

**Neighbourhood Plan Summary:
Aigburth Neighbourhood Plan 2010-2012
Neighbourhood Rating: Gold**

Key Neighbourhood Issues	Levels of worklessness Rent Arrears Crime Demand		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of crime Reduce rent arrears Make Aigburth a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police, Probation Service,		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
<u>Tackling Worklessness</u>	<u>Estimated Timescale</u>	<u>Goals</u>	<u>Delivery/Resources</u>
<u>Future Jobs Fund Placements</u>	<u>2010-2012</u>	<u>Increase employment opportunities</u>	<u>Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers</u>
<u>Work in partnership with other Housing Providers & agencies to reduce worklessness</u>	<u>Ongoing</u>	<u>Reduce workless and unemployment in LMH neighbourhoods</u>	<u>LMH Regeneration Team</u>
<u>Signposting to other agencies</u>	<u>Ongoing</u>	<u>Increase awareness of advice agencies and remove barriers to employment</u>	<u>LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)</u>
<u>Social Exclusion</u>	<u>Estimated Timescale</u>	<u>Goals</u>	<u>Delivery/Resources</u>
<u>Promote "Home Access" Scheme</u>	<u>Until March 2011</u>	<u>To increase customer access to the internet.</u>	<u>Promotion by LMH on website</u>
<u>Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.</u>	<u>Ongoing</u>	<u>Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.</u>	<u>LMH Independent Living Team</u>

<u>Use the Child Poverty Toolkit to identify appropriate interventions.</u>	<u>Ongoing</u>	<u>Reduce the levels of child poverty and the associated levels of social exclusion.</u>	<u>LMH Regeneration Team</u>
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of Income Service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer teams
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team LMH website
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors, LMH Housing and Customer Teams
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour	Estimated Timescale	Goals	Delivery/Resources
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Customer satisfaction surveys.	Annually.	Customer consultation to assess the impact of interventions.	Business Development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local	Customer involvement officers working with

RESPECT weeks	Ongoing	standard. Tackle ASB and associated neighbourhood problems	TARAs LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Improvement Programme – enhanced security	2010-2013	Reduce burglaries and fear of crime	LMH Investment Team and Contractors.
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer estates officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Viv Carlson – Area Manager			

**Neighbourhood Plan Summary:
Anfield County Neighbourhood Plan 2010-2012
Neighbourhood Rating: Bronze**

Key Neighbourhood Issues	Repairs Costs Poor health/life expectancy Long term unemployment and worklessness Household Income Crime and burglary; Youth disorder Lettable Voids		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of crime and ASB including youth disorder Improve health outcomes for local people Make Anfield County neighbourhood a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/ Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/ Resources
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/ Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living Team.
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team

Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
<p>Signpost to RAISE</p> <p>Carry out value for money review of Income Service</p> <p>Signpost to Trading Standards for loan sharks</p> <p>Agree methods of addressing rent debt</p> <p>RAISE will work collaboratively with Credit Unions</p>	<p>Ongoing – Reviewed annually</p> <p>March 2010</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Maximise residents income</p> <p>Increase rent collection and reduce rent arrears</p> <p>Reduce levels of debt and as a result, increase rent collection</p> <p>Increase rental income</p> <p>Encourage customer participation in mainstream financial products</p>	<p>LMH Income Team</p> <p>LMH Income Manager</p> <p>LMH Housing & Customers Staff</p> <p>LMH Income Team, LMH website</p> <p>RAISE in liaison LMH Income Team</p>
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
<p>Work in partnership with EDF to install cavity wall and loft insulation</p> <p>Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods</p> <p>Signpost to advice agencies for advice on available benefits</p>	<p>2010-2013</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Increased energy efficiency and reduced fuel bills.</p> <p>Increased energy efficiency and reduced fuel bills.</p> <p>Affordable Warmth</p>	<p>LMH Investment Team and Contractors.</p> <p>LMH Investment Team and Contractors. LMH Housing & Customer Teams.</p> <p>RAISE/ Housing Staff</p>

Antisocial Behaviour/ Crime and Burglary	Estimated Timescale	Goals	Delivery/Resources
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in youth disorder /ASB and fear of ASB and crime	LMH Safer Estates and Customer Involvement Officers
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer Involvement Officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing & Customer Teams, Citysafe partners including Merseyside Police
Customer satisfaction surveys.	Annually	Increased customer satisfaction.	Business development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Improvement Programme enhanced security –	2010-2013	Reduce burglaries and fear of crime	LMH Investment Team and Contractors.
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime / fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver SmartWater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters

Investigate the reasons why customers abandon/vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Mike McDonnell – Area Manager			

Neighbourhood Plan Summary: Chatsworth Edge Hill Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver			
Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears Tenancy turnover		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce levels of tenancy turnover Make Chatsworth Edge Hill a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Worklessness agenda	Ongoing	Reduce levels of worklessness in the neighbourhood	LMH Regeneration Team to facilitate partnership working
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)

Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Process to identify social exclusion	December 2010	To identify the levels of social exclusion so responses can be identified	LMH Regeneration Team.
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team to initially identify appropriate interventions
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Signpost to Trading Standards to for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
Carry out value for money review of Income Service	2010	Service improvement resulting in increased rental collection and reduced debt	LMH Income Manager
RAISE to will work collaboratively with Credit Unions	Ongoing	Encourage customer participation in mainstream financial products	RAISE in liaison LMH Income Team
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
	Ongoing	Increased interest and	LMH Housing Team

Advertise low demand stock outside of PropertyPool		accepted offers	
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Antisocial Behaviour	Estimated Timescale	Goals	Delivery/Resources
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Out of Hours reporting service	2010	Make it easier for customers to access ASB service anytime	Liverpool Direct Limited
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Customer satisfaction surveys.	Annually	Customer consultation to assess the impact of interventions	Business development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources

Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors, LMH Housing and Customer Teams.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Key Contact: Ray Ellison – Area Manager			

Neighbourhood Plan Summary: Chelwood Neighbourhood Plan 2010-2012 Neighbourhood Rating: Gold			
Key Neighbourhood Issues	Repairs Costs		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Make Chelwood a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund placements	2010-2012	Increase employment opportunities	Fusion 21 and LMH Regeneration team and Housing teams working with contractors and suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing teams and Customer Involvement Officers (outputs monitored by Regeneration Team)
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out a value for money review of Income Service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Housing and Customer teams LMH website
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote “Home Access” Scheme	March 2011	To increase customer access to the internet	Promotion by LMH
Signpost customers aged 55+ who express an interest in sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate intervention	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Customer satisfaction surveys	Annually	Increased customer consultation and satisfaction	LMH Business Development Team
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources

Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Contractor, Investment Team, LMH website and newsletters
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce fuel bills/poverty	LMH Housing Team in liaison with RAISE, LMH website and newsletters
Key Contact: Bob Siner – Area Manager			

Neighbourhood Plan Summary: City Centre Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver			
Key Neighbourhood Issues	Employment and worklessness Household income Rent arrears		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of crime and ASB Make the City Centre a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Fusion 21, , Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources

Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce worklessness and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of Income Service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team LMH website
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources

Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors, LMH Housing and Customer Teams
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour/ crime and burglary	Estimated Timescale	Goals	Delivery/Resources
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Customer satisfaction surveys	Annually	Increase customer satisfaction	Business Development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Improvement Programme –enhanced security	2010-2013	Reduce burglaries and fear of crime	LMH Investment Team and Contractors
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer estates officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater

Key Contact: Viv Carlson – Area Manager			

**Neighbourhood Plan Summary:
Cressington Neighbourhood Plan 2010-2012
Neighbourhood Rating: Silver**

Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears Abandoned properties Tenancy turnover Lettable voids		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce turnover and abandoned properties Reduce the fear and perception of ASB Make Cressington a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Staff
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out a value for money review of Income Service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Customer and Housing Teams

Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet	Promotion by LMH
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Independent Living Team
Signpost customers aged 55+ who express an interest in sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Regeneration Team
Antisocial Behaviour/ Crime and Burglary	Estimated Timescale	Goals	Delivery/Resources
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in ASB and fear of ASB	LMH Safer Estates Officers
Customer satisfaction surveys	Annually	Customer consultation to assess the impact of interventions	Business development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact
CCTV to be installed in hotspot areas	Ongoing	Reduce ASB and reduce fear of ASB	LMH Safer Estates Officers to identify locations

Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Customer satisfaction surveys	Annually	Increased customer consultation and satisfaction	LMH Business Development Team
High Turnover and Low Demand	Estimated Timescale	Goals	Delivery/Resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Contractor, Investment Team, LMH website and newsletters
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce fuel bills/poverty	LMH Housing Team in liaison with RAISE, LMH website and newsletters
Key Contact: Bob Siner – Area Manager			

**Neighbourhood Plan Summary:
Daneville Neighbourhood Plan 2010-2012
Neighbourhood Rating: Silver**

Key Neighbourhood Issues	Repairs Costs Poor health/life expectancy Levels of worklessness Rent Arrears ASB and youth disorder		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Improve health outcomes for local people Reduce Rent arrears/Increase Financial Inclusion Make Daneville a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE Citysafe partners including Merseyside Police Probation Service, North Liverpool Community Justice Service, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Host a Jet "streets Ahead Officer" in the neighbourhood office	2010-2011	Identify and remover barriers to employment	JET officers and monitored by LMH Regeneration Team
Future Jobs Fund Placements	201-2012	Increase employment opportunities for Tenants	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH housing Team, Customer Involvement Officers (monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote the "Home Access Scheme"	March 2011	Increase access to internet	Promotion by LMH
Use the Child Poverty Toolkit	Ongoing	Reduce the levels of child poverty and the associated levels of Social Exclusion	LMH Regeneration Team
Signpost customers aged 55+ who express an interest in sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customers	LMH Independent Living Team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of Income Service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Agree methods of addressing rent debt	Ongoing	Increase Rental Income	LMH Income Team
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Income Team
Antisocial Behaviour/ crime and burglary	Estimated Timescale	Goals	Delivery/Resources
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Customer satisfaction surveys	Annually	Increased customer consultation to assess the impact of interventions	Business Development Team
Work with Partner agencies to identify positive activities for young people	Ongoing	Reduction in youth disorder/ASB and fear of ASB and crime	LMH Safer Estates and Customer Involvement Officers
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources

Work in partnership with EDF to install cavity wall and loft insulation	2010 – 2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and cheapest payment methods	LMH Investment Team and Contractors, LMH Housing and Customer Teams
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce fuel bills/poverty	LMH Housing team in liaison with RAISE
Key Contact: Janet Calland – Area Manager			

Neighbourhood Plan Summary: Dingle Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver			
Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears Antisocial Behaviour/Crime		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make the Dingle a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police and Probation Service		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Worklessness agenda	Ongoing	Reduce levels of worklessness in the neighbourhood	LMH Regeneration Team to facilitate partnership working
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team

worklessness			
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Host a Jet "Streets Ahead Officer" in the neighbourhood office	2010-2011	Identify and remove barriers to employment	JET officers and monitored by LMH Regeneration Team
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team to initially identify appropriate interventions
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of the income service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards to for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
RAISE will work collaboratively with Credit Unions	Ongoing	Encourage customer participation in mainstream financial products	RAISE in liaison LMH Income Team

Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors, LMH Housing and Customer Teams.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour crime and burglary	Estimated Timescale	Goals	Delivery/Resources
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates Officers
Customer satisfaction surveys.	Annually	Customer consultation to assess the impact of interventions	Business development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact
Improvement Programme – enhanced security	Ongoing	Reduce burglaries and fear of crime	LMH investment Team and Contractors

Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Viv Carlson– Area Manager			

Neighbourhood Plan Summary: Florence Melly Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver	
Key Neighbourhood Issues	Repairs Costs Poor health/life expectancy Levels of worklessness Rent Arrears
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Improve health outcomes for local people Make Florence Melly a sustainable neighbourhood where people choose to live.

