

Quarterly Neighbourhood Report

Date: 1 July 2009 to 30 September 2009 – Quarter 2

Neighbourhood Area: Ryde

1. Introduction

This is the second collection of information and data relating to neighbourhood profiling, services, performance and priorities. Where possible, information is provided specific to the Ryde neighbourhoods, however it is not always possible to provide information at this level. It is also the case that some reports still require further development. This report will be developed further for future meetings.

2. Profile of Neighbourhood

This element of the report is still under development.

3. Neighbourhood Based Data

DECENT NEIGHBOURHOOD AUDIT					
Area:-	<i>Oakfield</i>	<i>Elmfield</i>	<i>Binstead</i>		
Date of Audit	28.05.08	26.03.08	28.08.08		
Physical Standard	54%	66%	64%		
Resident Involvement Standard	80%	75%	50%		
Maintenance Standard	60%	80%	88%		
Neighbourhood Services	56%	53%	60%		
Overall Score	63%	69%	63%		

The minimum target that should be achieved is 75%. MHA carries out an annual Residents survey where we can drill down as far as street level for our results and information.

TENANT STATUS SATISFACTION 2008 (WHOLE OF MHA STOCK)

Maintenance (<i>Repairs & Maintenance</i>)	87%
Resident Involvement (<i>Account Taken of Views</i>)	71%
Neighbourhood Services (<i>Neighbourhood</i>)	82%
Homes (<i>General Condition of Home</i>)	82%

DB - The Tenant Status Satisfaction survey is carried out every 3 years but cannot be completed at Neighbourhood level.

PARTNERS

Medina currently has the following service level agreements or partnership arrangements:

Law Centre – for the provision of welfare advice, tenancy sustainment and general independent advice services. The SLA has performance requirements and is reviewed 6 monthly.

CAB – for the provision of debt advice. The SLA has performance requirements and is reviewed 6 monthly.

IOW Credit Union – for the provision of loans and savings accounts.

IOW Council Revenue and Benefits Service – for the provision of services relating to benefits and for the provision of HB verification work by Medina staff.

Sanctuary – for the provision of security and support assistance to victims of domestic abuse or violence.

Mediation Consultancy – for the provision of mediation services at nil cost to residents.

DB - The New Forest Consultancy proved to be very expensive and therefore MHA have now become partners with the Mediation Consultancy group. The SLA is currently being reviewed and rewritten so that the length of the contract will increase to 2 years. Currently MHA have a 90% success rate of cases resolved through Mediation Consultancy.

4. Key Issues

KEY ISSUES FROM WALKABOUTS

Preston Close

Youth nuisance, bullying & small scale neighbour disputes.

LC – Has centred her attention around this area with its' ASB issues and low level disputes. A lot of time and funding has been given to the opening of the Community flat. Partner agencies have also invested their concentrated efforts here. LC continued that she ideally would like to emulate School Street initiatives to soften the hard landscaping and install fencing to create defensible spaces.

Calshot House

Some issues with residents reporting high levels of ASB.

LC – This old building creates difficulties for sound proofing. Most issues relate to noise nuisance.

Garfield House

Residents reporting high levels of ASB.

LC – There are on-going neighbour disputes.

Sutton Close

Unauthorised access and issues with parking.

LC – The pathway R.I. consultation went out to all tenants again last week. If approved, the funding will come from Prizes for Projects.

DK – There is a piece of land on the upper car park that has been sold to White Star Development which needs to be boarded up as it looks unsightly due to the fly tipping. DK continued by suggested MHA approach one of the youth projects to then get a mural painted over the boarding. DB replied that this was already in hand.

LC – Reported that one resident had been granted permission to have access to their back garden via the lower car park and a license agreement was in place for this tenant. Another had been refused permission and there were now a number of unauthorised accesses to back gardens.

DK – Told the group that there will soon be double yellow lines put down through one side of Great Preston Road and a yellow grid box put on the junction of Great Preston Road with Nicholson Road. Therefore MHA should anticipate that parking issues in Sutton Close car parks could escalate.

Binstead Garages

Fly-tipping and concerns over vehicular access & risk to pedestrians.

TC – Advised the group that DW had secured additional lighting for this area but before it can be installed MHA has to consult with the residents. This would happen in the New Year.

