



ILOVEMYLMH  
neighbourhood

Liverpool Mutual Homes  
North Area  
New and Old Walton Triangle

*Pride in Our Homes, Proud of Our Neighbourhoods*

# I love my neighbourhood

## North Area - New and Old Walton Triangle Neighbourhood

### My Neighbourhood

The New & Old Walton Triangle neighbourhood has one of the smallest populations out of all the neighbourhoods in the North CHIA with 4,514 residents. The average house price is £96,000 and the average household income is £24,699 pa. Privately owned properties and properties registered to social landlords such as LMH sit together in this neighbourhood with LMH managing 511 ranging from flats, houses some bungalows and a sheltered housing scheme. As at March 2010 the New & Old Walton Triangle neighbourhood currently has 59% of its stock in need of works to meet the Decent Homes Standard.

Northcote Primary School is situated close to the Sure Start Centre and the Sainsbury's superstore is on located on the Cavendish Retail Park. Rice Lane leads into Walton Vale, a very busy shopping area albeit just outside the neighbourhood boundary. Walton Hall Park borders one whole side of this neighbourhood and other recreational/open spaces can be found at Rice Lane and Stalmine Road Gardens. Several bus routes operate along Rice Lane into the city centre and Queens Drive is not far away providing access across the city but residents from this neighbourhood have approached

the bus companies requesting they improve their service and increase the number of buses operating in the evenings and at weekends. Warbreck is the sole ward for this neighbourhood

Average house price:

£96,000

LMH houses:

511

Average income:

£24,699

Decent homes:

41%

Indicator	Rating
Abandoned Properties	 silver
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	 silver
Worklessness	 bronze
<b>Overall Neighbourhood Rating</b>	 silver

## Educational Attainment

The New & Old Walton Triangle neighbourhood is failing to achieve in virtually all of the individual categories as the only gold for the area is education attainment.

## Rent Arrears, Worklessness & Long Term Unemployment

Long term unemployment and worklessness (adults of working age not in paid employment) are significant issues and have a bronze rating and these 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 also bronze and it could be true to say that another consequence of low income are rent arrears which is silver, a cause for concern in the area.

## Abandoned Properties, Bids Per Neighbourhood & Lettable Voids

From a housing management perspective, there are silver ratings for abandoned properties and bids for available properties and bronze scores for tenancy turnover and lettable voids (vacant properties not relet within target time). This tells us that people are choosing not to stay in the area and there is poor demand for vacant properties and that is why we are failing to meet strict relet target times. This can be attributed to incidents of anti-social

behaviour and neighbour nuisance, and indeed some criminal activity in the neighbourhood thus affecting demand for the area as a whole. To add to this problem, there is some graffiti and vandalism which can detract from the kerb appeal for any prospective resident and some think parts of this neighbourhood are isolated, set back from the main road and shops.

## Average Repairs Cost 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

To address the overall neighbourhood sustainability silver rating for the New & Old Walton Triangle

neighbourhood, interventions should be made in the following areas:-

- Long term unemployment
- Levels of worklessness
- Levels of household income
- The number of abandoned properties
- Demand, tenancy turnover, anti-social behaviour issues
- Rent arrears performance
- Repair costs
- Crime/burglary



## Neighbourhood Plan Summary

Key neighbourhood issues	Repairs costs Poor health/life expectancy Levels of worklessness Rent arrears ASB and youth disorder		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Reduce levels of tenancy turnover Improve health outcomes for local people Make the New & Old Walton Triangle a sustainable neighbourhood where people choose to live		
Key agencies	LCC, JET Services , RAISE, Framework Contractors, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, PCT		
<b>Property Improvements</b>	<b>Estimated Timescale</b>	<b>Goals</b>	<b>Delivery/Resources</b>
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
<b>Tackling Worklessness</b>	<b>Estimated Timescale</b>	<b>Goals</b>	<b>Delivery/Resources</b>
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
Signpost to RAISE	Ongoing – reviewed annually	Maximise residents income	LMH Income Team
Carry out value for money review of the income service	March 2010	Increase rent collection and reduce arrears	LMH Income Manager
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote “home access” scheme	March 2011-2013	To increase customer access to the internet	Promotion by LMH
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
All staff to signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
Purchase fencing for “Loop Line”	2010-2011	Reduce the risk of entry to flowers estate from “Loop Line”	LMH Regeneration Team, LCC, Sustrands (Loop Line Management)
Roll out good neighbourhood agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs
Tenancy Turnover, Demand	Estimated Timescale	Goals	Delivery/Resources
Investigate the reasons why customers abandon/ vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team

