



Community Agreement





Welcome to the B Proud Community Agreement

What is the agreement for?

The B Proud Community Agreement is here to support us to better use the services in our community that help us keep the area clean and tidy and report crime and also look after others.

The B Proud Agreement looks at how we can all play a role in looking after our area. Whether its reporting a crime, asking for support from a local councillor or being worried about a friend or neighbour, this document has helpful tips, information and numbers to help us all find the right support available.

What is a community agreement?

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

What does the agreement cover?

The B Proud Community Agreement covers pledges provided by each of the following partners:

First Choice Homes Oldham
Greater Manchester Police
Greater Manchester Fire and Rescue
Service
OMBC
OL1-Oldham
Voluntary Action Oldham
AgeUK Oldham

Where does the agreement cover?

The B Proud, B Healthy and B Warm Community Agreements are between service providers and residents of the 5 B Green areas. St Mary's, Coldhurst, Barker Street, Egerton Street and Burnley Street.

Will I have to pay?

All services listed are FREE at the point of entry - unless otherwise stated.



First Choice Homes Oldham (FCHO) is a 'not for profit' housing association which provides a landlord service to approximately 12000 properties in the borough of Oldham and 1400 of our properties on the 5 estates that make up the BGreen Quarter.

We care about providing excellent services to our customers. When you contact us we will listen to you and provide you with the information and action you need to help you.

Contact us on or find us at: Tel: 0161 393 7117 Website www.fcho.co.uk

Email: ServiceCentre@fcho.co.uk Facebook & Twitter.

Tenancy Management

First Choice Homes Oldham will:

- Take the action needed when we know that tenancy conditions are not being kept to.
- Carry out new tenancy visits
- Let empty properties as quickly as we can.

Residents will:

- Keep to the conditions of your tenancy
- Pay your rent when it is due and seek support quickly if you are struggling to pay.
- Not borrow from Loan Sharks or Door Step lenders.
<http://www.oldhamcreditunion.co.uk/>
- Contact us if a property is empty and you are worried or think we don't know that it is empty.

Anti-Social Behaviour (ASB)

First Choice Homes Oldham will:

- Respond to reports of ASB, Hate Crimes, & Domestic Abuse and publish our target response times.
- Agree a way forward with you which will include how and when you want us to contact you.
- Take action at an early stage to try to stop the problem before it gets worse.
- Treat information confidentially.
- Work with other agencies to tackle the problem and target problem areas.
- We will tell you what action we may be able to take, and use the law available to help us to stop the problem.

Residents will:

- Take responsibility for the behaviour of themselves, family members and visitors to your home.
- Show respect for others by:
 - Not making too much noise e.g. playing music too loud.
 - Keeping pets under control.

Tenant Responsibilities

- Report any ASB to FCHO
Tel: 0161 393 7117
- Keep a record of the problem, detailing specific incidents and who was involved.
- Tell us immediately about any serious problems.
- Encourage others who are experiencing problems to contact us.
- Report any other crime (no matter how big or small) to the police or Crimestoppers, **Tel: 0800 555 111** or submit our [Anonymous Online Form](#)
- Treat all members of the community with respect.

Grounds Maintenance

First Choice Homes Oldham will:

- Ensure that communal grassed areas and shrub beds are well maintained.
- <http://www.fcho.co.uk/main.cfm?Type=CARETAKINGSERVICE&objectid=2911>

Residents will:

- Keep your grass cut, garden tidy and litter free.
- Keep your own garden (if you have one) clean and tidy.

Caretaking

First Choice Homes Oldham will:

- Clean and maintain shared (sometimes called communal) areas of blocks of flats
- Carry out routine litter picks to communal areas.
- Remove fly tipping and take action against those responsible as far as this is possible.
- Remove graffiti.

<http://www.fcho.co.uk/main.cfm?Type=CARETAKINGSERVICE&objectid=2911>

Residents will:

- Report issues of cleanliness.
 - Keep shared common areas clean and tidy.
 - Put rubbish in the correct bins (own or public).
 - Arrange for removal of bulky items appropriately.
- http://www.oldham.gov.uk/bulky_waste
- Report all fly-tipping, graffiti or litter, and offenders where known.
 - Encourage family and friends to do the same.

