



# Neighbourhood Plan Eastham/Bromborough

## 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:  
**Eastham and Bromborough 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 Eastham & Bromborough 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 896 properties, **172 forms** were completed - **19%** of WPH's properties in your neighbourhood

**Your local area housing office is  
Rock Ferry 0151 666 7002  
To report a repair call 0808 100 9596 or  
email [housingrepairs@wphomes.org.uk](mailto: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	Car parking	66
2	Youth nuisance	61
3	Litter/fly tipping	55
4	Vandalism	54
5	Dog fouling	53
6	Crime	48
7	Graffiti	46
8	Neighbour nuisance	37
9	Drug dealing	35
10	Cleaning of communal areas	33
11	Grass cutting	26
12	Street lighting	25
13	Harassment	12

## Your Community

What you told us were priorities in your community

Priority	Issue	%
1	Environmental Improvements	92
2	Housing surgeries	90
3	Play groups/youth activities	87
4	Employment initiatives	85
5	Community grants	84
6	Welfare and debt advice	84
7	Mediation	79
8	Credit Unions	55

## Improvement Programme

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

Priority	Issue	%
1	Energy efficiency measures	95
2	Security	93
3	Kitchens	93
4	Bathrooms	93
5	Heating	93
6	Fencing	87
7	Roof	87
8	Windows/double glazing	83
9	Adaptations	82
10	Front and rear doors	81
11	External painting	79

## How satisfied are you with your neighbourhood?

88% told us they were fairly or very satisfied



3% told us they were neither satisfied or dissatisfied

9% told us they were fairly or very dissatisfied



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

### Car parking

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

### 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.

### 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.



### 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.



### 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 at least every three months.



### Housing surgeries

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

### 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

- Employed 23 Wirral local labour apprentices.
- Set up an Understanding Housing training course with Level two 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.

### 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.

### 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.

**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
Mill Park Estate	Internal works	100 dwellings within scheme. Dates TBC

### Spring 2008

Address	Improvement	Number of properties
Dales Estate	Internal works	149 dwellings within scheme. Dates TBC
Bromborough Estate	Internal works	279 dwellings within scheme. Dates TBC

## Work already carried out...

Bromborough Estate, roofing works completed to 188 dwellings in June 2007.