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](http://www.liverpoolmutualhomes.org)



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



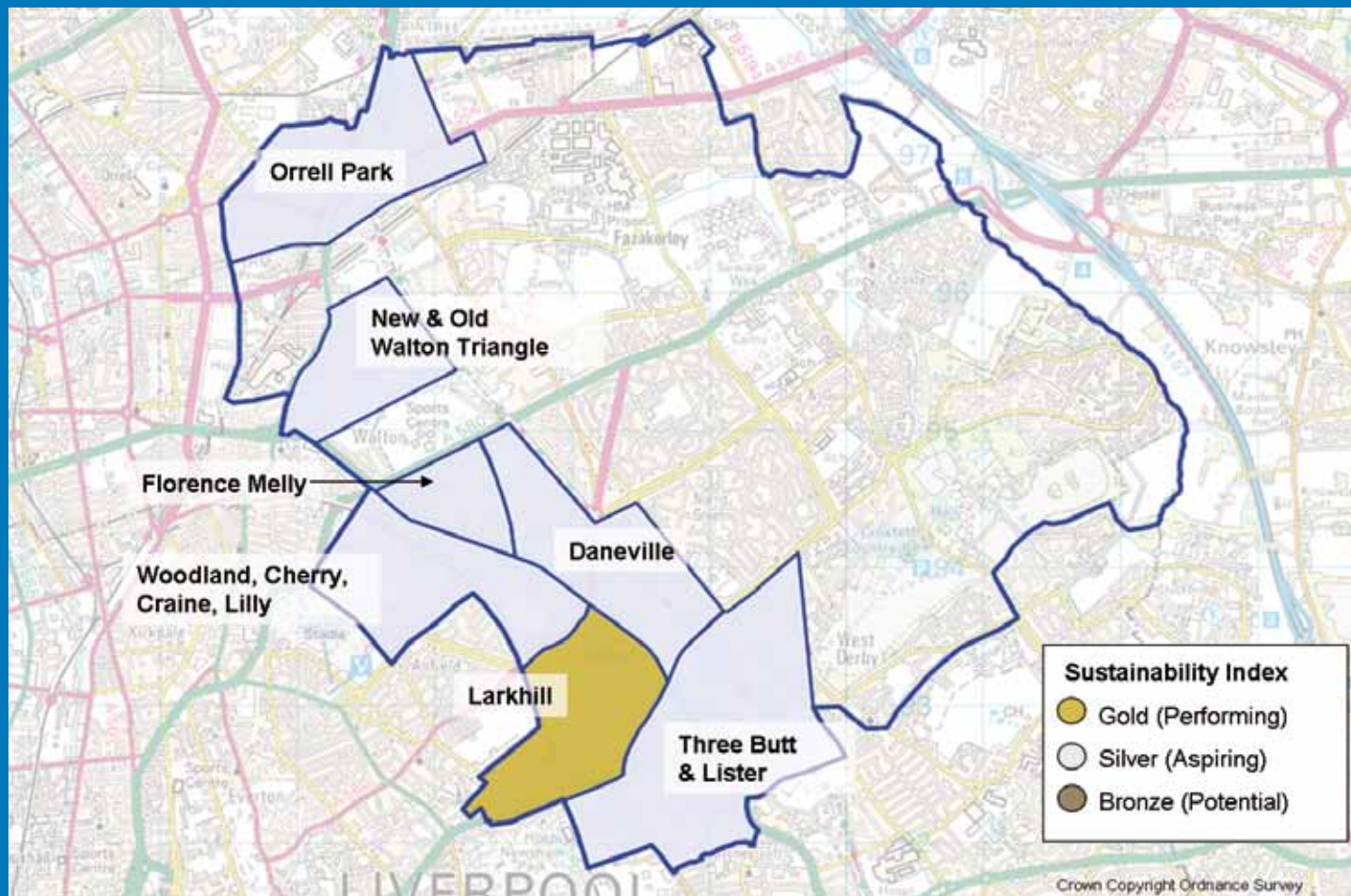
Focus on Homes



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