Key Agencies	LCC, JET Services, , RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Worklessness agenda	Ongoing	Reduce levels of worklessness in the neighbourhood	LMH Regeneration Team
Host a Jet "Streets Ahead Officer" in the neighbourhood office	2010-2011	Identify and remover barriers to employment	JET officers and monitored by LMH Regeneration Team
Future Jobs Fund Placements	2010-2012	Increase employment opportunities for Tenants	Fusion 21, LMH Regeneration Team and Housing Team Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, Customer Involvement (monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery Resources
Promote "Home Access" scheme	To March 2011	Increase access to internet	Promotion by LMH
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team to identify appropriate interventions
Signpost 55+ customers who express an interest to sheltered accommodation	Ongoing	Increase demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living Team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of the income service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Agree methods of addressing rent debt	Ongoing	Increase Rental Income	LMH Income Team
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Income team
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Signpost to advice agencies	Ongoing	Maximise incomes and so reduce levels of fuel poverty	LMH Housing Team
Work in partnership with EDF to install cavity wall and loft insulation	2010 – 2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and cheapest payment methods	LMH Contractors and Investment Team
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce fuel bills/poverty	LMH Housing Team in liaison with RAISE.
Antisocial Behaviour/ crime and burglary	Estimated Timescale	Goals	Delivery/Resources

Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Out of Hours reporting service	2010	Make it easier for customers to access ASB service anytime	Liverpool Direct Limited
Customer satisfaction surveys	Annually	Increased customer consultation to assess the impact of interventions	Business Development Team
Work with Partner agencies to identify positive activities for young people	Ongoing	Reduction in Crime/ASB	LMH Safer Estates Officers
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Merseyside Police Architectural Liaison Officer.
Work with Citysafe to reduce vehicle crime	Ongoing	Reduce Vehicle Crime	LMH Safer Estates Officer in Liaison with Citysafe partners
Work with Citysafe partners to reduce Hate Crime	Ongoing	Reduce Hate Crime – Fear of Hate Crime	LMH Safer Estates Officer in Liaison with Citysafe partners

Key Contact: Janet Calland – Area Manager

**Neighbourhood Plan Summary:
Heriot Vauxhall Neighbourhood Plan 2010-2012
Neighbourhood Rating: Bronze**

Key Neighbourhood Issues	Poor health/life expectancy Long term unemployment and worklessness Household Income Crime and burglary, youth disorder Tenancy turnover		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of crime and ASB including youth disorder Improve health outcomes for local people Make Heriot Vauxhall neighbourhood a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements Work in partnership with other Housing Providers & agencies to reduce worklessness Signposting to other agencies	2010-2012 Ongoing Ongoing	Increase employment opportunities Reduce workless and unemployment in LMH neighbourhoods Increase awareness of advice agencies and remove barriers to employment	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers LMH Regeneration Team LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)

Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
<p>Promote "Home Access" Scheme</p> <p>Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.</p> <p>Use the Child Poverty Toolkit to identify appropriate interventions</p>	<p>March 2011</p> <p>Ongoing</p> <p>Ongoing</p>	<p>To increase customer access to the internet</p> <p>Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.</p> <p>Reduce the levels of child poverty and the associated levels of social exclusion.</p>	<p>Promotion by LMH</p> <p>LMH Independent Living Team</p> <p>LMH Regeneration Team</p>
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
<p>Signpost to RAISE</p> <p>Signpost to Trading Standards for loan sharks</p> <p>Agree methods of addressing rent debt</p> <p>Carry out value for money review of the income generating service</p> <p>RAISE will work collaboratively with Credit Unions</p>	<p>Ongoing – Reviewed annually</p> <p>Ongoing</p> <p>Ongoing</p> <p>2010</p> <p>Ongoing</p>	<p>Maximise residents income</p> <p>Reduce levels of debt and as a result, increase rent collection</p> <p>Increase rental income</p> <p>Service improvement resulting in increased rental collection and reduced debt</p> <p>Encourage customer participation in mainstream financial products</p>	<p>LMH Income Team</p> <p>LMH Housing and Customer Staff</p> <p>LMH Income Team and LMH website</p> <p>LMH Income Manager</p> <p>RAISE in liaison LMH Income Team</p>
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
<p>Work in partnership with EDF to install cavity wall and loft insulation</p> <p>Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods</p> <p>Signpost to advice agencies for advice on available benefits</p>	<p>2010-2013</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Increased energy efficiency and reduced fuel bills</p> <p>Increased energy efficiency and reduced fuel bills.</p> <p>Affordable Warmth</p>	<p>LMH Investment Team and Contractors</p> <p>LMH Investment Team and Contractors, LMH Housing and Customer Teams</p> <p>RAISE/ Housing Staff</p>

Antisocial Behaviour/ crime and burglary	Estimated Timescale	Goals	Delivery/Resources
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in youth disorder/ASB and fear of ASB and crime	LMH Safer Estates and Customer Involvement Officers
Customer satisfaction surveys	Ongoing	Increased customer satisfaction	Business development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Roll out good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer involvement officers working with TARAs
Improvement Programme – enhanced security	Completed	Reduce burglaries and fear of crime	LMH Investment Team and Contractors
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing & Customer Teams, Citysafe partners including Merseyside Police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team