Repairs

First Choice Homes Oldham will:

- Provide a Property Care service to keep homes in good repair, publicised target response times and publish our performance against these targets.
- Provide a 24hr, 7 day a week service to report emergency repairs.

Report a repair:

<http://www.fcho.co.uk/main.cfm?type=REPAIRSANDIMPROVEMENT>

Residents will:

- Report repairs as soon as possible and allow our staff into your home to allow repairs to be carried out.
- Ensure no deliberate damage by friends or family.
- Only use out of hours service to report emergency repairs.



General

First Choice Homes Oldham will:

- Answer phone calls within 60 seconds and give out our name.
- Respond within one working day when you leave us a telephone message.
- Contact you within one working day to acknowledge your letter, email or social media contact, then respond in full as soon as we can and within 5 working days.
- See you within 5 minutes when you call into our office at First Place.
- Offer you the opportunity to see someone in a private interview room.
- Offer you the opportunity for someone to visit you are home if you prefer.
- Display our opening times and contact details in our office and on our website

www.fcho.co.uk

Residents will:

- Remember that we can do our jobs better if you support us by treating our staff and other customers with consideration and respect.
- Use 'self-service' if you can e.g. report issues directly through our website.
- Keep to your appointment times, or let us know if you are unable to meet as planned so we can re-arrange the appointment.





Greater Manchester Police will respond to calls for help in line with a grading system:

Grade 1: Emergency Response

Attendance within 15 minutes of call receipt - where there is an immediate threat to life or serious risk of injury or damage to property.

Grade 2: Priority Response

Attendance within 1 hour of call receipt - where there is a degree of importance or urgency associated with the initial police action, but an immediate response is not required because the incident does not meet the grade one criteria.

Grade 3: Routine Response

Attendance within 4 hours - where it is accepted that the needs of the caller can be met routinely and the incident falls outside of grade one or two criteria, but by its nature is not suitable for a scheduled response.

Grade 4: Scheduled Response

Attendance or other resolution within 48 hours (Appointment) - A better quality of police action can be provided if it is dealt with by a pre-arranged police response AND the response time is not critical in apprehending offenders AND evidence or witnesses will not be lost.

Grade 5: Telephone Resolution

Immediate ie first-time telephone resolution - The matter can be appropriately dealt with by telephone resolution, thereby avoiding the unnecessary deployment of policing resources.

Continued ...

Residents will:

- Ring 999 If an Emergency and is a risk to life or property.
- Ring 101 to report crime and anti-social behaviour in all circumstances that do not involve an immediate risk to life or property, and ask for a response time.
- Think carefully about the consequences of your own actions and show respect towards others.
- Take responsibility for the children in your family, making sure you know where they are and what they are doing.
- Take steps to protect yourself, your family, your home and your property by taking sensible security measures as advised by services.
- Get to know your Community Support Officers (PCSOs).
- Stop and speak when they are in the area.
- Call the Neighbourhood Policing Team with none urgent issues on:
0161 856 8927 OR
oldhamcentral@gmp.police.uk
- Report crime and disorder when you experience it as a victim or a witness.
- Look out for your neighbours, particularly those who are more vulnerable in some way.
- Take all opportunities to talk with the Police and other agencies about your crime and disorder concerns.



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Please note that whatever the reason for contacting the Police, they will try to respond in a timely manner appropriate to the circumstances.

This may mean giving telephone assistance. The Police will investigate incidents thoroughly and update you with progress at a convenient time and in an agreed way.

Greater Manchester Police will:

- Maintain a Neighbourhood Policing Team providing a local contact for all community policing issues.
- Take positive action against those who are involved in the supply and use of illegal drugs.
- Respond to calls made to the Neighbourhood Policing Team between 24 – 72 hours.
- Listen to and act upon the concerns of local people and provide updates and regular feedback.
- Work with the community and other agencies to solve local crime and disorder problems.
- Maintain peace and quiet.