Jellicoe Road

Land to the rear of Jellicoe Road is largely overgrown together with issues over fly-tipping & security.

TC – The probation service youth offending team had cut a lot of the vegetation back and the ENO had taken some pictures. At the moment the water table line is under

investigation as it is quite boggy and TC was informed that it is clay based earth. . RD added that this was why the Christmas Tree couldn't be sited there. BK remembered that there used to be a pond there, but no one in the group had uncovered this recently. TC continued that the future use of this piece of land will go to consultation with the residents in the New Year. There have already been suggestions to use it as a woodland retreat and call it Binstead Green.

Tennyson Close

Vehicular traffic causing trip hazards to pedestrians at the mini-roundabout. TC – Voiced his concern that with the amount of cars driving over the roundabout this had now resulted in it becoming a mud bath. Residents would like to have some large boulders placed on the roundabout to prevent this, so that it could then be landscaped.

Slade Road & ARC

There still remain issues with youth nuisance in this area. TC – Explained that this youth nuisance was now generating out into the surrounding areas. SC – From January to March 2010, Ryde Youth Centre had been given funding to provide one session a week offering their Youth Development scheme. SC hoped that once the ARC came under MHA ownership, this might be something that can be put in place to help address some of the issues. TC – Supports any offer of community work to help alleviate youth nuisance by engaging youth in activities, learning or raising awareness of behaviour. Preston Close mediation between 10 warring families had taken place over the past 3 years and ASB / Youth nuisance reported incidents had dropped from 27 to 6 to just 4 this year.

VALUE FOR MONEY POINTS/ACTIONS

Recent Developments include:

- Surgeries are being reviewed.
 - DB – due to lack of attendance at these sited surgeries and because the Housing Officers are now more active and visible within their designated neighbourhoods, MHA are intending to stop running these. There are many other events, initiatives, surveys and opportunities that tenants can voice their opinion or their views at. This proposal is currently under consultation with the TCC. Dates and venues have been set for the 1st quarter of 2010 only.
 - MHA Repairs Team using text messages to advise of appointments.
 - MHA Tenancy Packs have been revised.
- The maintenance pack and the general information pack have been amalgamated together.

EQUALITY AND DIVERSITY POINTS/ACTIONS

Recent Developments include:

- Creation of a MHA Financial Inclusion Strategy.
- Service review of Aids and Adaptations.
- The development of a MHA Tenancy Sustainment Strategy.

- The development of an Older Persons' Action Plan.

No additional comments made

CUSTOMER ACCESS POINTS/ACTIONS

Opening Hours

Spectrum Housing Group are harmonising office opening hours, with effect from the 4 January 2010. MHA Head Office Lugley House will be open Monday to Thursday 8.30am to 5pm and on Friday 8.30am to 4.30pm. Rent payments will only be able to be taken until 4pm each day.

Between the hours of 16:30 and 17:00 there will only be reception cover and a Neighbourhood Housing Manager on duty. Primarily the business will just be open as a message taking facility.

Internet Access to Homeswapper at Lugley House

A new computer console has been installed in the Reception area at Lugley House so that any MHA tenant can access the Homeswapper internet site. Wheelchair user's can also access this site using a newly installed computer in one of the Interview Rooms at Lugley House. This is a free service.

5. Performance

5.1 Physical Standard:

Preston Close

DW – Play area has been given approval to go ahead with an anticipation £50k budget to be spent on it.

Trees

ZWA – In response to queries regarding Sutton Close and Mountbatten Drive trees not being trimmed, ZWA informed the group that MHA had paid for an independent surveyor to look at all of the trees that MHA is responsible for. 300 trees need essential work which will take priority. Dead trees will be removed by appointed separate contractors and new planting of replacement trees will happen much later.

DW – MHA are only able to trim trees if there are no wires going through them. If there are, then British Telecom must trim the trees.

5.2 Maintenance Standard:

School Street

DW – window replacements are due to be completed.

Preston Close

DW – fencing will be installed once permission is given and then would be hoping to have this completed before the Summer of 2010.

DK – The same officer that is opposing Preston Close fencing had approved St.Johns Hill. Evidence is being gathered to support the reasons for change. The application is going before the committee in January.

RD – Albany Prison is completing a lot of fencing for mainland projects, would MHA be purchasing the fencing from them?

