwest end of Saltwell Park as a designated dog walking area. Recognising the problem with dog fouling, the now expanded neighbourhood wardens service now have the power to issue spot fines for fly tipping and dog fouling. This is one of the new powers recently made available to local authorities under the Cleaner Neighbourhoods and Environment Act.

Recycling

Some interesting views were put forward regarding the Council's Kerb It recycling scheme:

"How about a weekly emptying of green bins?"

The Council's contractor carried a weekly trial to see if this was practical, but there was no significant increase in the amount of material collected, and proved to cost more to carry out.

"Can we have lids for green bins?"

In theory this is an interesting idea, but is not possible at present, as it would cause operational difficulties for the service.

"Can we have more recycling sites, including a glass bin?"

There are two recycling sites in Bensham and Saltwell – Claremont Walk car park, and on Shipcote Lane. There was a glass bin at this location but was removed at the request of the Sunderland Talmudic College next door. The lack of suitable locations means that there are no plans for addition sites in the foreseeable future.

Litter in streets and gardens

The Council has recognized the challenges a high density housing area represents to both educate local residents about how to dispose of waste, when to make it available for collection, and how to get rid of bulky waste. The Council is actively tackling the problem of waste in back lanes in Bensham and Saltwell. It has divided the neighbourhood into 18 zones, and through a combination of education and enforcement is raising the standard of cleanliness. Warning notices to residents failing to follow correct procedures are followed up by prosecution; in Bensham and Saltwell 1,150 letters have been issued and legal action has been taken against 25 residents to date.

Further Action

Action	Timescale	Lead Organisation
The Council will continue to monitor the way it is using its new powers under the Cleaner Neighbourhoods and Environment Act, such as fly tipping, dog fouling and graffiti	On -going	Local Environmental Services, Gateshead Council
Continue the implementation of the Back Lanes Enforcement Initiative until all 18 street cleaning zones in Bensham and Saltwell have been tackled	On - going	Local Environmental Services, Gateshead Council
Develop a service level agreement for Bensham and Saltwell, setting out the standard and frequency of service with the community	2006	Local Environmental Services, Gateshead Council

LEISURE

Main issues raised

- ***Saltwell Park needs more play equipment***
- ***Toilet provision in Saltwell Park***
- ***Same sex lifeguards for swimming sessions at the Leisure Centre***

What has been done so far

Play equipment in Saltwell Park

The play areas were split into play provision for different age groups following a public consultation exercise where a strong view was expressed concerning older children monopolising and bullying younger children.

There was also a view that they should be close together so that parents could manage children of various ages without too much dislocation, hence the decision to locate them adjacent to each other.

The play areas have been designed to allow more equipment to be added as time goes by.

It is hoped that this will be done on an annual basis, with the next phase of work being undertaken during 2005/06 following a public consultation process.

Toilet Provision in Saltwell Park

There are public toilets in the Central Toilet Block, Saltwell Towers, the Stable Yard and the Almond Pavilion. There are with baby changing facilities in Saltwell Towers and the Central Toilet Block.

The toilets have been recently upgraded to a contemporary standard. Two of the lights in the ladies and gents of the Central Toilet in the Park were defective and have been repaired.

Same sex lifeguards for swimming sessions at the Leisure Centre

Gateshead Leisure Centre provides a safe and supportive environment for sport and exercise. It now has 20 CCTV cameras that monitor both the inside and outside of the building. It is also a racial incident-reporting centre, and the staff have received the appropriate training on how to deal with an incident.

The Centre provides female only fitness classes, single sex swimming sessions and gym sessions.

Best efforts are made to provide single sex staff to supervise swimming sessions, but this cannot be guaranteed. The Centre has a staff rota comprising both male and female staff, and any session or activity within the Centre will be supervised by the staff that are rostered to be on duty on any given day. However, a number of Jewish women have recently passed an ASA level 1 certificate to help them gain 15 hours teaching experience so they can go on to the ASA level 2 course. The women are assisting the Centre's swimming teachers to gain the necessary experience.

Further Action

Action	Timescale	Lead Organisation
Continue to offer bookable, dedicated swimming sessions for the Jewish community with single sex lifeguards where possible	On going	Cultural Services, Gateshead Council
Installation of additional play equipment in Saltwell Park	End 2006	Cultural Services, Gateshead Council

HEALTH

Main issues raised

- ***Access and availability of health services, such as physiotherapy for children and access to doctors***

What has been done so far

Gateshead Primary Care Trust is responsible for commissioning health services on behalf of local people and is aware of the health issues facing residents and services. It is though an on – going challenge to match health needs with the resources available. A number of residents discussed personal and family cases at the engagement event, and both the Council and the PCT have since responded in an appropriate manner to the people concerned on an individual basis.

A new Walk In Centre has opened at Bensham Hospital, providing access to basic NHS services without the need for an appointment.

The provision of doctors' surgeries, location of their premises and access to their lists are issues that the PCT look at on an on-going basis. It is acknowledged that there is a need for both more up to date surgeries, and also additional doctors practices in the town centre / Bensham area.