Residents will:

- Drive and park carefully, showing regard for safety and consideration towards others.
- Not be afraid to report crime.
The number to call for Crimestoppers is **0800 555 111** if you have information about crime and anti-social behaviour but wish to remain anonymous.

SS POLICE LINE DO NOT CROSS POLICE



Prevent, Protect and Respond to Fire

GMFRS will:

- Ensure the attendance of a Fire Engine within 7 minutes for a house fire on 90% of occasions.
- Ensure the attendance of a Fire Engine within 8 minutes at a road traffic collision, where there is a risk to life.
- Provide and fit smoke alarms with a 10-year guarantee to any property.
- Undertake a home fire safety check for any resident, giving advice and resources to reduce the risk of fire free of charge.
- Prosecute hoax callers where identified.
- Deliver Fire Safety advice to schools and other group organisations on request.
- Enforce Fire Safety regulations in the work place.
- Respond to any complaint regarding breaches of fire safety law within 24 hours.
- Licence the storage of fireworks.

Residents will:

- Request a free home safety fire assessment by calling **0800 555 815** or visiting:
http://manchesterfire.gov.uk/fire_safety_advice/home_fire_risk_assessments.aspx
- Report dumped items that could be set fire to by calling **0161 770 6644**.
- Report concerns of fire safety in the workplace including public places and buildings.
- Report people who attack fire fighters.
- Report people who start unwanted fires.
- Report people who make hoax 999 calls.
- Report abandoned vehicles by ringing the police on 0161 872 5050.

The numbers to call are:

Emergencies – 999

General Enquiries – 0161 736 5866

or visit www.manchesterfire.gov.uk for more information.





WASTE MANAGEMENT

Rubbish and Recycling

Oldham Council will:

- Provide a selection of bins for general and recycling waste.
- Empty bins regularly and on the same day of the week (times may vary) and give information regarding when, where and how to place rubbish and recycling out for collection.
- Notify residents through the Council website, leaflets and local papers where there is a change in collection service e.g. over Christmas and New Year.
- Provide an assisted collection service for residents who are unable to put their own bins out. (Anyone who is physically unable to take their wheelie bin or containers to the collection point could be eligible).
- Provide a bulky waste collection service, which is charged for.

Residents will:

- Will use four types of bin;
 - Grey bins for general waste
 - Blue bins for paper and card
 - Brown bins for glass, cans and jars
 - Green bins and food caddies for food and garden waste
- Look after bins and keep them clean.
- Not take anyone else's bin.
- Keep bins tidy and in a safe place.
- Not take bins if you move, leave them for the next person.
- Put bins out by 7am so as not to miss the collection.
- Consider donating useable items to a charity shop, sell on eBay or take to the tip on Arkwright Street.

How to report problems:

Online: http://www.oldham.gov.uk/info/200281/rubbish_and_recycling

Phone: 'Contact Oldham' 0161 770 6644

Fly Tipping

Oldham Council will:

- Investigate to find the people responsible for the fly tipping by trying to find evidence of the original owner of the items.
- Get the Environment Services team to remove the waste.
- Deal with the problem within 24 hours, if the waste is blocking access or creating a possible health problem.

Residents will:

- Report fly tipping by calling **0161 770 2244** or report it on line.
- Not dump rubbish.
- Keep yards and gardens free from large amounts of waste.



Local Councillors supporting the residents

The Councillors will:

- Make ourselves available to listen to residents by letter, e-mail or by telephone.
- Attend residents meetings, Homewatch and other local meetings as well as events and celebrations if invited.
- Help residents to understand how some services can no longer be delivered due to budget cuts, and work with residents to come up with community solutions to problems.
- Represent residents' interests and concerns at meetings.
- If appropriate will stand for re-election.
- Be open to constructive criticism by residents who are unhappy with their response.
- Make an initial response to a constituent within 7 days or less (exception being if we are away) and give a fuller response as soon as the issue has been looked into.
- Come up with a plan to address local priorities, and use the money available to the District Executive to carry out this plan.
- Refer residents and/or cases to the appropriate Member of Parliament (MP) if the matter is something outside the Council's/Councillors control.