Advertise low demand stock outside of PropertyPool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Mike McDonnell – Area Manager			

Neighbourhood Plan Summary: Kensington/Phythian/Butler Neighbourhood Plan 2010-2012 Neighbourhood Rating: Bronze			
Key Neighbourhood Issues	Repairs Costs Levels of worklessness Tenancy turnover/voids Rent Arrears		
Overall Priorities & Key Business benefits	Reduce tenancy turnover levels All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Kensington/Phythian/Butler a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE. Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources

Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH and on Website
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing Reviewed annually	Maximise residents income	LMH Income Team
Signpost to Trading Standards to for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
Carry out a value for money review of Income Service	March 2010	Service improvement resulting in increased rental collection and reduced debt	LMH Income Manager
RAISE to work collaboratively with Credit Unions.	Ongoing	Encourage customer participation in mainstream financial products	RAISE in liaison LMH Income Team
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources

Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors, LMH Housing and Customer Teams
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour, Crime and Burglary	Estimated Timescale	Goals	Delivery/Resources
Roll out good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer involvement officers working with TARAs
Increase number of family Intervention Programmes	Ongoing	Fewer evictions and / or transfers due to ASB	LMH Safer Estates Officers
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and customer Involvement Officers
Customer satisfaction surveys	Annually	Increased customer satisfaction	Business development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Improvement Programme – enhanced security	Completed	Reduce burglaries and fear of crime	LMH Investment Team and Contractors
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Merseyside Police and Citysafe partners
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater

High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Ray Ellison – Area Manager			

**Neighbourhood Plan Summary:
Kirkdale Fountains Neighbourhood Plan 2010-2012
Neighbourhood Rating: Bronze**

Key Neighbourhood Issues	Poor health/life expectancy Repairs Costs Long term unemployment and worklessness Crime and burglary and youth disorder Household Income Tenancy Turnover Lettable voids		
Overall Priorities & Key Business benefits	Reduce tenancy turnover and increase demand All homes meet Decent Homes Standard Reduce the fear of crime and ASB including youth disorder Improve health outcomes for local people Make Kirkdale Fountains neighbourhood a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources

Promote "Home Access" Scheme	March 2011 - 2013	To increase customer access to the internet.	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money and review income generation service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team, LMH website.
RAISE will work collaboratively with Credit Unions.	Ongoing	Encourage customer participation in mainstream financial products	RAISE in liaison LMH Income Team
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors, LMH Housing and Customer Teams.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour/ crime and burglary	Estimated Timescale	Goals	Delivery/Resources
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer involvement officers working with TARAs
Increase number of family Intervention Programmes	Ongoing	Fewer evictions and / or transfers due to ASB	LMH Safer Estates Officers

Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and customer Involvement Officers
Community Payback scheme	Ongoing	Reparation and rehabilitation of offenders.	LMH Safer Estates Officers
Customer satisfaction surveys	Annually.	Increased customer satisfaction.	Business Development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
CCTV to be installed in hotspot areas	Ongoing	Reduce ASB and crime and reduce fear of ASB and crime	LMH Safer Estates Officers to identify locations
Improvement Programme – enhanced security	2010-2013	Reduce burglaries and fear of crime	LMH Investment Team and Contractors
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver SmartWater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of PropertyPool	Ongoing	Increased interest and accepted offers	LMH Housing Team

Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Mike McDonnell – Area Manager			

**Neighbourhood Plan Summary:
Knotty Ash Neighbourhood Plan 2010-2012
Neighbourhood Rating: Silver**

Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears Tenancy turnover and Demand		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Knotty Ash a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements	201-2012	Increase employment opportunities for LMH Tenants	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with		Increased energy	LMH Investment Team

LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	efficiency and reduced fuel bills.	and Contractors, LMH Housing and Customer Teams.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team to initially identify appropriate interventions.
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Signpost to Trading Standards to for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
Carry out value for money review of Income Service.	March 2010	Service improvement resulting in increased rental collection and reduced debt.	LMH Income Manager
RAISE to will work collaboratively with Credit Unions.	Ongoing	Encourage customer participation in mainstream financial products.	RAISE in liaison LMH Income Team
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
	Annually.	Customer	Business development

Customer satisfaction surveys. All staff can signpost to support agencies	Ongoing	consultation to assess the impact of interventions. Customers are able to access services.	Team.
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Citysafe partners including Merseyside police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver SmartWater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team

LMH stock			
Key Contact: Ray Ellison – Area Manager			

Neighbourhood Plan Summary: Larkhill Neighbourhood Plan 2010-2012 Neighbourhood Rating: Gold			
Key Neighbourhood Issues	Repairs Costs Poor health/life expectancy Levels of worklessness Rent Arrears		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Improve health outcomes for local people Make Larkhill a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and LMH Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with other housing providers and agencies to reduce worklessness	Ongoing	Reduce levels of worklessness in the neighbourhood	LMH Regeneration Team
Future Jobs Fund Placements	2010-2012	Increase employment opportunities for LMH tenants	Fusion 21, LMH Regeneration Team and Housing Team Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, Customer Involvement (Monitored by LMH Regeneration Team)
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of the income service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Agree methods of addressing rent debt	Ongoing	Increase rental Income	LMH Income Team
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote “Home Access” scheme	March 2011	Increase access to internet	Promotion by LMH
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team to identify appropriate interventions
Signpost customers aged 55+ , who express an interest in alternative accommodation to sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living team
Antisocial Behaviour	Estimated Timescale	Goals	Delivery/Resources
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Customer satisfaction surveys	Annually	Increased customer consultation and satisfaction	Business Development Team
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources

Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increase energy efficiency and reduce bills	LMH Investment Team and Contractors
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise incomes and so reduce levels of fuel poverty	Housing Staff- RAISE
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel Bills	LMH Investment Team and Contractors, LMH Housing and Customer Teams.
Key Contact: Janet Calland – Area Manager			

Neighbourhood Plan Summary: Mill Lane Statton Neighbourhood Plan 2010-2012 Neighbourhood Rating: Gold			
Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears		
Overall Priorities & Key Business Benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Mill Lane Statton a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Framework Contractors, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)

		to employment	
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of Income Service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Process to identify social exclusion	December 2010	To identify the levels of social exclusion so responses can be identified.	LMH Regeneration Team.
Promote “Home Access” Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team.
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Programme Team and Contractors.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources

Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Customer satisfaction surveys	Annually	Increased customer consultation and satisfaction	Business Development Team
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing & Customer Involvement Team, Merseyside Police and Citysafe partners.
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer involvement officers working with TARAs
Key Contact: Ray Ellison – Area Manager			

Neighbourhood Plan Summary: Netherfield Neighbourhood Plan 2010-2012 Neighbourhood Rating: Bronze			
Key Neighbourhood Issues	Repairs Costs Poor health/life expectancy Long term unemployment and worklessness Household Income Crime and burglary and youth disorder Lettable Voids		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of crime and ASB including youth disorder Improve health outcomes for local people Make Anfield County neighbourhood a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources

5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce worklessness and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate intervention	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team
Signpost customers aged 55+, who express and interest in alternative accommodation, to sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH independent living team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of Income Service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team, LMH website
RAISE to will work collaboratively with Credit Unions.	Ongoing	Service improvement resulting in increased rental collection and reduced debt. Encourage customer participation in mainstream financial products.	RAISE in liaison LMH Income Team
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors, LMH Housing and Customer Teams.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour/ Crime and Burglary	Estimated Timescale	Goals	Delivery/Resources

Increase number of family Intervention Programmes	Ongoing	Fewer evictions and / or transfers due to ASB	LMH Safer Estates Officers
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Community Payback scheme	Ongoing	Reparation and rehabilitation of offenders.	LMH Safer Estates Officers
Customer satisfaction surveys.	Annually.	Increased customer satisfaction.	Business Development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
Install CCTV in hotspot locations	Ongoing	Reduce ASB/ crime and fear of ASB crime	LMH Safer Estates Officers to identify locations of CCTV
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs
Improvement Programme – enhanced security	2010-2013	Reduce burglaries and fear of crime	LMH Investment Team and Contractors.
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	Customer Involvement Team, Merseyside Police and Citysafe partners.
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater

High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team website and newsletters
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors,
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and newsletters
Key Contact: Mike McDonnell – Area Manager			

Neighbourhood Plan Summary: New Old Walton Triangle Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver			
Key Neighbourhood Issues	Repairs Costs Poor health/life expectancy Levels of worklessness Rent Arrears ASB and Youth disorder		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Reduce levels of tenancy turnover Improve health outcomes for local people Make the New Old Walton Triangle a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services , RAISE, Framework Contractors, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements	201-2012	Increase employment opportunities for LMH tenants	Fusion 21, LMH Regeneration Team and Housing Team Contractors and Suppliers
Work in partnership with	Ongoing	Reduce	LMH Regeneration Team

other Housing Providers & agencies to reduce worklessness Signposting to outside agencies	Ongoing	worklessness and unemployment in LMH neighbourhoods Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, Customer Involvement Officers (To be monitored by LMH Regeneration Team)
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE Carry out value for money review of the income service Signpost to Trading Standards to for loan sharks Agree methods of addressing rent debt	Ongoing – Reviewed annually March 2010 Ongoing Ongoing	Maximise residents income Increase rent collection and reduce arrears Reduce levels of debt and as a result, increase rent collection Increase rental income	LMH Income Team LMH Income Manager LMH Housing and Customer Teams LMH Income Team
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote “Home Access” scheme Use the Child Poverty Toolkit to identify appropriate interventions Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation	March 2011 Ongoing Ongoing	Increase access to internet Reduce the levels of child poverty and the associated levels of social exclusion Increase demand for sheltered stock and reduce social exclusion amongst 55+ customer base	Promotion by LMH LMH Regeneration Team LMH independent Living Team
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources

Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Customer satisfaction surveys	Annually	Increased customer consultation and satisfaction	Business Development Team
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
All staff to signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
Purchase fencing for "Loop Line"	2010-2011	Reduce the risk of entry to flowers estate from "Loop Line"	LMH Regeneration Team, LCC, Sustrands (Loop Line Management)
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources

Signpost to advice agencies for advice on available benefits	Ongoing	Maximise incomes and so reduce levels of fuel poverty	LMH Housing Team/RAISE
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Investment Team, Contractors, LMH Housing and Customer Teams
Tenancy Turnover, Demand	Estimated Timescale	Goals	Delivery/ resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of PropertyPool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Janet Calland – Area Manager			

**Neighbourhood Plan Summary:
Old Swan Neighbourhood Plan 2010-2012
Neighbourhood Rating: Gold**

Key Neighbourhood Issues	Levels of worklessness Rent Arrears Crime
---------------------------------	---

Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Old Swan a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year Investment Programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements Work in partnership with other Housing Providers & agencies to reduce worklessness Signposting to other agencies	2010-2012 Ongoing Ongoing	Increase employment opportunities Reduce workless and unemployment in LMH neighbourhoods Increase awareness of advice agencies and remove barriers to employment	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers LMH Regeneration Team LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme Use the Child Poverty Toolkit to identify appropriate interventions Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	March 2011 - 2013 Ongoing Ongoing	To increase customer access to the internet. Reduce the levels of child poverty and the associated levels of social exclusion. Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	Promotion by LMH LMH Regeneration Team. LMH independent living team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Value for money review of Income Service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors, LMH Housing and Customer Teams.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour/ Crime and Burglary	Estimated Timescale	Goals	Delivery/Resources
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Customer satisfaction surveys.	Annually.	Customer consultation to assess the impact of interventions.	Business Development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	Customer Involvement Team, Merseyside Police and Citysafe partners.
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners

