



Neighbourhood Plan Central Wirral

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:
Upton, Overchurch, Saughall Massie, Noctorum, Prenton 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 Wirral 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 1,341 properties, **197 forms** were completed - **15%** of WPH's properties in your neighbourhood

**Your local area housing office is
Woodchurch - 666 7001
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	72
2	Vandalism	66
3	Dog fouling	64
4	Litter/fly tipping	63
5	Graffiti	55
6	Crime	52
7	Drug dealing	52
8	Car parking	49
9	Neighbour nuisance	44
10	Cleaning of communal areas	39
11	Grass cutting	27
12	Street lighting	26
13	Harassment	21

Your Community

What you told us were priorities in your community

Priority	Issue	%
1	Housing surgeries	93
2	Environmental Improvements	91
3	Community Grants	83
4	Play groups/youth activities	79
5	Employment initiatives	78
6	Welfare and debt advice	75
7	Mediation	68
8	Credit Unions	49

Improvement Programme

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

Priority	Issue	%
1	Security	93
2	Front and rear doors	91
3	Energy efficiency measures	89
3	Windows/double glazing	87
4	Heating	85
5	Kitchens	84
6	Bathrooms	82
7	Fencing	83
8	Roof	81
9	External painting	70
10	Adaptations	69

How satisfied are you with your neighbourhood?

76% told us they were fairly or very satisfied



5% told us they were neither satisfied or dissatisfied

19% 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.

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.



Litter/fly tipping

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



Graffiti

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

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?

Housing surgeries

- Hold surgeries at Prenton Residents' and Tenants' Association, Dickens Ave at 11-12pm, first Friday of every month in addition to services at your local Housing Office.
- Look to increase surgeries in consultation with residents.



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.

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.

Play groups/youth facilities

- Work with partners 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 two NVQ qualifications for 10 residents.
- Work in partnership with Wirral Council to set up Compass Residents Regeneration Academy and run a course for 10 residents to gain experience and training in regeneration.

Welfare and debt advice

- Develop a Welfare and Benefit Advice service.
- Work closely with the Citizens Advice Bureau, 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.

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

Woodpecker Close Estate
Prenton area
Noctorum Estate
Upton

Improvement

Windows and external doors
Internal works
Internal works
Repair and paint programme

Number of properties

61 dwellings within scheme
235 dwellings within scheme
205 dwellings within scheme
50 dwellings within scheme

Spring 2008

Address

Noctorum Estate
Woodpecker Close Estate

Improvement

Internal works
Internal works

Number of properties

200 dwellings within scheme
61 dwellings within scheme