



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North West Area
Heriot Vauxhall

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North West Area - Heriot Vauxhall Neighbourhood

My Neighbourhood

The Heriot Vauxhall neighbourhood has a population of 5,800. There are several housing providers within this neighbourhood along with properties that are privately owned. It has good kerb appeal with some tree lined streets and a couple of quiet cul-de-sacs. The area is well maintained as too are the houses many of which have off street parking. The average house price in the area is £95,000 and the average household income is £21,151pa. There is good community spirit and an active residents group based in the Vauxhall Neighbourhood Council (VNC) which also houses the Lifeline scheme and various community events throughout the year. LMH is one of the housing providers in this neighbourhood with 743 properties consisting of flats, bungalows, over 500 houses and one sheltered accommodation scheme. The Heriot Vauxhall neighbourhood as at March 2010 had just under three quarters (71%) of its stock in need of works to meet the Decent Homes Standard.

Location wise, residents have easy access into the city centre, where along with the shopping, there are great transport links for travel throughout Liverpool and onto Wirral and Chester for example












by bus and train and there is also both the Mersey Tunnels for car users. There are local shops the length of Stanley Road and although out of the neighbourhood boundary, residents have a short distance to travel to Walton Road/County Road and Great Homer Street where there is also a weekly market. This neighbourhood is unique as it has the Community Justice Centre (CJC) in Boundary Street. It has the powers of a courtroom and works closely with residents to tackle crime and anti-social behaviour. A recent initiative is the 'Community Payback' scheme where offenders carry out their community service in the neighbourhood where they committed their crime. The only ward to serve this area is Kirkdale.

Average house price:

£95,000

Decent homes:

29%

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

Worklessness, Rent Arrears & Long Term Unemployment

The sustainability of the Heriot Vauxhall neighbourhood is at risk as there are significant issues and areas of concern. Long term unemployment and worklessness (adults of working age claiming benefit) both are bronze and may indicate that there is a problem of more than one family member within the same household is 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 an area of risk.

Tenancy Turnover, Lettable Voids & Abandoned Properties

From a housing management perspective, the bronze score for tenancy turnover tells us that people are choosing not to stay for any great length of time in their homes, lettable voids (vacant properties not relet within target time) is also a cause for concern indicating there is not a high demand for the properties when they do become available. There are no issues regarding abandoned properties in the area so this category has a gold score.

Educational Attainment & Crime

The level of crime/burglary is a significant problem

and this will have a negative impact on the area and educational attainment is silver, a cause for concern as results are below the citywide average.

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 rating is bronze for the Heriot Vauxhall neighbourhood 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 & tenancy turnover
- Rent arrears performance
- Crime/burglary
- Educational attainment



Neighbourhood Plan Summary

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
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

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Carry out value for money review of the income generating service RAISE will work collaboratively with credit unions	2010 Ongoing	Service improvement resulting in increased rental collection and reduced debt Encourage customer participation in mainstream financial products	LMH Income Manager RAISE in liaison LMH Income Team
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
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	Ongoing	Increased customer satisfaction	Business Development Team
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable warmth	RAISE/ housing staff
High Turnover & Low Demand	Estimated Timescale	Goals	Delivery/Resources
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and newsletters
Key Contact: Mike McDonnell - Area Manager			



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



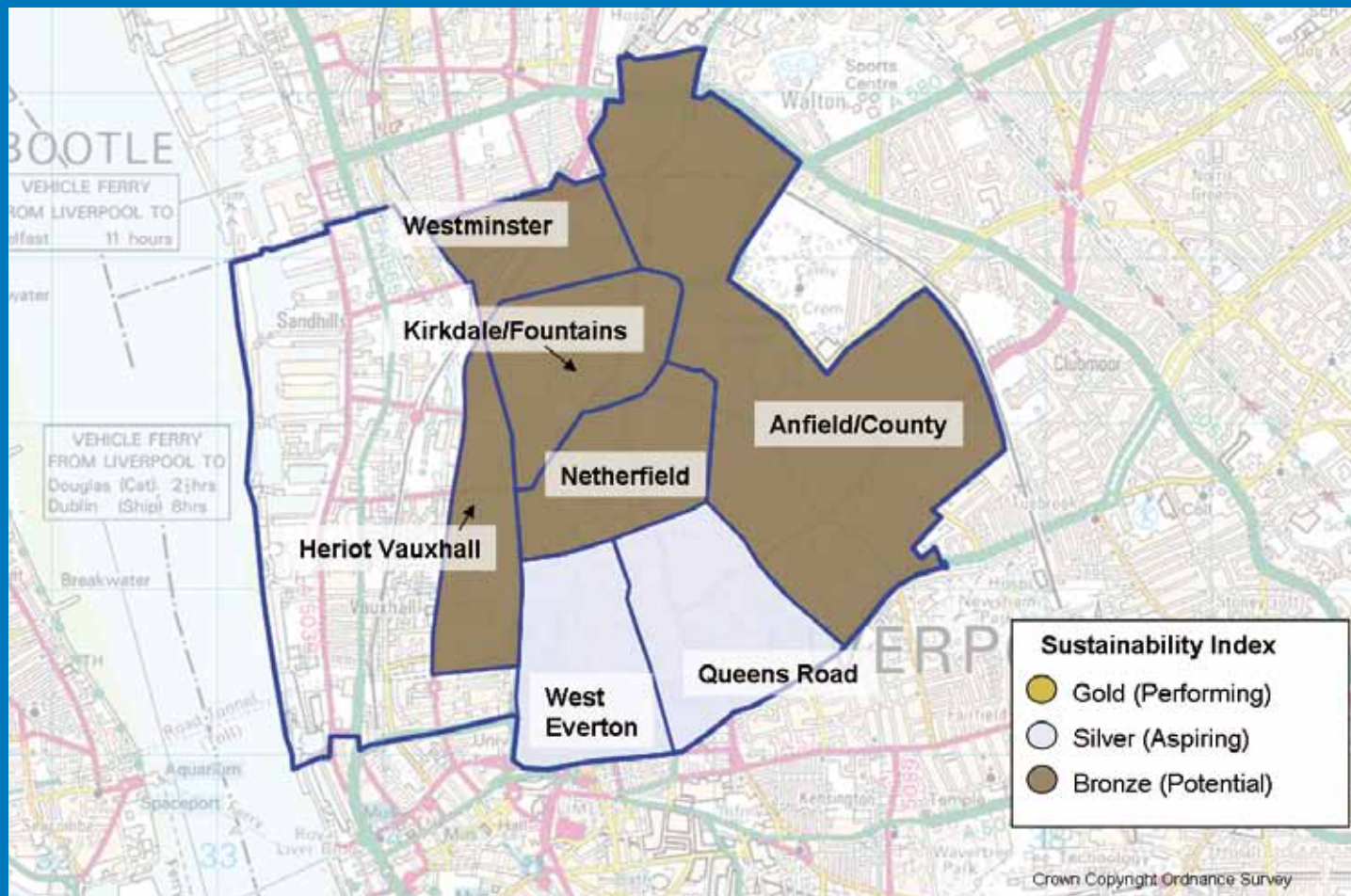
Focus on Homes



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