Work to deliver Smartwater initiative	2010	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Key Contact: Ray Ellison – Area Manager			

Neighbourhood Plan Summary: Orrell Park Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver			
Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Address turnover and demand issues Make Orrell Park a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
future Jobs Fund Placements	201-2012	Increase employment opportunities for 18-24 year olds	Fusion 21, LMH Regeneration Team and Housing Team Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, Customer Involvement (Monitored by LMH Regeneration Team)
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to	Ongoing	Increase the demand for sheltered stock and reduce social exclusion	LMH Independent Living Team

sheltered accommodation. Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	amongst 55+ customer base. Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team.
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of the income service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards to for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
RAISE will work collaboratively with Credit Unions.	Ongoing	Encourage customer participation in mainstream financial products.	RAISE in liaison LMH Income Team
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources

Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors, LMH Housing and Customer Teams.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates Officers
Customer satisfaction surveys.	Annually.	Customer consultation to assess the impact of interventions.	Business development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
Roll out Good Neighbourhood Agreement	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners

Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	2010	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Key Contact: Janet Calland – Area Manager			

Neighbourhood Plan Summary: Princes Park Ward Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver			
Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears Turnover and demand		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Increase demand for neighbourhood Make Princes Park Ward a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Plus Dane ,Dingle Opportunities, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources

Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Host a Jet "streets Ahead Officer" in the neighbourhood office	2010-2011	Identify and remover barriers to employment	JET officers and monitored by LMH Regeneration Team
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Supported Housing Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team to initially identify appropriate interventions
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of the income service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards to for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team

RAISE will work collaboratively with Credit Unions	Ongoing	Encourage customer participation in mainstream financial products	RAISE in liaison LMH Income Team
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors, LMH Housing and Customer Teams
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour/ Crime and Burglary	Estimated Timescale	Goals	Delivery/Resources
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Customer satisfaction surveys	Annually	Customer consultation to assess the impact of interventions	Business Development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Improvement Programme – enhanced security	2010-2013	Reduce burglaries and fear of crime	LMH Investment Team and Contractors
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners

Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs
Key Contact: Viv Carlson – Area Manager			

**Neighbourhood Plan Summary:
Queens Road Neighbourhood Plan 2010-2012
Neighbourhood Rating: Silver**

Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of Crime and ASB including youth disorder Make Queens Road a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To identify the levels of social exclusion so responses can be identified.	LMH Regeneration Team.
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.	LMH Independent Living Team

Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry our value for money and carry out value for money review of the income service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team, LMH website
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour /crime and burglary	Estimated Timescale	Goals	Delivery/Resources
Increase number of family Intervention Programmes	Ongoing	Fewer evictions and / or transfers due to ASB	LMH Safer Estates Officers
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in youth disorder/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Community Payback scheme	Ongoing	Reparation and rehabilitation of offenders.	LMH Safer Estates Officers
Customer satisfaction surveys.	Annually.	Increased customer	Business development

All staff can signpost to support agencies	Ongoing	satisfaction Customers are able to access services.	Team. All LMH staff at point of contact.
Respect weeks	Ongoing	To generate community spirit and set the local standard	LMH Housing and Customer Teams, Citysafe partners including Merseyside Police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer estates officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Roll-Out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement officers working with TARA'S
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team

Key Contact: Mike McDonnell – Area Manager

Neighbourhood Plan Summary: Springwood & Stamfordham Neighbourhood Plan 2010-2012 Neighbourhood Rating: Gold			
Key Neighbourhood Issues	Repairs Costs Long term unemployment and worklessness Household Income		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Springwood & Stamfordham a sustainable neighbourhood where people choose to live		
Key Agencies	LCC, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out a value for money review of Income Service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Income Team and LMH website
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote “Home Access” Scheme	March 2011	To increase customer access to the internet	Promotion by LMH
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Regeneration Team
Signpost customers aged 55+ who express an interest in sheltered accommodation	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Independent Living Team
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Annually	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Customer satisfaction surveys	Ongoing	Increased customer consultation and satisfaction	LMH Business Development Team
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated	LMH Housing and Customer Teams,

		neighbourhood problems	Citysafe partners including Merseyside police
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
5 Year Investment Programme	To be completed 2013	Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Contractor, Investment Team, LMH Housing and Customer Teams
Signpost to advice agencies	Ongoing	Maximise incomes and so reduce levels of fuel poverty	LMH Housing Team and Contractors
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce fuel bills/poverty	RAISE in liaison with LMH Income Team
Key Contact: Bob Siner – Area Manager			

**Neighbourhood Plan Summary:
Three Butt and Lister Neighbourhood Plan 2010-2012
Neighbourhood Rating: Silver**

Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears Antisocial Behaviour		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Make Three Butt and Lister a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, , RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Investment Team and Contractors
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Process to identify social exclusion	December 2010	To identify the levels of social exclusion so responses can be identified.	LMH Regeneration Team.
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to	Ongoing	Increase the demand for sheltered stock and reduce social	LMH Independent Living Team

sheltered accommodation. Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	exclusion amongst 55+ customer base. Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team.
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Signpost to Trading Standards to for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
Carry out value for money review of Income Service.	2010	Service improvement resulting in increased rental collection and reduced debt.	LMH Income Team
RAISE to will work collaboratively with Credit Unions.	Ongoing	Encourage customer participation in mainstream financial products.	RAISE in liaison LMH Income Team
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors. LMH Housing and Customer Teams
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Team

