



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North Area
Woodland Cherry, Crain and Lilly

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North Area - Woodland Cherry, Crain and Lilly Neighbourhood

My Neighbourhood

The Woodland Cherry, Craine & Lilly neighbourhood has a population of 5,188, the average house price is £98,000 and the average household income is £25,903 pa. There is a tenure mix of privately owned properties and properties registered with social landlords, with LMH managing 463 properties in the area, these consisting of flats, houses and a small amount of bungalows and one sheltered housing scheme. As at March 2010 the neighbourhood currently has 42% of its stock in need of works to meet the Decent Homes Standard.

The Walton Clubmoor recreational ground falls within this neighbourhood and on the periphery of the boundary is Stanley Park. St Matthew's Primary School and the large Anfield Community Comprehensive are the local schools and the wards for this area are Anfield, Clubmoor, County and Warbreck. The residential capacity of the neighbourhood is constrained by large area of land taken up by Anfield Crematorium & Cemetery and although out of the boundary, Walton Lane Police Station is nearby as is both Liverpool and Everton Football Stadia. The overall kerb appeal is very good and there is great community spirit with housing for both private and rented being very settled.

The Asda superstore is within easy reach as are local shops along Cherry Lane/Utting Avenue and others such as Breck Road and Walton/County Road are a short distance away, outside the neighbourhood boundary.

Average house price:

£98,000

LMH houses:






463

Average income:

£25,903

Decent homes:

58%

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

Educational Attainment

With the exception of the gold rating for education attainment, virtually all other categories for the Woodland Cherry, Craine & Lilly neighbourhood are giving cause for concern and risking the sustainability of the area.

Worklessness, Long Term Unemployment & Rent Arrears

The silver score for long term unemployment and worklessness (adults of working age not in paid employment) are issues that will affect the levels of household income, and it could also be true to say that these three factors have a bearing on the scoring for rent arrears in the area. It could also indicate that there is a problem of more than one generation within the same family or more than one family member in receipt of benefit.

Abandoned Properties, Bids Per Neighbourhood & Tenancy Turnover

From a housing management perspective, the number of abandoned properties is a concern and so are the low number of bids for available properties so relet target times are not being achieved, this together with the bronze score for tenancy turnover indicates there are issues for the area that need to be addressed as people are not choosing to stay. Unfortunately these categories tell us the sustainability of the neighbourhood is at risk.

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

As the overall neighbourhood sustainability rating is silver for the Woodland Cherry, Craine & Lilly neighbourhood, interventions should be made in the following areas:-

- Long term unemployment
- Levels of worklessness
- Levels of household income
- Demand & tenancy turnover
- Abandoned properties & lettable voids
- Rent arrears performance
- Crime/burglary



Neighbourhood Plan Summary

Key neighbourhood issues	Repairs Costs Levels of worklessness Rent arrears		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Make Woodland Cherry, Craine & Lilly Grove 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
Host a Jet "Streets Ahead Officer" in the neighbourhood office	2010-2011	Identify and remove barriers to employment	JET Officers and monitored by 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
Carry out value for money review of income service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
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
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH contractors
Customer satisfaction surveys	Annually	Increased 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	Maximise tenants income and reduce fuel bills/poverty	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
Key Contact: Janet Calland - Area Manager			



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



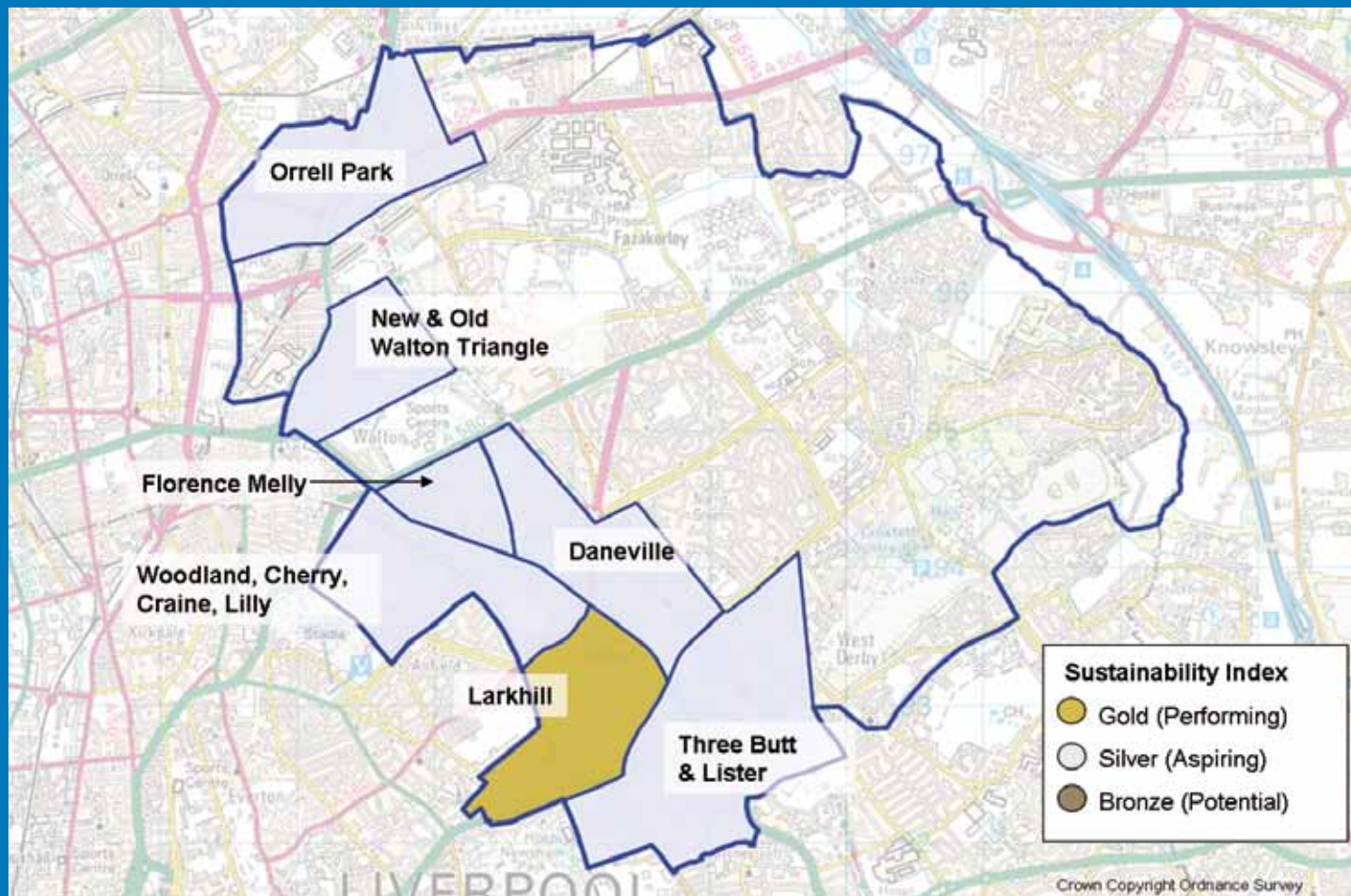
Focus on Homes



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