The Primary Care Trust is currently reviewing physiotherapy availability in Primary Care, and this includes the provision of paediatric physiotherapy. The service is regarded as a high quality one but partly because of this it struggles to cope with the level of demand for its service. In addition, the higher standard of care now on offer for children with profound disabilities and their subsequent long-term health care needs adds to this. The PCT welcomes the views put forward by the Jewish community, and is interested in the overseas experiences of paediatric care put forward by way of comparison. It welcomes feedback regarding the problems for which insufficient physiotherapy has been available.

Gateshead PCT is keen to keep looking for new and better ways of providing services that meet the needs of the community, and has recently employed a new Children's Occupational Therapist at Bensham Hospital.

The PCT are keen to find the most appropriate way to engage with the Jewish community to jointly plan better services.

Further Action

Action	Timescale	Lead Organisation
Review physiotherapy services available to residents of Bensham and Saltwell as part of a continuous review of borough-wide provision	On-going	Gateshead Primary Care Trust / Gateshead Foundation Trust
Identify with the Jewish community the most appropriate way of identifying service needs	2005	Gateshead Primary Care Trust
Identify opportunities for new Doctors practices serving the town centre / Bensham & Saltwell neighbourhoods	On-going	Gateshead Primary Care Trust

NEXT STEPS

Gateshead Council and its partners strive to improve the way services are delivered, and to make sure they meet the needs and priorities of residents across the borough's various neighbourhoods.

The actions identified in this document represent the responses to issues raised from within the Jewish community, and came about as a result of a new way of engaging with the community.

Feedback from the event, from local residents and services, suggested that the way the event was organised was successful, and was a worthwhile exercise.

The intention is to adopt this type of event, and presentation of actions to address, on an on – going basis. This will help the Jewish community of Gateshead have a say in the services that they feel are important to them, to see what progress is made each year on tackling the issues, and to provide an opportunity to identify any new priorities.

Jewish Community Neighbourhood Plan Actions

Action	Timescale	Lead Organisation
Community safety		
The Racial Incidents Reporting Scheme will be revitalised, including the promotion of the reporting centres	2005	Gateshead Council (Chief Executives)
Continue work on the identification of anti social behaviour hotspots	On going	Northumbria Police
The neighbourhood warden service will continue to explore the most appropriate ways of patrolling within the community	On going	Gateshead Council (Local Environmental Services)
Implement the actions contained within the Council's Community Cohesion Strategy as related to the Orthodox Jewish community	On -going	Gateshead Council (Chief Executives)
Housing		
Implement the Bridging NewcastleGateshead Neighbourhood Action Plan for Bensham and Saltwell	2006 - 2016	Development & Enterprise, Gateshead Council
Continue to tackle anti-social behaviour in private rented properties	On going	Development & Enterprise, Gateshead Council
Further engage with landlords and tenants to improve landlord management standards and property standards	On going	Development & Enterprise, Gateshead Council
Street lighting		
Back lane of Bewick Road/Windermere Street/Grasmere Street lantern upgrade	2005/6	Development & Enterprise, Gateshead Council
Granville Street lantern upgrade	2005/6	Development & Enterprise, Gateshead Council
Alexandra Road: Gateshead Leisure Centre to Affleck Street light column replacement	2005/6	Development & Enterprise, Gateshead Council
Highways and road safety		
Enhance the "Be Seen, Be Safe" campaign in October/November	2005	Development & Enterprise, Gateshead Council
Explore opportunities for revised or additional school crossing patrols in the neighbourhood	2005	Development & Enterprise, Gateshead Council
The potential for home zones and similar initiatives for Bensham and Saltwell will be examined as part of the Neighbourhood Planning exercise being carried out for Bridging NewcastleGateshead:		Development & Enterprise, Gateshead Council
<ul style="list-style-type: none"> • Preferred option identified • Implementation of any agreed scheme 	End 2005 2006-2010	

Action	Timescale	Lead Organisation
Highways and road safety		
Implement proposals relating to parking in Bensham and Saltwell as identified in the new ParkSafe scheme	On-going	Development & Enterprise, Gateshead Council
Environment		
The Council will continue to monitor the way it is using its new powers under the Cleaner Neighbourhoods and Environment Act, such as fly tipping, dog fouling and graffiti	On -going	Local Environmental Services, Gateshead Council
Continue the implementation of the Back Lanes Enforcement Initiative until all 18 street cleaning zones in Bensham and Saltwell have been tackled	On - going	Local Environmental Services, Gateshead Council
Develop a service level agreement for Bensham and Saltwell, setting out the standard and frequency of service with the community	2006	Local Environmental Services, Gateshead Council
Leisure		
Continue to offer bookable, dedicated swimming sessions for the Jewish community with single sex lifeguards where possible	On going	Cultural Services, Gateshead Council
Installation of additional play equipment in Saltwell Park	End 2006	Cultural Services, Gateshead Council
Health		
Review physiotherapy services available to residents of Bensham and Saltwell as part of a continuous review of borough-wide provision	On-going	Gateshead Primary Care Trust / Gateshead Foundation Trust
Identify with the Jewish community the most appropriate way of identifying service needs	2005	Gateshead Primary Care Trust
Identify opportunities for new Doctors practices serving the town centre / Bensham & Saltwell neighbourhoods	On-going	Gateshead Primary Care Trust