DW – unable to order the fencing until permission is granted but will investigate the costing and the feasibility of using this resource.

Mountbatten Drive

DW – Pathway cobbles are due to be changed from rounded and difficult to walk on ones, to flat square ones. New steps will also replace the old ones

5.3 Resident Involvement Standard:

AB – There have been no meetings with any resident groups within this Quarter. However R.I. would like to target and involve 16+ age group youths to invite them to form a junior board.

For comments on the Mini Neighbourhood Event and the planned Tea Mobile events, please refer to section 6 of this report.

5.4 Neighbourhood Service Standard:

Neighbourhood Walkabouts Scheduled 1 January 2010 to 31 March 2010

Ryde Elmfield 10 March 2010 @ 2pm

Ryde Binstead 11 March 2010 @ 9am

Ryde Oakfield 18 March 2010 @ 9am

MHA is currently revising the Neighbourhood Walkabout template and the working practice associated with undertaking a Walkabout.

Action point: *The new Walkabout template will be available for viewing at the next NHG meeting in April*

5.5 Community Enterprise:

Growing Spaces

Growing Spaces has installed 154 raised vegetable beds into the gardens of residents in our neighbourhoods. 63 in Ryde, 88 in Newport and 3 in Cowes. We already have a further 70 on the waiting list for next year and have funding secured to deliver this. Priority areas for the project next season will be the Vectic Road area of E.Cowes, Maxted Close area in Cowes and Preston Close in Ryde.

A second funding application has been submitted to Local Food Grants to deliver the project to another 180 households over the 2011 and 2012 Growing Seasons. Funding support has been provided from Newport, Ryde and Cowes Town Councils. East Cowes TC declined to support the project.

Play Area Redevelopment

Planning Permission has now been granted for the redevelopment of the Play Areas at Preston Close, Hookes Way and Nelson Road. Additional funding has also been secured from the Youth Opportunities Capital Fund. £30,000 has been awarded to support the involvement of artist Eccleston George in the development of these spaces.

Future Jobs

MHA bid into the Future Jobs Fund earlier in the summer as part of a 3rd Sector consortium Group (3SC). Future Jobs is a central government initiative aimed at getting young unemployed people, ages 18-25, back to work. The fund provides resources to employ a young person for 6 months at the minimum wage for a minimum of 25 hrs per week and gives the young people work experience and the opportunity to broaden their skills and improve work-readiness.

MHA has been awarded 14 Future Jobs to be started before the end of March 2010. It is likely that there will then follow another year of funding. We have already employed 4 young people within the DLO who will be with us now until June 2010.

Foyer

Funding Applications have been submitted to the Homeopathy Action Trust, Youth Impact Fund, ACL Small Grants scheme and Ryde TC to deliver work with young people. Outcomes of these are not yet known.

Preston Close Flat

We have been leading on some intensive work in the Preston Close area of Ryde over the past few months and as a result have taken 29 Preston Close out of management and opened it up as a community space for use by a range of agencies. To date there has been a Play Ranger session and an adult and family learning Christmas Crafts session in the flat. The Play Rangers are holding a Christmas Party there on the 21st Dec.

We are currently working with Extended Schools, Sure Start, Health Visitors, PNP, Youth service, PCSOs and other agencies to pull together a programme of activity for the new year.

6. Key Impacts / Outcomes

KEY IMPACTS –

Positive View of MHA's Neighbourhood Action Plan's

The mini-neighbourhood event held on the 1st October 2009 saw strong attendance on the day. Consultation with regard the Neighbourhood Action Plan's for the Binstead, Oakfield & Elmfield neighbourhood's was extremely positive and has completed the first round of consultation.

The Association now intends to consult on a more detailed basis at a Neighbourhood level in the early part of 2010.

AB – Tea Mobile initiative was piloted at Woodbine Close in Newport on the 15.12.09. As no tenants visited the scout hut where the event was being staged, the MHA team, along with the ENO for that area, completed a street mapping exercise. The information gathered proved to be very informative.

There are 4 other Newport Tea Mobile events planned for early next year. Dependant on the success of these events it will then be possibly rolled out across all MHA neighbourhoods, targeting specific streets / areas.

OUTCOMES –

Summary : What's working/not working – overall assessment

No comments made