



ILOVEMYLMH  
neighbourhood

Liverpool Mutual Homes  
East Area  
Old Swan

*Pride in Our Homes, Proud of Our Neighbourhoods*

# I love my neighbourhood

## East Area - Old Swan Neighbourhood

### My Neighbourhood

The Old Swan neighbourhood is the biggest within the East CHIA with a population of 35,397. The average house price is £109,500 and the average household income is £29,058 pa. There is a good tenure mix in this area with privately owned properties and properties registered with social landlords such as LMH who manage 560 properties in the area with build types ranging from flats, houses and maisonettes. As at March 2010 the Old Swan neighbourhood currently has 10% of its stock in need of works to meet the Decent Homes Standard.

Old Swan is very popular because of location, shops and access into the city and out onto the motorway. There are tree lined streets with traditional style homes and communities are very settled. Old Swan residents also have access to some great shopping facilities such as Prescot Road, Tesco's, Sainsbury's and the Edge Lane Retail Park and have easy access to the Queens Drive ring road which is another major route enabling travel across the city. This neighbourhood has several wards - Knotty Ash, Old Swan, West Derby and Yew Tree.

From a health perspective, the Old Swan

neighbourhood has immediate access to both Broadgreen and Alder Hey hospitals with others such as the Royal Liverpool and The Women's Hospital being accessible by short car or bus journeys. There are several primary and secondary schools within the area with some further education facilities dotted throughout.


LMH also has a number of garages in the Old Swan neighbourhood. Whilst many of them are used and maintained, a number of the sites 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:

£109,500

Decent homes:

90%

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

## Abandoned Properties, Lettable Voids & Tenancy Turnover

From a housing management perspective, there are no concerns in terms of the number of abandoned properties or tenancy turnover for the Old Swan neighbourhood as both of these have a gold rating. This would indicate residents are settled and choosing to stay. The silver rating for the low number of bids for vacant properties relate to a cluster of unpopular one bedroom flats which are hard to let and have subsequently attracted anti-social behaviour and criminal activity. However, a project is now underway to bring these properties back into the housing market.

## Rental Arrears, Long Term Unemployment & Worklessness

Long term unemployment levels and worklessness (adults of working age not in paid employment) are a concern and may indicate that there is a problem of more than one generation within the same family or more than one family member is in receipt of benefit. It would be a fair assumption to make that these will impact on the level of rent arrears in the area.

## Crime and Burglary, Education & Household Income

Household income in the neighbourhood overall is good with a gold score together with the level of

educational attainment. The level of crime/burglary is silver indicating a problem for the neighbourhood.

## 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 gold score for this indicator tells us that the volume/cost of repairs are below the city average in this neighbourhood.

## Overall Neighbourhood Rating

Based on this index, the overall rating is gold which indicates a sustainable neighbourhood for Old Swan, but indicators suggest some issues need to be addressed:

- Demand for lettable voids & bids per neighbourhood and anti-social behaviour issues relating to the unpopular flats
- Long term unemployment

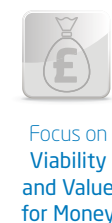
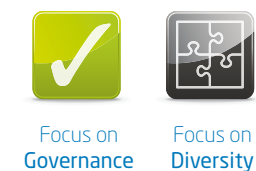
- Levels of worklessness
- Rent arrears performance
- Crime/burglary

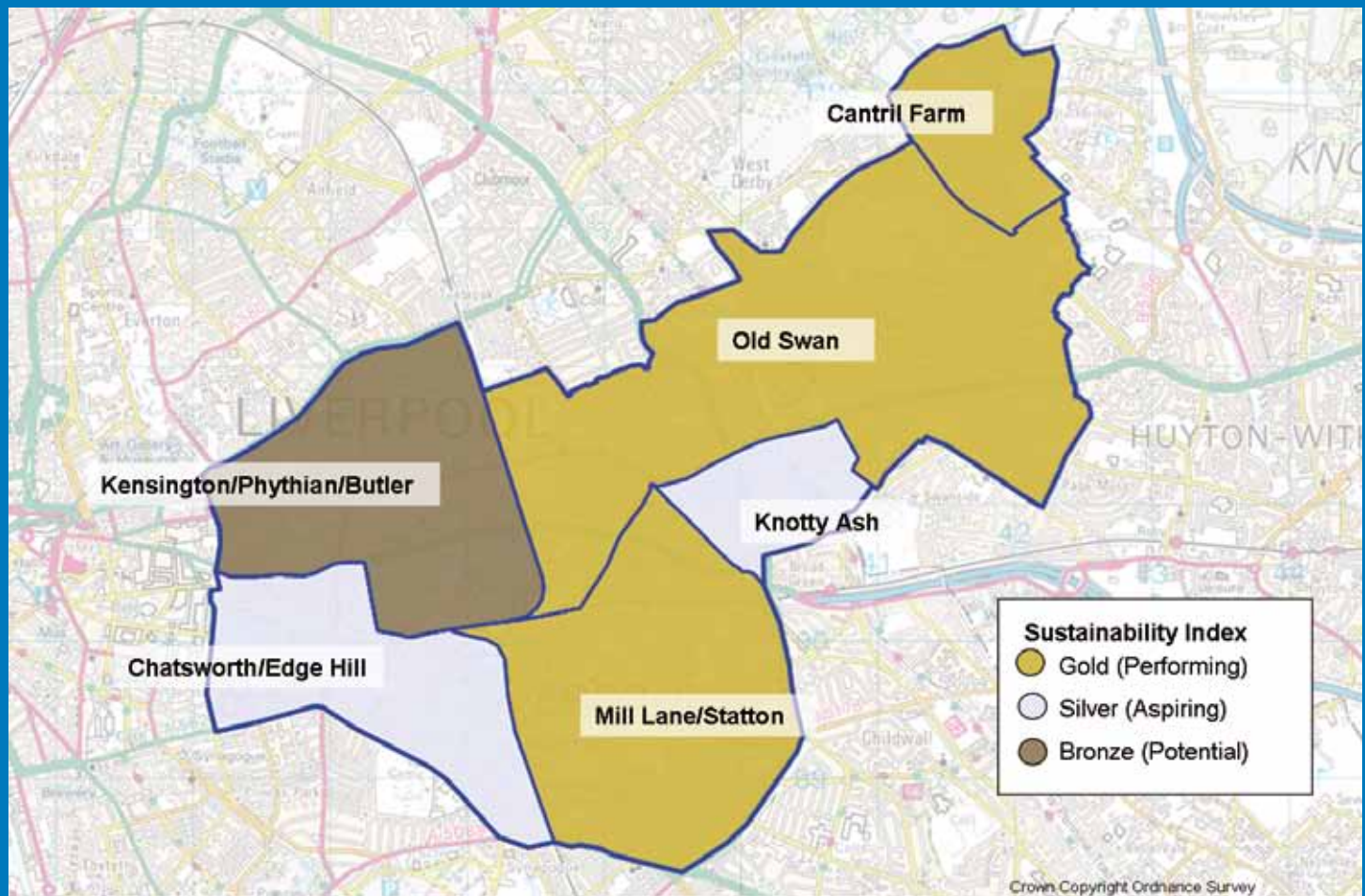


## Neighbourhood Plan Summary

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
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
Value for money review of income service	March 2010	Increase rent collection and reduce rent arrears	LMH Income Manager
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
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/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Customer satisfaction surveys	Annually	Customer consultation to assess the impact of interventions	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
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
<b>Key Contact: Ray Ellison – Area Manager</b>			





#### 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:

East Area Housing Office - 0800 678 1891

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