Antisocial Behaviour/ Crime and Burglary	Estimated Timescale	Goals	Delivery/Resources
Increase number of family Intervention Programmes	Ongoing	Fewer evictions and / or transfers due to ASB	LMH Safer Estates Officers
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates Officers
Community Payback scheme	Ongoing	Reparation and rehabilitation of offenders.	LMH Safer Estates Officers
Customer satisfaction surveys.	Annually.	Customer consultation to assess the impact of interventions.	Business Development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
CCTV to be installed in hotspot areas	Ongoing	Reduce ASB and crime and reduce fear of ASB and crime	LMH Safer Estates Officers to identify locations
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Citysafe partners including Merseyside police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners

Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARA'S
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Janet Calland – Area Manager			

Neighbourhood Plan Summary: West Everton Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver	
Key Neighbourhood Issues	Long term unemployment and worklessness Household Income Crime and burglary Tenancy turnover

Overall Priorities & Key Business benefits	Reduce worklessness All homes meet Decent Homes Standard Reduce the fear and perception of crime including youth disorder Make West Everton a neighbourhood a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Hosting Ways to Work officer	2010-2011	Reduce worklessness	Ways to Work Officer hosted by area office.
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources

<p>Promote "Home Access" Scheme</p> <p>Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.</p> <p>Use the Child Poverty Toolkit to identify appropriate interventions</p>	<p>March 2011</p> <p>Ongoing</p> <p>Ongoing</p>	<p>To increase customer access to the internet.</p> <p>Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.</p> <p>Reduce the levels of child poverty and the associated levels of social exclusion.</p>	<p>Promotion by LMH</p> <p>LMH Independent Living Team</p> <p>LMH Regeneration Team</p>
<p>Financial Inclusion/Rent Arrears</p>	<p>Estimated Timescale</p>	<p>Goals</p>	<p>Delivery/Resources</p>
<p>Signpost to RAISE</p> <p>Carry out value for money review of Income Service</p> <p>Signpost to Trading Standards for loan sharks</p> <p>Agree methods of addressing rent debt</p>	<p>Ongoing – Reviewed annually</p> <p>2010</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Maximise residents income</p> <p>Increase rent collection and reduce rent arrears</p> <p>Reduce levels of debt and as a result, increase rent collection.</p> <p>Increase rental income</p>	<p>LMH Income Team</p> <p>LMH Income Manager</p> <p>LMH Housing and Customer Staff</p> <p>LMH Income Team, LMH website</p>
<p>Fuel Poverty & Energy Efficiency</p>	<p>Estimated Timescale</p>	<p>Goals</p>	<p>Delivery/Resources</p>
<p>Work in partnership with EDF to install cavity wall and loft insulation</p> <p>Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods</p> <p>Signpost to advice agencies for advice on available benefits</p>	<p>2010-2013</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Increased energy efficiency and reduced fuel bills.</p> <p>Increased energy efficiency and reduced fuel bills.</p> <p>Affordable Warmth</p>	<p>LMH Investment Team and Contractors.</p> <p>LMH Investment Team and Contractors. LMH Housing and Customer Teams</p> <p>RAISE/ Housing Staff</p>
<p>Antisocial Behaviour/</p>	<p>Estimated</p>	<p>Goals</p>	<p>Delivery/Resources</p>

Crime and Burglary	Timescale		
Increase number of family Intervention Programmes	Ongoing	Fewer evictions and / or transfers due to ASB	LMH Safer Estates Officers
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in youth disorder/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Community Payback scheme	Ongoing	Reparation and rehabilitation of offenders.	LMH Safer Estates Officers
Customer satisfaction surveys.	Annually.	increased customer satisfaction	Business Development Team.
Signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
CCTV to be installed in hotspot areas	Ongoing	reduce ASB and crime and reduce fear of ASB and crime	LMH Safer Estates Officers to identify locations
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer involvement officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside police

High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Mike McDonnell – Area Manager			

**Neighbourhood Plan Summary:
Westminster Neighbourhood Plan 2010-2012
Neighbourhood Rating: Bronze**

Key Neighbourhood Issues	Repairs costs Long term unemployment and worklessness Crime and burglary Household Income Tenancy turnover Abandoned properties Lettable voids		
Overall Priorities & Key Business benefits	Reduce turnover and abandoned properties All homes meet Decent Homes Standard Reduce the fear and perception of crime and ASB including youth disorder Make Westminster neighbourhood a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Where possible use local social enterprises	Ongoing	Increase local employment opportunities	LMH staff

Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team and LMH website
Carry out value for money review of Income Service	2010	Service improvement resulting in increased rental collection and reduced debt.	LMH Income Manager
RAISE to will work collaboratively with Credit Unions.	Ongoing	Encourage customer participation in mainstream financial products.	RAISE in liaison LMH Income Team
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors. LMH Housing and Customer Teams
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Team
Antisocial Behaviour/ crime and burglary	Estimated Timescale	Goals	Delivery/Resources

Increase number of family Intervention Programmes	Ongoing	Fewer evictions and / or transfers due to ASB	LMH Safer Estates Officers
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in youth crime/ ASB and fear of crime and ASB	LMH Safer Estates and Customer Involvement Officers
Community Payback scheme	Ongoing	Reparation and rehabilitation of offenders.	LMH Safer Estates Officers
Customer satisfaction surveys.	Annually.	Customer consultation to assess the impact of interventions.	Business development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
CCTV to be installed in hotspot areas	Ongoing	Reduce ASB and crime and reduce fear of ASB and crime	LMH Safer Estates Officers to identify locations
Roll out Good Neighbourhood Agreement	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAS
Improvement Programme – enhanced security	Completed	Reduce burglaries and fear of crime	LMH Investment Team and Contractors.
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Citysafe partners including Merseyside police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/ fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater

High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Mike McDonnell – Area Manager			

Neighbourhood Plan Summary: Windsor Miles Byles Neighbourhood Plan 2010-2012 Neighbourhood Rating: Silver			
Key Neighbourhood Issues	Levels of worklessness Income Rent Arrears Antisocial Behaviour Turnover and demand		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Windsor Miles Byles a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Plus Dane , Citysafe partners including Merseyside Police & Probation Service		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources

Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to other agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, and Customer Involvement Officers (Monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet.	Promotion by LMH on website
Signpost customers aged 55+, who express an interest in alternative accommodation, to sheltered accommodation.	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base.	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate interventions.	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion.	LMH Regeneration Team
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources

Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of Income Service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Housing and Customer Staff
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team LMH website
RAISE will work collaboratively with Credit Unions.	Ongoing	Encourage customer participation in mainstream financial products.	RAISE in liaison LMH Income Team
Fuel Poverty & Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills.	LMH Investment Team and Contractors.
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable Warmth	RAISE/ Housing Staff
Antisocial Behaviour/ Crime and Burglary	Estimated Timescale	Goals	Delivery/Resources
Work with partner agencies to identify positive activities for young people in Liverpool	Ongoing	Reduction in crime/ ASB and fear of crime and ASB	LMH Safer Estates Officers
Customer satisfaction surveys.	Annually	Increased customer satisfaction	Business Development Team.
All staff can signpost to support agencies	Ongoing	Customers are able to access services.	All LMH staff at point of contact.
Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs

Improvement Programme – enhanced security	2010-2013	Reduce burglaries and fear of crime	LMH Investment Team and Contractors.
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems.	LMH Housing and Customer Teams, Citysafe partners including Merseyside police
Target Hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime/fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
High turnover and low demand	Estimated Timescale	Goals	Delivery/resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and Contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and news letters
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Key Contact: Viv Carlson – Area Manager			

**Neighbourhood Plan Summary:
Woodland, Cherry, Craine and Lilly Grove Neighbourhood Plan 2010-2012
Neighbourhood Rating: Silver**

Key Neighbourhood Issues	Repairs Costs Levels of worklessness Rent Arrears		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Make Woodland, Cherry, Craine and Lilly Grove a sustainable neighbourhood where people choose to live.		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Investment Team and Contractors
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Host a Jet "streets Ahead Officer" in the neighbourhood office	2010-2011	Identify and remove barriers to employment	JET officers and monitored by LMH Regeneration Team
Future Jobs Fund Placements	2010-2012	Increase employment opportunities for Tenants	Fusion 21, LMH Regeneration Team and Housing Team Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Housing Team, Customer Involvement (monitored by LMH Regeneration Team)
Social Exclusion	Estimated Timescale	Goals	Delivery Resources
Promote "Home Access" scheme	March 2011	Increase access to internet	LMH Regeneration Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team to identify appropriate interventions
Signpost 55+ customers who express an interest to sheltered accommodation	Ongoing	Increase demand for sheltered stock and reduce social exclusion amongst 55+ customer base.	LMH Independent Living Team

Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of the income service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Agree methods of addressing rent debt	Ongoing	Increase Rental Income	LMH Income Team
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection.	LMH Income team
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Signpost to advice agencies	Ongoing	Maximise incomes and so reduce levels of fuel poverty	LMH Housing Team
Work in partnership with EDF to install cavity wall and loft insulation	2010 – 2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and cheapest payment methods	LMH Contractors and Investment Team. LMH Housing and Customer Teams
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce fuel bills/poverty	LMH Housing Team in liaison with RAISE.
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH Contractors
Customer satisfaction surveys	Annually	Increased customer consultation to assess the impact of interventions	Business Development Team
Work with Partner agencies to identify positive activities for young people.	Ongoing	Reduction in youth disorder /ASB and fear of Crime and ASB	LMH Safer Estates And Customer Involvement Officers

Roll-out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard.	Customer Involvement Officers working with TARAs
RESPECT Weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside police
Key Contact: Janet Calland – Area Manager			

**Neighbourhood Plan Summary:
Woolton Hunt Cross Neighbourhood Plan 2010-2012
Neighbourhood Rating: Gold**

Key Neighbourhood Issues	Repairs costs Levels of worklessness Rent Arrears Tenancy turnover Lettable voids		
Overall Priorities & Key Business benefits	All homes meet Decent Homes Standard Reduce turnover Reduce the fear and perception of ASB Make Woolton Hunts Cross a sustainable neighbourhood where people choose to live		
Key Agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 Year investment programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with other Housing Providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Future Jobs Fund Placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, Contractors and Suppliers
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Team, Customer Involvement Officers (Monitored by LMH Regeneration Team)
Financial Inclusion/Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Signpost to RAISE	Ongoing – Reviewed annually	Maximise residents income	LMH Income Team
Carry out a value for money review of Income Service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Signpost to Trading Standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH Income Team and LMH website

Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "Home Access" Scheme	March 2011	To increase customer access to the internet	Promotion by LMH
Signpost customers aged 55+ who express an interest in sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living Team
Use the Child Poverty Toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Customer satisfaction surveys	Annually	Increased customer satisfaction.	Business development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Work to deliver Smartwater initiative	Ongoing	Reduce acquisitive crime	LMH Safer Estates Officers and SmartWater
Roll out Good Neighbourhood Agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, Citysafe partners including Merseyside police
Fuel Poverty/Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
5 Year Investment Programme	To be completed 2013	Increase energy efficiency and reduce fuel poverty	LMH Contractors and Investment Team
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and Contractors
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Contractor, Investment Team, LMH website and newsletters
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce	LMH Housing Team in liaison with RAISE, LMH

		fuel bills/poverty	website and newsletters
Key Contact: Bob Siner – Area Manager			

