



Neighbourhood Plan Central Birkenhead

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: **Carlisle Mews, Clarendon, Craven, Conway, Dover Close, Charing Cross, Fieldway Court, Grovewood Court, Mount Estate, Oxton 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 Central Birkenhead 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 871 properties, **170 forms** were completed - **20%** of WPH's properties in your neighbourhood

Your local area housing offices are

Rock Ferry - 666 7002

North End - 666 7003

**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	Dog fouling	72
2	Litter/fly tipping	68
3	Youth nuisance	63
4	Vandalism	58
5	Graffiti	56
6	Car parking	55
7	Crime	53
8	Neighbour nuisance	49
9	Drug dealing	45
10	Cleaning of communal areas	40
11	Street lighting	33
12	Grass cutting	24
13	Harassment	19

Your Community

What you told us were priorities in your community

Priority	Issue	%
1	Environmental Improvements	91
2	Housing surgeries	86
3	Community Grants	81
4	Welfare and debt advice	81
5	Play groups/youth activities	79
6	Employment initiatives	79
7	Mediation	71
8	Credit Unions	55

Improvement Programme

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

Priority	Issue	%
1	Energy efficiency measures	94
2	Security	93
3	Kitchens	91
4	Heating	91
5	Front and rear doors	90
6	Bathrooms	89
7	Windows/double glazing	89
8	Roof	85
9	Fencing	83
10	External painting	79
11	Adaptations	74

How satisfied are you with your neighbourhood?

82% told us they were fairly or very satisfied



2% told us they were neither satisfied or dissatisfied

16% told us they were fairly or very dissatisfied



What are we doing about your top six

'Neighbourhood' priorities?

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 & Neighbourhood Wardens to prosecute and advise offenders.
- Work with the Council to pay for new additional dog bins.
- Promote awareness of responsible dog ownership.



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.



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.

Vandalism

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

Graffiti

- Remove offensive graffiti within 24 hours.
- Remove non offensive graffiti within five days.
- Estate walkabouts every three months with residents and partners.

Car parking

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

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.
- Improve Carlisle Mews.



Housing surgeries

- Wirral Federation of Tenants' and Residents' Association, Bentinck Street from 1-3pm every Tuesday.
- 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 Birkenhead Flower and Veg show and the Neighbourhood Fun day.

Welfare and debt advice

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

Play groups/ youth facilities

- Work with partners such as Family Matters to provide extra activities for young people such as mini-wardens and trips rewarding good behaviour.
- Work with and support local schools and youth organisations.



Employment initiatives

- Employ 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.

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
Banning Close	Internal works	68 dwellings within scheme
Neston Gardens	Internal works	29 dwellings within scheme

Spring 2008

Address	Improvement	Number of properties
Oxton area	Repair and paint programme	76 dwellings within scheme
Groveswood Court	Repair and paint programme	56 dwellings within scheme

Work already carried out...

Dover/Egdar Estate, replacement window and external door programme completed in summer 2007.

Banning Close Estate, replacement window and external door programme completed in summer 2007.

Central Birkenhead, replacement window and external door programme completed in summer 2007.

Craven/Conway Estate, internal works programme completed in 2007.