



Report to Customer and Communities Committee

12 September 2013

Title: Estate Management Activity – April 2012 to March 2013

Report of: Head of Neighbourhood Services

Purpose of Report

1. To update committee on the estate management activity for April 2012 to March 2013

Background

2. The committee received the last report on 26 July 2012 on Estate Management activity for the period April 2011 to March 2012 and it was agreed to provide an annual report on estate management activity for the period up to March 2013.
3. The estate activity outlined in this report contributes to meeting the customer priority of having a clean and well maintained environment

Estate Tours and Grading

4. Appendix 1 sets out the performance summary for estate tours during this period and include the number of estate tours carried out, how many were carried out on time, the percentage accompanied by customers, the caretaker or sheltered scheme officer. During the year 792 estate tours were carried out, 83.7% of which involved customers which is a 10% improvement on last year's performance.
5. Appendix 2 provides an analysis of the estate grading standards for 2012/13. 93% of estates achieved gold standard in comparison to 94.7% of estates in 2011/12. The remaining 7% of estates achieved silver standard.
6. Actions are agreed following each estate tour and details of the estate grading and grounds maintenance issues are regularly reported and discussed at the partnership monthly monitoring meetings held with Local Environmental Services and tenants. The issues are also highlighted and agreed within the partnership's quarterly performance report for each neighbourhood which are attended by customers. There are currently eleven residents involved in meetings across four neighbourhoods and we are actively looking to involve customers in Inner West.

External Peer Review

7. Working with Housing Hartlepool, Gentoo and YHN as part of a Sub-regional estate activity benchmarking group, an Estates Tour Peer Review took place in September 2012 across four estates in the East and South neighbourhoods.
8. Customers and officers from all four organisations were involved in the review and the feedback on our estates overall was positive. However there were some issues identified as follows: -
 - In our current photo book there is no assessment of communal areas in low and medium rise
 - No standards are set for cleaning in low rise
9. In response to the review a number of actions have been included in this years service plan.
 - Develop a programme of inspections of communal areas for low rise flats
 - Review the monitoring of cleaning service delivered to low rise blocks to include customer satisfaction levels
10. As a result of the review a number of improvements were agreed by all organisations to improve future peer review assessments.
 - The development of a new photo book to ensure some consistency of future assessment and joint benchmarking
 - Joint benchmarking group set up with customer involvement to look at estate services and standards
 - Develop and extend customer training for peer reviews and use for internal review of our estates
11. A planned programme of peer reviews is being developed with customers to assess standards once every two years in each organisation.

Neighbourhood Pride

11. Neighbourhood Pride is now in it's seventh year and continues to be focused on projects identified by customers attending estate tours, community led projects and supporting our partners and other agencies in building sustainable communities and neighbourhoods.
12. The Neighbourhood Pride budget for 2012/13 was £50,000. TGHC contributed £30,000 and Local Environmental Services provided an additional £20,000. Each neighbourhood management area had £10,000 to deliver environmental improvements.
13. 44 projects have been delivered during this year totalling £48,755. The projects attracted additional funding of over £12,000 (some of which is in kind) and 35 of the projects supported other projects delivered by partners and local community groups. These included; Community Payback, Junior Warden's Scheme, National Tree Week, Love where you Live, Big Tidy Up, 12 local Schools, Dog Warden service, Community Alcohol partnership, Street Action and Enforcement, Northumbria Police and Tyne and Wear Fire Service.

14. The 2012/2013 Neighbourhood Pride Terms of Reference have been updated and Appendix 3 highlights the amendments.
15. Appendix 4 and 4a provides details of the 2012/13 Neighbourhood Pride Schemes.

Designing Out Crime

16. Due to other budget priorities in 2012/13 no budget was allocated. This proved a challenge for officers who were seeking to address area based issues around anti social behaviour and crime. Tackling ASB remains one of customers` priorities therefore neighbourhood areas have each been allocated a budget of £15,000 for 2013/14 to deliver on initiatives that will address the effects of anti social behaviour and help design out crime.
17. The Neighbourhood Tasking meetings and Safer Neighbourhood groups will be used to discuss and agree projects; partners include the Northumbria Police, Tyne and Wear Fire Service and Gateshead Council. Updates on this will be provided in the next annual activity report.