Residents will:

- Keep Councillors informed about issues of interest, or concern they wish her/him to raise.
- Ensure any invites are sent out and in plenty of time.
- Understand when services aren't able to meet a demand, and work alongside us to agree a way forward.
- Register to vote and turn out to vote.
- Feel able to tell their Councillor if they are unhappy with their support before raising it with others.
- Be patient, as the Councillor will have to wait for a response from the necessary department, and this can vary in time, especially if an inspection of the issue needs to take place first. Only chase it up if no-one has been in touch.
- Attend local meetings and take part in any consultations, to make sure the priorities for the area are the right ones.
- Contact the Member of Parliament for issues such as immigration, benefits, tax credits, CSA, etc or ask a Councillor what an MP can deal with and how to get in touch with him/her.

Details of your ward councillors can be found on:

<http://committees.oldham.gov.uk/mgFindMember.aspx>



OL1-Oldham are a group of volunteers that live or work in the BGreen area. They have worked closely with partners and residents to develop these agreements, which are a list of services that are needed in the area to help and support everyone.

OL1-Oldham is not a tenants association. It is a support group working within the community, helping people and keeping agencies informed.

OL1-Oldham volunteering is open to anyone who lives or works in the BGreen area of Oldham.

OL1-Oldham will:

- Continue to work with services to keep the agreements up to date and help improve the area.
- Hold local meetings and drop-ins where we will try to help you with your problems.
- Speak to residents and promote the agreements with the help of all our partners, services and volunteers.
- Help residents to use and monitor the agreements - have we been able to help you? Do you know how to help yourself with the problem in the future?
- Look on websites for updates and new things that services are offering.
- Have a member of OL1-Oldham linked to every service who is able to work with them.

Residents will:

- Let a member of OL1-Oldham know if you have used one of the agreements and are not happy with the result.
- Get to know your local member of OL1-Oldham by emailing or attending the group. Also look on the website
- Join OL1-Oldham and become volunteers.

<http://www.ol1oldham.co.uk>

Partners will

- Keep in touch with their appointed OL1-Oldham member and update the agreements.
- Support OL1-Oldham to keep the agreements current and help promote the work of the group.



Some of the OL1-Oldham
Group membership



We are a support and development organisation for voluntary, community and faith groups across Oldham. We connect people, ideas and resources and aim to build vibrant communities by increasing volunteering and strengthening social action.

Voluntary Action (VAO) Oldham will:

- Help support groups to grow or start up.
- Help groups search and apply for funding and training.
- We also offer accounts and payroll services to community groups and support them to develop financial systems.
- Support and advise volunteers and organisations involving them, offering good practice advice and training.
- Help you network and build relationships with the statutory sector (Oldham council, NHS ect.), and provide opportunities for your voices to be heard and to influence public policy.
- Help with Publicity.

Residents will:

- Contact VAO development team on: **0161 633 6222.**
- Take advantage of any training sessions on offer.
- Come to us early if need to apply for funding or need advice on how to set up groups.
- Contact VAO's volunteering team on **0161 633 6222.**
- Contact VAO's Policy and Partnerships team on **0161 633 6222.**
- Let us know what is going on in your area and feed in issues, attend meetings, events, read e-bulletins and share what you learn with your community.
- Contact VAO with appropriate information in good time on **0161 633 6222.**
- Signpost people needing support to VAO website: www.vaoldham.org.uk





Age UK Oldham is a local charity providing services and support for older people, raising funds to spend in the Oldham borough.

Telephone **0161 633 0213** for more information about what we offer.

Age UK Oldham's services are supported by local volunteers who provide valuable support to older people across Oldham. We campaign on behalf of all older people to make ageing a positive experience.

Age UK Oldham will:

- Provide a Befriending service to older housebound people.
- Provide a range of volunteering opportunities to help you support your local community.
- Work with Oldham Community Leisure and Oldham Council to help older people to have your say through Forum4Age, our free over 50s forum.

Residents will:

- Be respectful of older people living in your local community.
- Look out for your older neighbours, especially in the colder weather.
- Tell people about the services offered by Age UK Oldham if you think they need our help.
- Volunteer to help your local community if you have some time to spare.

