

Estate Plan

Park and Crosby

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Ashdown Avenue	49	Edwards Road	16	Mallalieu Court	24
Avenue Vivian	39	Henderson Avenue	16	Mary Sumner Way	20
Barnes Crescent	19	Holland Avenue	22	Newborn Avenue	3
Boughton Avenue	22	Hornsby Crescent	7	Robinson Close	22
Cecile Crescent	5	Jackson Road	66	Theodore Road	28
Davy Avenue	58	Long Road	19	Tomlinson Avenue	36

Estate Description

The Park & Crosby area has 471 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	No of Properties (471)
Flats – Ground Floor	15	13	0	0	0	28
Flats – First Floor	22	8	0	0	0	30
Maisonettes – Ground Floor	0	0	1	0	0	1
Houses	0	8	368	28	1	405
Leaseholders						7

All of the properties in this area are of a traditional brick build. Quite a few have already been sold through the Right to Buy. Many had been neglected over the years and were in a bad state of repair. This in turn meant that they were empty for longer due to the considerable works needed to bring them up to standard for reletting. Over the past last few years the capital works programme has concentrated on this area to ensure that the properties will meet the North Lincs Decent Homes standard.

The area as a whole is in need of better parking facilities. Off road parking (where appropriate) and remodelling of grassed areas to provide parking bays would ease congestion and give a tidier appearance. Roads and pathways are generally in a bad state of repair.

The Park & Crosby area is one of the 3 most deprived wards in North Lincolnshire. Residents in the area are aware of the image problem and want to improve the environment to make Crosby a safer and tidier place to live. Many agencies and community groups have been working together to promote community relations and there has been various groups and projects set up to revitalise the area and improve services at a local level. These include the Crosby Healthy Living Project, The Falls Collaborative (aimed at preventing older people falling) Crosby Employment Bureau, Sure Start, Enterprise Centre, Crosby Bridge and The Forge.

More recently the Crosby Neighbourhood Management Pathfinder (CNMP) has been set up to work with other agencies and the community to reverse the decline and change peoples perception of the area. This work will feed into the more localised Advanced Crosby project which is designed to regenerate and revitalise an area of approximately 400 properties bounded by Frodingham Road, West Street, Wells Street and Berkeley Street. One of the aims of the project is to build a community and thereby create ownership of the area. This in turn should help decrease anti – social behaviour and make the Crosby area a stable and sustainable community. The Safer Neighbourhoods Partnership has been commissioned to examine exactly what is needed to accomplish this. The Youth Offending Team is also involved to help combat anti – social behaviour.

The area is well located close to the town centre, hospital and all amenities, has good bus routes as well as being adjacent to the green belt. There are both primary and secondary schools close by and a local library. Crime is high in the area.

Performance Indicators

North Lincolnshire Homes has an Asset Management Plan that looks at various indicators. These tell us whether the area is a place where people want to live and remain, whether it is worth investing in the stock and how much it will cost to maintain the properties and bring them up to the Decent Homes Standard which the Government has set. Indicators for this area are as follows:
(Figures are for the year to 31/10/08)

Red: There are no red indicators

Amber:

Tenancies under 2 years in length	17.83%
Relets in year as % of tenancies	8.26%
Transfer requests outwards	6.52%

Green:

Empty properties at 31/10/08	1.08%
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Other indicators:

Tenancies of 2 – 5 years in length	17.17%
Tenancies of 5 + years in length	65.00%
Potential income after empty property loss	£1,382,876.37
Repairs expenditure per annum (07/08 actuals)	£230993.56
Repairs in voids per annum (07/08 actuals)	£131988.37
Costs above/below potential income	£1,019894.44
Tenants in receipt of housing benefit	67.17%

Comments on Performance Indicators

There are no longer any red indicators for the area. However the number of tenancies under 2 years in length is now an amber indicator. Comparisons can't be made as yet as this leaf has been split in the last 6 months (included Hempdyke previously).

Part of the area is very close to the town centre and therefore subject to greater crime levels and anti social behaviour.

North Lincs Decent Homes Standard

The Government has instructed that all social housing must reach a minimum standard known as the Decent Homes Standard by 2012. However, the North Lincolnshire Standard has been devised by local tenants who want more than the minimum level of improvements to their homes and is the standard North Lincolnshire homes will achieve by 2012.

