



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North West Area
Westminster

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North West Area - Westminster Neighbourhood

My Neighbourhood

The Westminster neighbourhood has a population of 4,748. It is not the biggest neighbourhood in the North West CHIA but it is one of the busiest in terms of the shops on County Road together with the heavy traffic as it is a main arterial route into the city centre and alternatively, Stanley Road another extremely busy road as this is one of the main routes into Bootle butting right up to the Sefton Council boundary. There are also train stations at Kirkdale providing links to Ormskirk and at Bankhall providing residents with travel to Southport and both commute into the city centre. There are several housing providers in this neighbourhood as well as properties privately owned and LMH manage over 536 properties consisting of flats, some bungalows and over 300 houses. The average house price in this area is £67,332 and the average household income is £23,344 pa. The Westminster neighbourhood had just under half (42%) of its stock in need of works to meet the Decent Homes Standard as at March 2010.

There are very few playing areas/recreational open spaces for residents and the only ward to serve this area is Kirkdale.

Average house price:

£67,332

LMH houses:

536

Average income:












£23,344

Population:

4,748

Decent homes:

58%

Indicator	Rating
Abandoned Properties	 bronze
Tenancy Turnover	 bronze
Lettable Voids	 bronze
Bids Per Neighbourhood	 silver
Average Rent Arrears	 silver
Average Repair Costs Per Property	 bronze
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, Long Term Unemployment & Rent Arrears

The sustainability of the Westminster 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 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 a cause for concern with a silver score.

Tenancy Turnover, Lettable Voids & Bids Per Neighbourhood

From a housing management perspective, there are bronze scores for tenancy turnover and lettable voids (vacant properties not relet within target time) and bronze for the level of 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. The level of crime/burglary is a significant problem and this will have a similar negative impact on the area and educational attainment is silver, a cause for concern as results are below 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 bronze score for this indicator tells us that the volume/cost of repairs have reached significant levels, above the average for the city.

Overall Neighbourhood Rating

The overall rating is bronze for the Westminster 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
- Repair costs
- Rent arrears performance

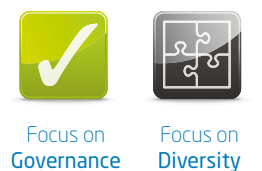


Neighbourhood Plan Summary

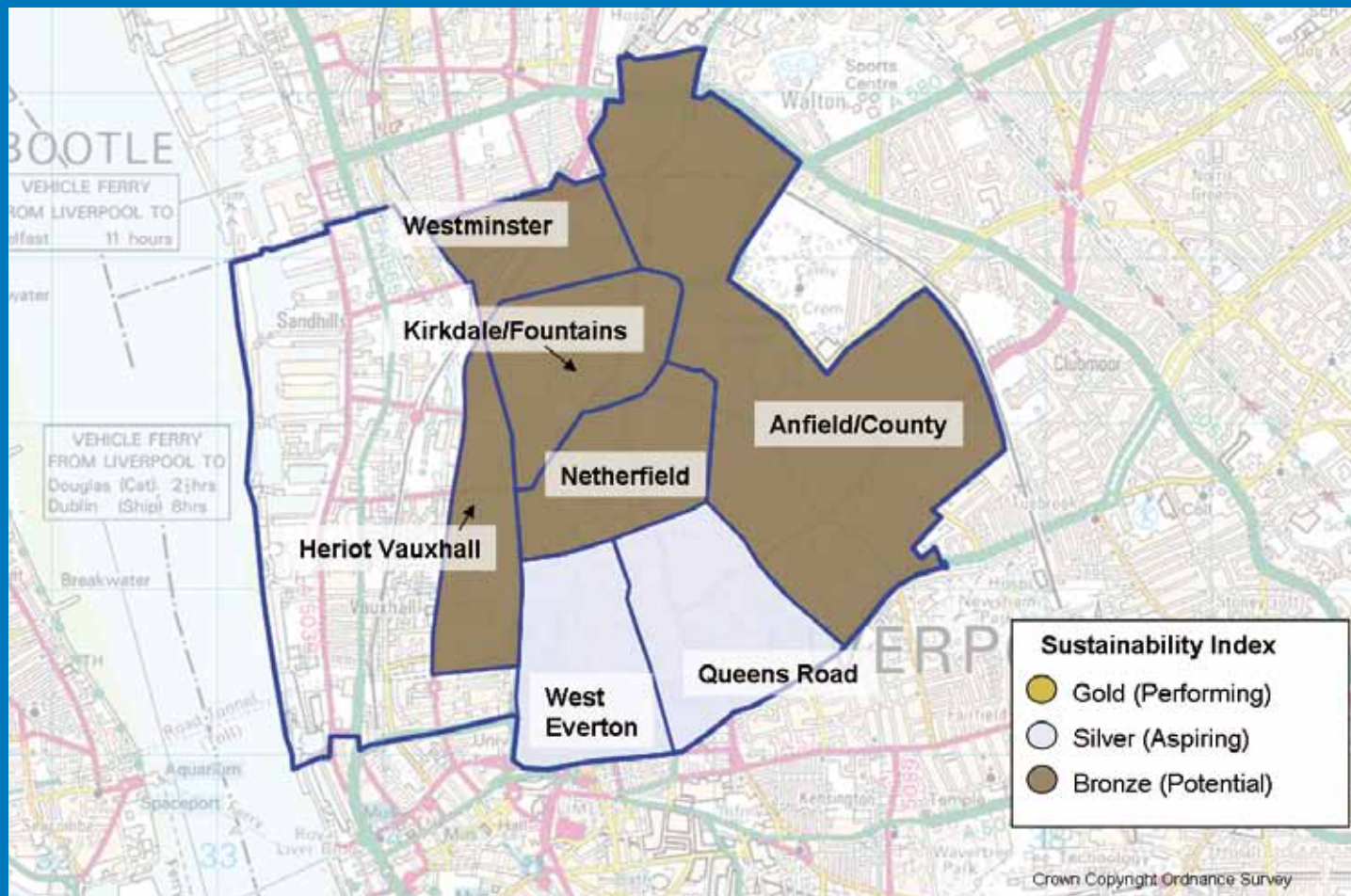
Key neighbourhood issues	Repairs costs Long term unemployment and worklessness Crime and burglary Household income Tenancy turnover Abandoned properties Lettable voids		
Overall priorities & key business benefits	Reduce turnover and abandoned properties All homes meet Decent Homes Standard Reduce the fear and perception of crime and ASB including youth disorder Make Westminster 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
Future Jobs Fund placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, contractors and suppliers
Where possible use local social enterprises	Ongoing	Increase local employment opportunities	LMH staff

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
RAISE to will work collaboratively with credit unions	Ongoing	Encourage customer participation in mainstream financial products	RAISE in liaison LMH Income Team
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
Customer satisfaction surveys	Annually	Customer consultation to assess the impact of interventions	Business Development Team
All staff can signpost to support agencies	Ongoing	Customers are able to access services	All LMH staff at point of contact
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
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable warmth	RAISE/ Housing Team

Key Contact: Mike McDonnell - Area Manager



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