



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North West Area
Anfield County

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North West Area - Anfield County Neighbourhood

My Neighbourhood

The Anfield County neighbourhood is by far the largest within the North West CHIA with a population of 20,283. It stretches from Queens Drive (Walton) right to West Derby Road taking in both the football stadia, Stanley Park and Edinburgh Park. The majority of properties are privately owned with the average house price being £69,000 and the average household income is £24,400 pa, but there are several registered social landlords in the area, LMH for example, who manage 383 properties which consist of some flats and bungalows and over 250 houses. As at March 2010, the Anfield County neighbourhood had just under three quarters (72%) of its stock in need of works to meet the Decent Homes Standard.

Location wise, this neighbourhood has several arterial routes Queens Drive, West Derby Road, Breck Road, County Road leading onto Walton Road and Walton Lane which puts the neighbourhood in a great location for travel throughout the city and into the city centre. For such a large neighbourhood there are understandably several wards for the area these being Anfield, County, Kensington & Fairfield and Tuebrook & Stoneycroft. There are many busy shopping areas to choose from but Asda, behind

the mall in Breck Road, is the biggest superstore in the area, Sainsbury's is just past the tip of the boundary in Walton. There are numerous schools scattered throughout such as Gwladys Street, Walton Street CP and Breckfield CP to name just a few. A play area can be found in Thirlmere Road and there is Anfield Recreational Ground with the main police station at Walton Lane as Tuebrook Police Station, although local to some residents, is outside the neighbourhood boundary.

Average house price:






£69,000

LMH houses:

383

Decent homes:

28%

Indicator	Rating
Abandoned Properties	 silver
Tenancy Turnover	 bronze
Lettable Voids	 bronze
Bids Per Neighbourhood	 silver
Average Rent Arrears	 silver
Average Repair Costs Per Property	 bronze
Long Term Unemployment	 bronze
Household Income	 bronze
Education Attainment (5 GCSE's Grade C & Above)	 gold
Crime Burglary	 bronze
Worklessness	 bronze
Overall Neighbourhood Rating	 bronze

Educational Attainment

The sustainability of the Anfield County neighbourhood is at risk as there are significant issues and areas of concern. The only gold rating is for educational attainment which has scored well with above average results.

Household Income, Rent Arrears, Long Term Unemployment & Worklessness

Long term unemployment and worklessness (adults of working age claiming benefit) are bronze as both are significant issues and may indicate that there is a problem of more than one family member within the same household in receipt of benefit. This then impacts on the levels of household income, which is also bronze as these are below average in the neighbourhood and it could be true to say that one consequence of low household income are the level of rent arrears, which is silver a cause for concern.

Tenancy Turnover, Abandoned Properties & Bids Per Neighbourhood

From a housing management perspective, there are bronze scores for tenancy turnover and lettable voids (vacant properties not relet within target time) and silver for the level of abandoned properties in the area. This tells us tenancies are short term as people are choosing not to stay in the area and there are demand issues for vacant properties as indicated by the silver score for

bids per neighbourhood, hence not achieving the relet target times. The level of crime/burglary is a significant problem in the neighbourhood and carries a bronze rating.

Average Repairs Costs Per Property

The repair cost category gives an indication of the amount of money spent on repairing properties within the neighbourhood. The repairs are a combination of the following:

- Properties lacking investment which will be tackled by the improvement works.
- Repairs outside the normal, expected 'wear and tear' - in this instance the terms of the tenancy agreement will be enforced i.e. rechargeable repairs.
- Particular repairs are costly i.e. roof or chimney repairs require scaffolding which adds to the total cost of the job.

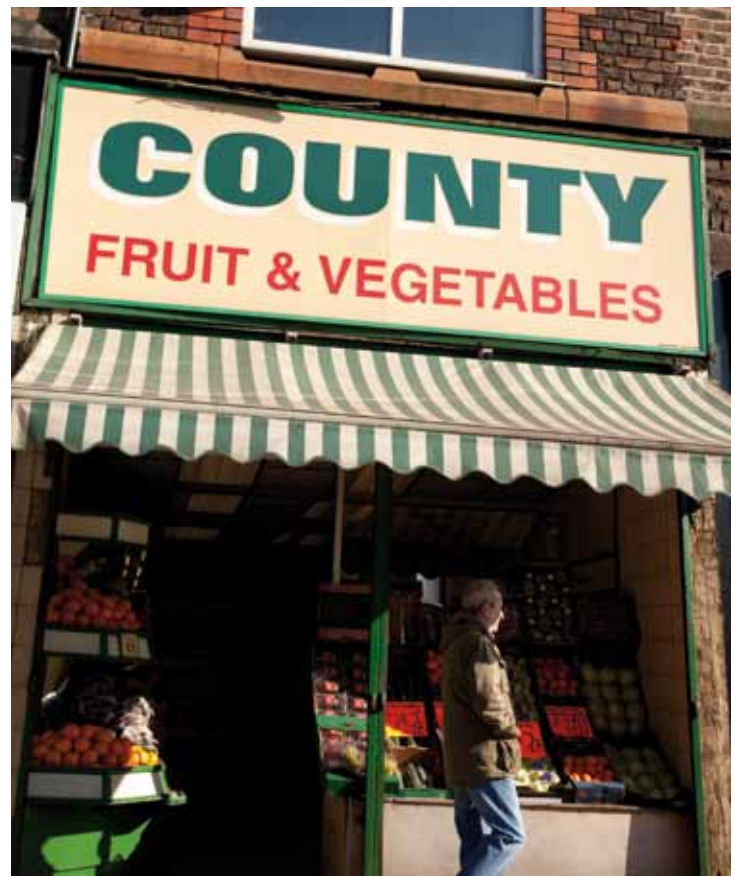
The bronze score for this indicator tells us that the volume/cost of repairs have reached significant levels, above the average for the city.