The standard includes:

- Heating boilers renewed every 15 years
- Heating systems (radiators) renewed every 30 years
- Properties rewired or upgraded where the wiring is over 30 years old – and to ensure that there are adequate power points
- Windows and doors renewed if they are 20 years old
- Properties insulated to maximise energy efficiency
- Bathrooms renewed every 30 years
- Kitchens renewed every 20 years and to have adequate space for storage and the preparation of food
- Renewal of roofing if it is over 50 years old
- Replacement of gutters and fascias that are over 20 years old
- Homes to be free from structural defects that affect the soundness and stability of a home
- Homes to be free from damp and water penetration
- Adequate lighting in communal areas
- Closure of some footpaths to reduce crime
- Controlled entry systems for communal entrances
- Improved access to communal entrances to comply with the Disability Discrimination Act
- Fencing to create secure spaces
- Modern alarm call systems for the elderly
- Improved car parking provision
- Improvements to the environment / landscape

Housing Management

Management input to the area is on a regular basis due to the high levels of anti social behaviour. Complaints have been received regarding youths on motorcycles using the snickets and alleyways, youths congregating, vandalism, violence and drug related behaviour. The Crosby Neighbourhood Management Pathfinder has been engaging with residents to find out what they want in the area to make it a safer and more sustainable neighbourhood, however the Pathfinder has now ended.

Support Officers visit residents in the elderly designated properties on a regular basis and will liaise with other agencies and the area housing staff as necessary.

The riding of motorbikes and mini motos is a huge problem for this area, especially in the Davy Ave, Ashdown ave, Jackson rd and Edwards rd areas. North Lincolnshire Homes in conjunction with Humberside Police have taken action against offenders. However this continues to be a seasonal problem with more complaints in the spring/summer periods, and it consists of mainly youths riding bikes on footpaths, roads and grassed areas without helmets and due care and attention.

Previously, youths playing football in the street on the raised grassed area of Ashdown Ave also causes problems for residents, the local residents association has requested North Lincolnshire Council remove the "ornamental gardens" from Ashdown Ave with no success, and NLC highways will not erect "no ball games signs" as they are not enforceable. However this problem has ceased and no complaints have been received from residents for a considerable amount of time.

To try and solve the problems the area suffers from, a Multi -agency Partnership was formed, named the Henderson Avenue ASB project, with the Community Safety Partnership bringing together the Police, Housing, Youth Offending Team, Councillors, Neighbourhood Watch, Neighbourhood and Environment Services, Youth service and Humberside Fire and Rescue Service. This partnership had some success in reducing crime and anti-social behaviour but the group was disbanded and replaced by the Neighbourhood Action Team which meets on a monthly basis.

North Lincolnshire council provide sports activities for under 16's in the summer months with activities on Henderson Ave circle about 2 evenings per week. This always proves successful.

The Housing officer for the area has regular meeting with the CPSO's and community police team at Scunthorpe North police station, and regular joint visits to ASB offenders are carried out with the police at early stages of some complaints.

There are 3 active Resident's Associations in the area that work with housing staff. These provide for two – way communication on various issues.

The feedback from residents in the area is that more youth activities are needed in the area as there is nowhere for the local youths to go, especially during the winter months.

Actions

In order to plan for the future we need to look at the sustainability of the area. This will depend not only on the properties continuing to be homes that our tenants want to live in but also the area being a safe and secure environment

where people want to stay for years to come. We have already done the following:

- Looked at the 'make up' of residents in the area
- Gathered crime figures to check types and level of crime by attending Neighbourhood Action Team Meetings and Area Action Team Meetings.
- Checked reports of ASB and nuisance
- Gathered information from staff, stock surveys and other departments
- Worked together with tenant representatives to make decisions on standard fittings in empty homes and selection of contractors (ongoing)
- Have an agreement with North Lincolnshire Council's Neighbourhood Services for the upkeep of our estates, which clearly indicates standards and regularity of maintenance to the environment.
- Introduced a new Caretaking Service in June 2008 to keep our estates clean and tidy, and to make them a pleasant place to live.