Grounds Maintenance

18. The Committee approved the revised Service Level Agreement for 2013/14 on 2 May 2013. Local Environmental Services have provided a report which highlights the grounds maintenance activities between April 2012 and March 2013 in Appendix 5.

Pest Control

19. The Committee approved the revised Service Level Agreement for 2012/13 on 2 May 2012. During 2012/13 the Pest Control service has responded to 1,418 requests, 97% of these were delivered within the agreed service standard which is a slight improvement on the previous year. The total cost for the service in 2012/13 was £74,141. The Pest Control report for the period April 2012 to March 2013 is attached in Appendix 6.

Street Action and Enforcement

20. Street Action and Enforcement have provided a report covering their activity for 2012/13 which is attached in Appendix 7a and 7b. Key highlights are: -
 - 1223 fly tipping investigations were carried out with over 48% being in the Central neighbourhood
 - 283 fixed penalty notices were served for litter and dog fouling offences

Garden Management

21. Estate officers identify untidy gardens and work with customers to resolve any issues that affect them maintaining their garden. During 2012/2013, 2981 gardens were identified and actioned. This compares to 2806 cases the previous year, an increase of 6%.

22. 2853 (95.7%) of the cases opened during 2012/2013 were resolved and the average time taken to resolve a case has reduced again this year down to 3.5 weeks from 3.9 weeks in 2011/12.

Garden Scheme Update

23. In 2012/13 the scheme had capacity for 850 places with a full membership of 850 as at 31 March 2013. A customer satisfaction survey was carried out in November 2012 and 40% of scheme members responded. Overall 89% were satisfied with the quality of the garden scheme, which is consistent with the previous year's results. The Gardening Scheme updates report for April 2012 to March 2013 is attached in Appendix 8.

Wrekenton Neighbourhood Action Plan - Cleaner, Safer Greener

24. Three Wrekenton estates achieved Keep Britain Tidy's Cleaner Safer Greener Quality Mark in April 2010. Whilst we have not sought reaccreditation the Neighbourhood Action Plan has continued to provide a model and focus to ensure continuous improvement in the area. The Wrekenton NAP is reviewed annually and agreed with customers and partners to address local priorities around the cleaner, safer and greener agenda. The 2012 NAP with progress and outcomes have been reported to the Wrekenton Partnership, a copy of the NAP is attached in Appendix 9.

Impact on Customers

25. We gather customer views through the annual survey "In Your Neighbourhood" specifically focused on estate management. The 2012 survey was sent to a sample of 5,400 customers during August 2012.
26. 645 (11.9%) responses were received of which 64% of customers were either very satisfied or satisfied with the appearance of their estate and how it is maintained compared to 73.4% in the previous year.
27. 79.1% of customers were either very satisfied or satisfied overall with their neighbourhood, which is only a slight reduction on last year's satisfaction of 81%.
28. Each customer who expressed dissatisfaction was contacted and the outcomes have been captured as part of the monitoring meetings with Local Environmental Services in each neighbourhood. Of the 645 surveys, 73 expressions of dissatisfaction related to estate management issues as follows:

| | | |
|------------------------|-----------|-------------|
| Litter/Street Cleaning | 33 | 45% |
| Grounds Maintenance | 27 | 37% |
| Fly Tipping | 5 | 7% |
| Dog Fouling | 4 | 5% |
| Parking | 2 | 3% |
| Overgrown Gardens | 2 | 3% |
| Total | 73 | 100% |

Customer Involvement

29. Having estates that are clean and well maintained continues to be a priority for customers. Involving customers demonstrates we are focused on their priorities and during 2012/2013 customers have continued to be involved through a range of ways:

- In your neighbourhood surveys sent to 5400 customers in August 2012
- Customers involved in the Estate Tours Peer Review in September 2012
- Feedback regarding grounds maintenance and estate issues received from customers attending the Involvement, VFM and Leasehold SIGs in November 2012
- Local Environment Services and ourselves met with members of the SIGs to discuss grounds maintenance service level agreement in January 2013
- Customers attend quarterly estate tours (83.7% attendance)
- Customers attend joint quarterly performance meetings with Local Environmental Services

Links to Values

30. This report links to the following company values: -

- Being a listening and learning organisation
- Being customer focused, innovative and

Risk Management Implications

31. Customers have told us that having a clean and well maintained environment is of their priorities. Failure to deliver Tenancy and Estate management services would result in a decline in the appearance of estates, which in turn would affect the lettable and sustainability of these areas. Responses through the neighbourhood and annual surveys give an indication of reducing satisfaction in the appearance of estates.

