



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North West Area
West Everton

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North West Area - West Everton Neighbourhood

My Neighbourhood

The West Everton neighbourhood is the smallest neighbourhood within the North West CHIA with a population of 3,553. From a residential point of view, the number of properties in the area is constrained by several large sites being taken up by the John Moore University complex, St Anne Street Police Station, the new St Anne Street Fire and Rescue Station and the industrial estates on St Anne Street, Scotland Road and Great Homer Street. There is also the Kingsway Industrial Park which sits in the middle of the access road to one of our Mersey tunnels which provides travel links to Wallasey and Birkenhead. This being said, there are several housing providers in the area who are registered social landlords such as LMH, but there are also privately owned properties throughout. LMH manage 368 properties consisting of bungalows, flats and over 200 houses which are based in three 'pockets' in the neighbourhood. As at March 2010, the West Everton neighbourhood had just 2% of its stock in need of works to meet the Decent Homes Standard.

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

Liverpool and onto Wirral, Chester and Southport by bus and train. There are local shops on Great Homer Street which has its weekly market, and although out of the neighbourhood boundary, residents may choose to shop along Walton Road/County Road. The only ward to serve this area is Everton.

LMH houses:


368

Population:

3,553

Decent Homes:

98%

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

The West Everton neighbourhood is failing to achieve in virtually all of the individual categories with only three gold ratings for education attainment, average repair costs per property and the low numbers of abandoned properties in the area.

Rent Arrears, Worklessness & Long Term Unemployment

Long term unemployment and worklessness (adults of working age claiming benefit) are bronze as both are significant issues and 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 silver a cause for concern.

Tenancy Turnover, Lettable Voids & Bids Per Neighbourhood

From a housing management perspective, the bronze score for tenancy turnover tells us tenancies are short term as people are choosing not to stay in the area. There are demand issues for vacant properties as indicated by the silver rating for bids per neighbourhood, and lettable voids (vacant properties not relet within target time, hence not achieving the relet target times. This relates to a

number of flats in the area that have proven difficult to relet because of size, poor layout and communal areas, and there are presently a number vacancies within each block. They are now the subject of an asset management review and a decision will be made on how to increase their letting and demand potential so this issue is currently being addressed. The level of crime/burglary is a significant problem in the neighbourhood and carries a bronze rating.

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 is below the city average in this neighbourhood.

Overall Neighbourhood Rating

The overall neighbourhood rating is silver for West Everton 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



