



Neighbourhood Plan

Bebington & New Ferry

What is a Neighbourhood Plan?

January 2008

In July we asked all of our customers to complete a Neighbourhood Plan questionnaire to help us find out how we could improve the area where you live.

We asked you a range of questions about your neighbourhood and your community. The reason we did this was so you could tell us how we can change our service, plan for future investment and regeneration and to help us meet your priorities.

We have produced 11 different Neighbourhood Plans to cover all of our properties across Wirral.

This Neighbourhood Plan covers the following areas:
Bebington, New Ferry and other WPH properties in the area.



So what did you tell us?

The questionnaire looked at three areas:

Your Neighbourhood Your Community and Improvement Programme

Under each section we asked you to tell us what you thought were problems in your neighbourhood and what were your priorities for your community - You can read what the priorities are for Bebington and New Ferry residents on page 2.

Get involved

47% of residents said they are interested in getting involved. If you are call **606 3000**.

Out of a total of 890 properties, **202 forms** were completed - **23%** of WPH's properties in your neighbourhood

Your local area housing office is

Rock Ferry - 666 7002

**To report a repair call 0808 100 9596 or
email housingrepairs@wphomes.org.uk**

If you need this newsletter in a large print, Braille, audio or a different language call 0151 606 3000.

What are your priorities???

Your Neighbourhood

What you told us were slight or serious issues in your neighbourhood.

Priority	Issue	%
1	Youth nuisance	70
2	Vandalism	62
3	Dog fouling	61
4	Car parking	61
5	Litter/fly tipping	58
6	Crime	50
7	Graffiti	47
8	Neighbour nuisance	43
9	Cleaning of communal areas	41
10	Grass cutting	33
11	Drug dealing	32
12	Street lighting	23
13	Harassment	17

Your Community

What you told us were priorities in your community

Priority	Issue	%
1	Environmental Improvements	92
2	Housing surgeries	86
3	Community Grants	83
4	Play groups/youth activities	82
5	Welfare and debt advice	79
6	Employment initiatives	77
7	Mediation	70
8	Credit Unions	49

Improvement Programme

What you told us were fairly or very important to your home

Priority	Issue	%
1	Security	92
2	Energy efficiency measures	89
3	Bathrooms	89
4	Kitchens	88
5	Heating	87
6	Front and rear doors	87
7	External painting	85
8	Fencing	85
9	Roof	85
10	Windows/double glazing	84
11	Adaptations	71

How satisfied are you with your neighbourhood?

80% told us they were fairly or very satisfied



6% told us they were neither satisfied or dissatisfied

14% told us they were fairly or very dissatisfied



What are we doing about your top six 'Neighbourhood' priorities?

Youth nuisance

- Respond quickly to acts of nuisance.
- Enforce tenancy conditions including evictions for anti-social behaviour.
- Work with partners in the Wirral Anti-Social Behaviour team over the Respect agenda, the Police, Community Patrol and Youth Services.
- Undertake survey of Parkside Close area to develop a plan to improve security for residents.

Vandalism

- Respond promptly to acts of vandalism.
- Carry out repairs in line with repair timescales.
- Report criminal damage and prosecute offenders.
- Enforce tenancy conditions.

Dog Fouling

- Set up a free 'pooper scooper' register and supply free bags to those registered and at local offices.
- Work closely with the Council's Dog Warden to prosecute offenders.
- Work with the Council to pay for new additional dog bins.
- Promote awareness of responsible dog ownership.



Car parking

- Undertake local consultation with residents and partner agencies to identify potential sites for increasing and improving car parking provision.

Litter/fly tipping

- Regularly monitor land and remove litter/fly tipping.
- Work closely with the Council to purchase additional litter bins.
- Hold skip and waste recycling days.



Crime

- Identify crime hotspots and work with partners to tackle the causes.
- Work with Police to identify repeat episodes of crime and prioritise solutions.

What are we doing about your top six 'Community' priorities?

Environmental improvements

- Work closely with residents to hold gardening days to improve local areas. Contact your Housing Office if you have any suggestions.
- Set up a horticultural training course with Level two NVQ qualifications for 10 residents.
- Carry out estate walkabouts with residents and partners every three months.
- Improve the empty site at Juliet Gardens.

Housing surgeries

- Offer appointments at Bebington One Stop Shop in addition to services at your local Housing Office.
- Establish local housing surgeries and look to increase surgeries in consultation with residents.

Community Grants

- Jointly set up with Wirral Council a grant fund called Your Wirral and put £300,000 into the fund.
- Provide £30,000 for community grants. Projects funded include Bebington Sovereigns Majorettes and New Ferry Community Fun day.

Play groups/youth facilities

- Work with partners to provide extra activities for young people.
- Work with and support local schools and youth organisations.

Welfare and debt advice

- Develop a Welfare and Benefit Advice service.
- Work closely with the CAB, Housing Benefit and the Welfare Benefits Advice Centre.
- Help maximise the income for tenants.
- We have extended opening hours on a Monday evening until 6:30pm.

Employment initiatives

- Employed 23 Wirral local labour apprentices.
- Set up an Understanding Housing training course with Level 2 NVQs for 10 residents.
- Work in partnership with Wirral Council to set up a Residents Regeneration Academy and run a course for 10 residents to gain experience and training in regeneration.

What are we doing about the improvement programme?

The following details the benefits of WPH Improvement programmes:



Windows and doors - PVCu double-glazed windows and GRP doors improve security and thermal comfort. Front and rear doors have security locks fitted; in addition front doors have security chain and spy-hole fitted.

Re-roofing works - replacing old roof coverings with a new covering not only keeps the wind and rain out but also keeps heat in as additional insulation is placed in the loft.

As part of the kitchen and bathroom **internal improvements programme**, homes will benefit from energy efficient lighting (in parts) and enhanced security with the fitting of external lights to both front and rear.

To maintain and improve the look of your home we will repair and redecorate any exposed timber or painted render and brickwork to properties that are in the **repair and paint programme**. In certain circumstances we will replace existing timber fences and gates. This work may also include new fences and gates to improve the environment and security within your community.



Work to be carried out in 2007/08...

Winter 2007

Address	Improvement	Number of properties
Town Lane Estate	Replacement window and external doors	211 dwellings within scheme
Mayfields North & South	Internal works	144 dwellings within scheme
Grove Square	Repair and paint programme	44 dwellings within scheme
Abbotts Drive Estate	Repair and paint programme	94 dwellings within scheme

Summer 2008

Address	Improvement	Number of properties
Mayfields North & South	Replacement window and external doors	25 dwellings within scheme
Stanton Estate	Re-roofing programme	73 dwellings within scheme
Town Lane Estate	Re-roofing programme	174 dwellings within scheme

Work carried out already...

Stanton Estate, internal works scheme completed in spring 2007.

Grove Square, internal works scheme completed in spring 2007.

Stanton Estate, repair and paint programme completed in summer 2007.

Parkside Estate, re-roofing scheme completed in spring 2007.

Shorefields Estate, re-roofing scheme completed in spring 2007.