Overall Neighbourhood Rating

The overall neighbourhood rating is bronze for Anfield County indicating there are a number of issues that need to be addressed in order to improve its sustainability.

Interventions should therefore be made in the following areas:-

- Long term unemployment
- Levels of worklessness
- Levels of household income
- Demand, lettable voids & tenancy turnover
- Repair costs
- Abandoned properties
- Rent arrears performance
- Crime/burglary



Neighbourhood Plan Summary

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 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 Team, Customer Involvement Officers (monitored by LMH Regeneration Team)

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
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
Promote "home access" scheme	March 2011	To increase customer access to the internet	Promotion by LMH
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 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, City safe 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

Key Contact: Mike McDonnell - Area Manager

Sample of interventions in neighbourhood. If you would like a full list visit our website at www.liverpoolmutualhomes.org



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



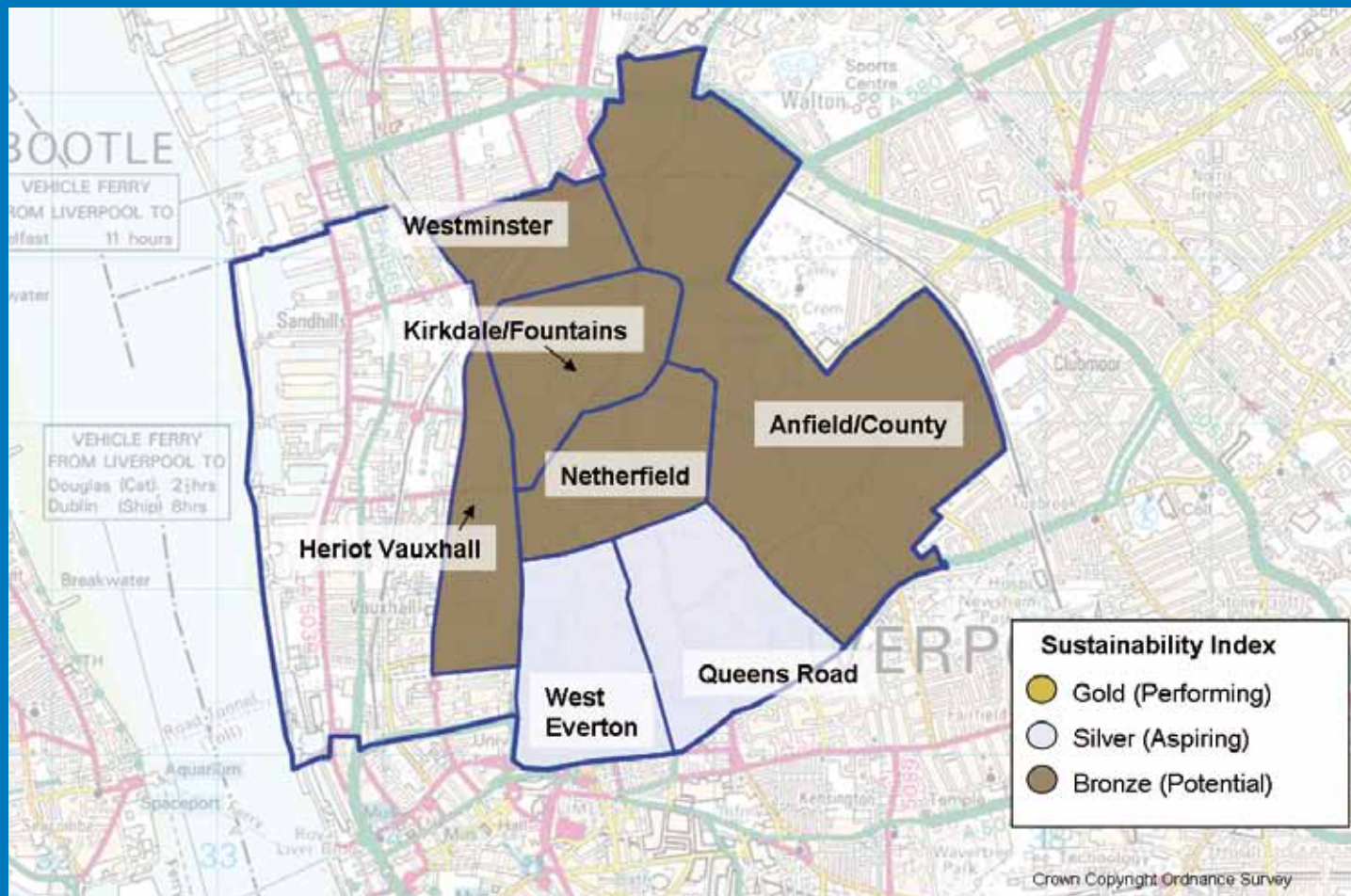
Focus on Homes



Focus on Improvement



Focus on Viability and Value for Money



Useful LMH phone numbers:

- Repairs - 0800 678 1894
- Gas servicing - 0800 678 1894
- For housing management, rents, allocations, anti-social behaviour, adaptations and general enquires about your LMH home:
- North West Area Housing Office - 0800 678 1892
- Head Office - 0800 678 1890
- RAISE (money advice) - 0151 291 7850

Useful Liverpool City Council phone numbers:

- Rubbish collection, removal of unwanted bulky items, fly tipping, graffiti removal, street lighting, pest control, recycling, abandoned vehicles - 0151 233 3001
- Council Tax enquiries - 0151 233 3008
- Housing & Council Tax Benefit enquiries - 0151 233 3009
- Local One Stop Shop - 0151 233 3016