



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North West Area
Netherfield

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North West Area - Netherfield Neighbourhood

My Neighbourhood

Although not the largest of the neighbourhoods the Netherfield neighbourhood has a population of 5,265. The average house price is £ 68,125 and the average household income is £22,164 pa. There is a mix of privately owned properties and properties registered to social landlords such as LMH who manage 479 properties consisting of two main areas where there is a concentration of flats, over 180 houses and some bungalows. As at March 2010 the Netherfield neighbourhood has just 2% of its stock in need of works to meet the Decent Homes Standard.

The Everton Sports Centre is central to this neighbourhood on Great Homer Street which alongside the local shops there is a weekly market. This area is subject to development as part of Project Jennifer and the new NSPCC Centre is now located here and hopefully in the near future, a new superstore. The area is in a great location for immediate easy access into the city centre but there are other local shops to be found on Robson Street. The largest school in the area is Notre Dame but others are Our Lady Immaculate RC (where there are also fabulous views of the river) and Hope Valley CP on Walton Breck Road. The wards for this

neighbourhood are Anfield, Everton and Kirkdale.

LMH also has a number of garages in the Netherfield neighbourhood. Whilst some of them are used and maintained, a number are in disrepair and /or are no longer used by customers. Therefore an appraisal of the garages will be undertaken to assess their long term viability.

Average house price:

£68,125

LMH houses:




479

Average income:

£22,164

Decent homes:

98%

Indicator	Rating
Abandoned Properties	 bronze
Tenancy Turnover	 bronze
Lettable Voids	 bronze
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	 bronze
Worklessness	 bronze
Overall Neighbourhood Rating	 bronze

Rent Arrears, Worklessness & Long Term Unemployment

The sustainability of the Netherfield neighbourhood is at risk as there are significant issues and areas of concern. Long term unemployment and worklessness (adults of working age claiming benefit) are both scored bronze and the levels 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 rent arrears, which is a cause for concern with a silver score.

Lettable Voids, Tenancy Turnover & Abandoned Properties

From a housing management perspective, there are bronze scores for tenancy turnover and lettable voids (vacant properties not relet within target time) and 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. There have been incidents of anti-social behaviour and neighbour nuisance in certain parts of this neighbourhood which will contribute to the poor ratings and will deter people

from staying, it will also account for some of the drop in demand for properties in the neighbourhood, and as a result, some properties are proving difficult to let. To compound the issue, these properties are situated on a hill which will deter potential residents because of the steep climb.

Educational Attainment, Crime & Burglary

The level of crime/burglary is also a significant problem in the area and this will have a similar negative impact. The only gold rating achieved is for educational attainment which, although positive, cannot on its own improve sustainability.

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 Netherfield 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, lettable voids & tenancy turnover
- 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 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
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 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
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team 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
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Community payback scheme	Ongoing	Reparation and rehabilitation of offenders	LMH Safer Estates Officers
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
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
High Turnover & Low Demand	Estimated Timescale	Goals	Delivery/Resources
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team website and newsletters



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



Focus on Homes



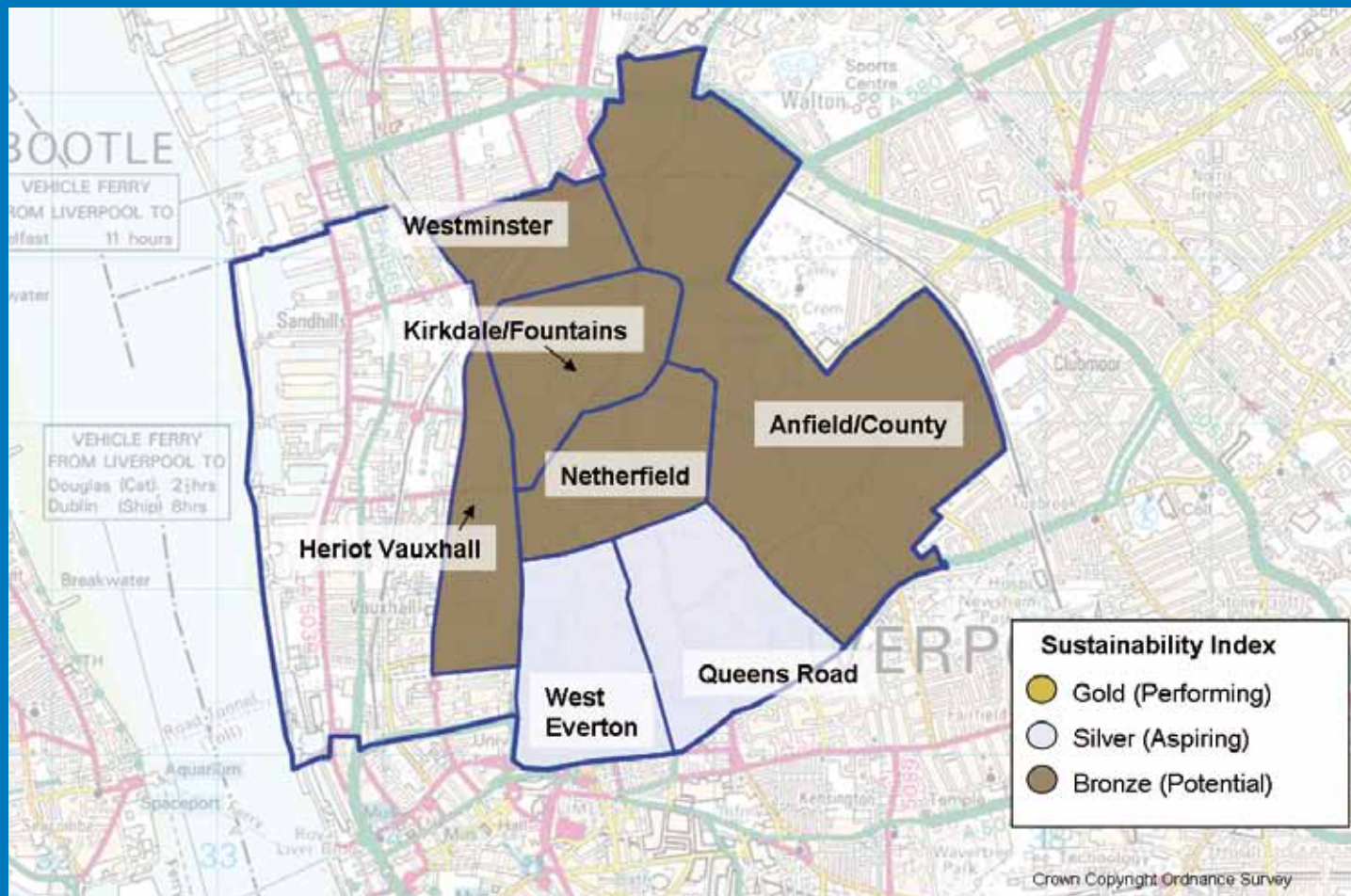
Focus on Improvement



Focus on Viability and Value for Money

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



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