



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North Area
Florence Melly

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North Area - Florence Melly Neighbourhood

My Neighbourhood

The Florence Melly neighbourhood has the smallest population out of all the neighbourhoods in the North CHIA with 4,033 residents. The average house price is £100,000 and the average household income is £23,615 pa. Privately owned properties sit alongside properties registered to social landlords such as CDS and LMH and there is a very proactive resident group called the Florence Melly Action Committee who represents the community and its residents on local issues and concerns. As at March 2010 the Florence Melly neighbourhood currently has just 13% of its stock in need of works to meet the Decent Homes Standard.

The area is very quiet and the community is settled and there is a great sense of community spirit and pride. LMH manage 543 properties in this neighbourhood and the vast majority are houses. Right in the middle of the neighbourhood is the Florence Melly Primary School. The wards for this area are Clubmoor and County. The neighbourhood is boarded by Queens Drive, which is a main arterial route through the city, Walton Hall Avenue which has bus routes into the city and out onto the East Lancs, and Abingdon Grove where the Asda superstore is just across the actual neighbourhood

boundary. The nearest leisure centre and recreational open space is Walton Hall Park again, just outside the boundary on Walton Hall Avenue.

Average house price:

£100,000

LMH houses:

543

Average income:









£23,615

Population:

4,033

Decent homes:

87%

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

Abandoned Properties, Turnover, Lettable Voids & Bids Per Neighbourhood

From a housing management perspective the gold scores for abandoned properties, tenancy turnover and lettable voids (vacant properties relet within target times) tells us that people are choosing to stay in the neighbourhood and that there is high demand for the few properties that become available. The low number of bids per property tells us that people are not bidding for this neighbourhood because of that high demand and do not realistically expect to be successful so bid elsewhere, for less popular areas.

Educational Attainment, Crime & Burglary

Educational attainment is good for the area hence the gold rating but the levels of crime/burglary are a concern with an silver score.

Worklessness, Long Term Unemployment & Rent Arrears

Long term unemployment is a significant issue for the neighbourhood and together with the level of worklessness (adults of working age not in paid employment) may indicate that the problem is more chronic in nature and may affect different generations within the same household. This obviously impacts on the levels of household income, which is bronze and it could be true to say that another consequence of low income are

the level of rent arrears which is silver, a cause for concern in the area.

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 silver score for this indicator tells us that the volume/cost of repairs have reached levels that are a cause for concern in this neighbourhood.

Overall Neighbourhood Rating

The overall neighbourhood sustainability rating is silver for the Florence Melly neighbourhood, indicating interventions should be made in the following areas:-

- Long term unemployment
- Levels of worklessness
- Levels of household income
- Rent arrears performance

- Repair costs
- Crime/burglary
- Social exclusion



Neighbourhood Plan Summary

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

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
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	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
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
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
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce fuel bills/poverty	RAISE/ housing staff

Key Contact: Janet Calland - 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



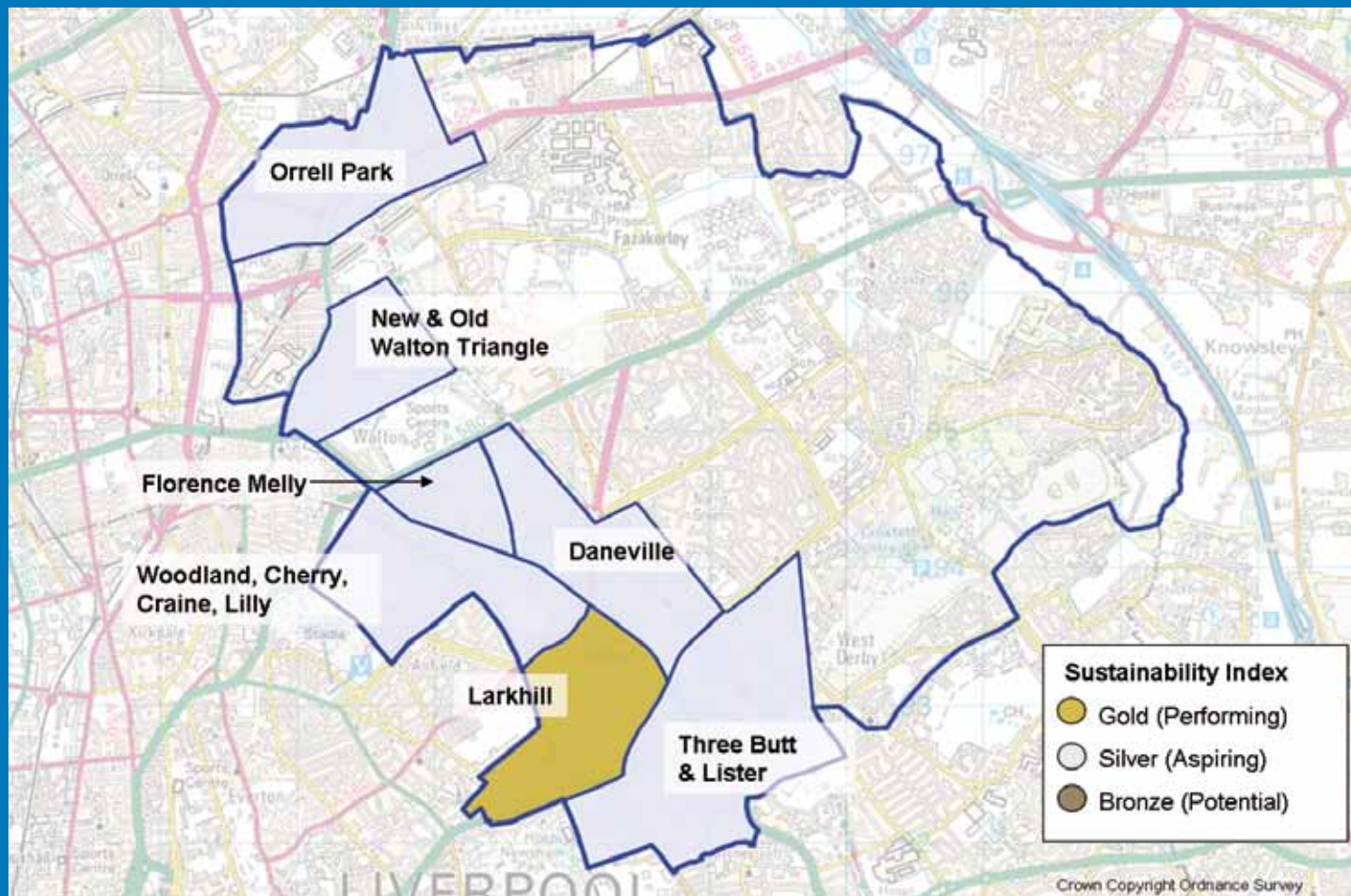
Focus on Homes



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 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