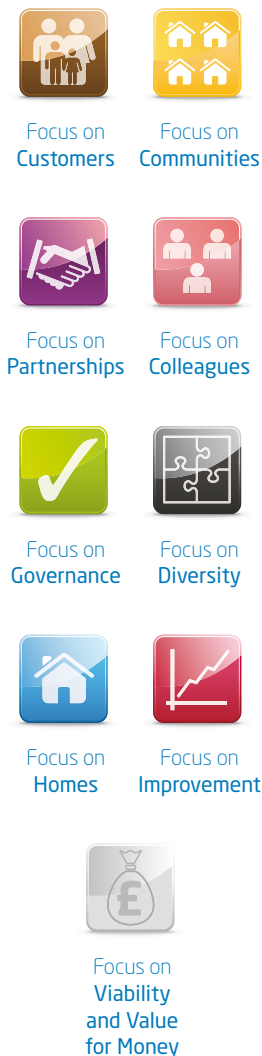
Neighbourhood Plan Summary

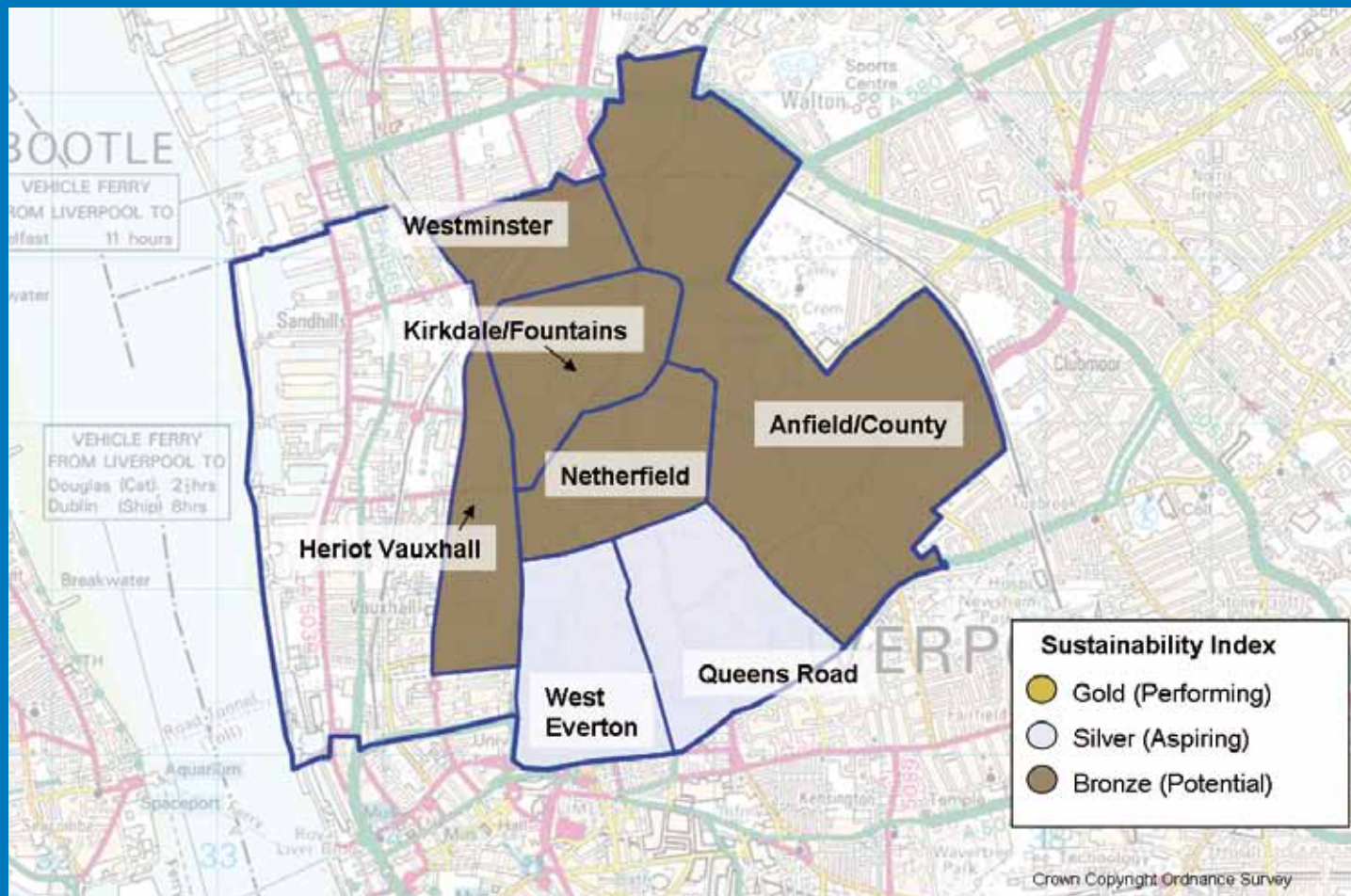
Key neighbourhood issues	Long term unemployment and worklessness Household income Crime and burglary Tenancy turnover		
Overall priorities & key business benefits	Reduce worklessness All homes meet Decent Homes Standard Reduce the fear and perception of crime including youth disorder Make West Everton a 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
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
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
CCTV to be installed in hotspot areas	Ongoing	Reduce ASB and crime and reduce fear of ASB and crime	LMH Safer Estates Officers to identify locations
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
Improve standards of communal areas	2010-2013	Increased letting potential & fewer offers to secure an acceptance of housing offer	LMH Investment Team and contractors, website and newsletters

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