We also need to:

- Ensure Starter (Assured Shorthold) tenancy visits are carried out as a priority
- Work to help prevent people losing their homes
- Provide debt advice / referral when necessary
- Support vulnerable tenants in order to sustain their tenancies
- Consider local letting policies where there is shown to be a need
- Enforce tenancy conditions to ensure clean, tidy and secure environments
- Continue to work with other agencies i.e Police and Community Safety Partnerships to combat crime and anti – social behaviour
- Work proactively with Health and Adult Services to ensure that older peoples needs are catered for so they can remain in their homes with the correct level of support.

Consultation

To give us more detailed information on tenant's aspirations and what it is like to live in the Park & Crosby area, we sent a questionnaire to each tenant

- The response rate was 13%.
- %'s below refer to the number of replies received to each question. Some people chose not to answer or ticked 'No comment'.

This is what you told us:

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| <ul style="list-style-type: none">• 54% are happy with their homes• 44% like the area because they are close to relatives / friends• 38% are happy with the size of their properties• 44% commented that the area is noisy / bad• 38% consider there to be a lack of good transport services• 30% think the area has a high level of crime• 34% consider the area to be unkempt• 32% consider there is no community spirit• 54% are settled in the area and do not wish to move |
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- 36% want to move away – of these 41% have said this is due to Anti Social behaviour
- 65% have been the victims of crime
- 72% are not happy with the police presence in the area
- 43% would like to see more regular bus services
- 54% would like tidier roads and communal areas
- 37% would like more play areas for children
- 43% would like better security – this was considered to be most important
- 50% are not aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Park and Crosby was timetabled for all improvements to start April 2008. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

Park and Crosby

Bathroom Fittings	291
Boiler Replacement	19
Central Heating Systems	225
External Doors	657
External Walls	142
Fires	84
Kitchen	163
Roof	162
Roof Line	162
Windows	404
Wiring	328

The business plan budget allocated for improvement works in Park and Crosby is **£6,245,667**. By October 2008 a total of **£4,214,810** has been expended on all improvement work.

The stock condition survey told us that in order for all our homes to meet the North Lincs Decent Homes Standard around £164 million needs to be spent over the next 10 years on repairs and improvements.

In order to meet the North Lincs standard the following work needs to be carried out before 2012.

<u>Element</u>	<u>Programme Numbers</u>
Bathroom Fittings	6,129
Boiler Replacement	1,193
Central Heating Systems	3,756
Chimney	3,793
External Doors	6,675
External Walls	3,275

Fires	3,092
Kitchen	5,056
Roof	4,608
Roof Line	4,386
Windows	5,721
Wiring	6,420

Other works identified specifically for the Park & Crosby area are as follows:

- Provision of hard standings, off road parking or parking bays to Avenue Vivian, Cecile Crescent, Jackson Road, Ashdown Avenue, Tomlinson Avenue, Barnes Crescent,
- Residents in Robinson Close have requested an area fenced off at the entrance of 2 Robinson Close with an entrance gate, and also fenced off at the garage end, to stop problems with youths sitting in their entrance doorways taking drugs.
- Residents have requested fencing, this is a particular issue on Davy Avenue, Ashdown Avenue, Edwards Road and Theodore Road.
- Maintenance programme for trees (Holland Avenue, Edwards Road)
- Remodel grassed areas to Hornsby Crescent, Boughton Avenue and Davy Avenue to provide parking areas
- Upgrade lighting to Mallalieu Court
- Programme to clean limescale from external walls (caused by overflows running)
- Consultation to be undertaken on blocking off alleyways /snickets
- Liaison with Highways and Transport on provision of dropped kerbs where necessary for wheelchair users

All the above works have been identified as needing to be done but will be subject to funding becoming available to carry them out. Once these works have been carried out all homes in the area will be maintained to the North Lincs Decent Homes Standard and will provide substantial homes for years to come.

In Conclusion

This plan will continue to be reviewed and updated. Whilst environmental improvements may well be the priority for residents, initial spending will have to focus on works to improve tenant's homes to ensure that the North Lincs Decent Homes Standard is met. However, it is also important that people feel safe and secure in their homes, and want to live and remain in them for many years to come – which is why estate improvements and environmental works have been identified. North Lincolnshire Homes want to meet the aspirations of tenants and although it does not have the resources to carry out all of the works that are needed it is important to identify the priorities for each estate.