Financial Implications

32. Through partnership working arrangements each neighbourhood team has access to local budgets, which will enable issues to be responded to. The funding available includes:

- Neighbourhood Pride
- Design out Crime
- Working in partnership with LES, we have budget management arrangements for tree works as well as exceptional items of responsive grounds maintenance identified by the partnership
- Access to other funding bids through the Safer Neighbourhood Group and external opportunities

Equality and Diversity Implications

33. The following equalities and diversity implications have been taken into account in designing and delivering the Estate Tour Programme:

- Continually review and monitor our services to ensure that they do not discriminate against anyone, identify barriers to access, and assess where improvements can be made.
- Ensure that we include, consult and encourage participation from all residents on estates, where appropriate, in decisions that we make.

Value for Money Implications

34. By improving services and working in partnership we will effectively deliver tenancy and estate management services and ensure long term sustainability of estates

Health Implications

35. There are no direct health implications arising from this report.

Recommendation

36. The views of the committee are sought on whether they are satisfied with progress on estate management activity for the period April 2012 to March 2013.






















APPENDIX 1

| Estate Tours - Borough Totals | | | | | | | | | | | |
|-------------------------------|------------|-------------|----------------|---------------------|--------------|----------------|--------------|---------------------------|--------------|------------------------------------|-------------|
| QUARTER | DUE | CARRIED OUT | % | CARRIED OUT ON TIME | % | WITH RESIDENTS | % | CARRIED OUT WITH SSO OR C | % | FEEDBACK MORE THAN 10 WORKING DAYS | % |
| April - June (Q1) | 198 | 198 | 100.00% | 197 | 99.5% | 160 | 80.8% | 54 | 27.3% | 4 | 2.5% |
| July - September (Q2) | 198 | 198 | 100.00% | 195 | 98.5% | 167 | 84.3% | 56 | 28.3% | 11 | 5.6% |
| October - December (Q3) | 198 | 198 | 100.00% | 194 | 98.0% | 167 | 84.3% | 55 | 27.8% | 3 | 1.5% |
| January - March (Q4) | 198 | 198 | 100.00% | 186 | 93.9% | 169 | 85.4% | 56 | 28.3% | 4 | 2.0% |
| April - Dec (YTD) | 792 | 792 | 100.00% | 772 | 97.5% | 663 | 83.7% | 221 | 27.9% | 22 | 3.3% |

Notes - 11 estate tours were carried out late due to extreme weather condtions. 1 estate tour was not completed as the block is due to be demolished. There were 4 cases where feedback was not given to customers within 10

Estate Grading Report 2012/13 Year End

APPENDIX 2

| | | Number | % | Number | % | Number | % | Number | % |
|----------------------|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | | QTR 4 | | QTR 3 | | QTR 2 | | QTR 1 | |
| Central | Gold  | 32 | 94% | 31 | 91% | 29 | 91% | 33 | 97% |
| | Silver  | 2 | 6% | 3 | 9% | 3 | 9% | 1 | 3% |
| | Bronze  | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| | Total Estates | 34 | 100% | 34 | 100% | 32 | 100% | 34 | 100% |
| West | Gold  | 44 | 97.78% | 44 | 97.78% | 45 | 100.00% | 44 | 97.78% |
| | Silver  | 1 | 2.22% | 1 | 2.22% | 0 | 0.00% | 1 | 2.22% |
| | Bronze  | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | Total Estates | 45 | 100.00% | 45 | 100.00% | 45 | 100.00% | 45 | 100.00% |
| Inner West | Gold  | 24 | 96.00% | 24 | 96.00% | 23 | 92.00% | 24 | 96.00% |
| | Silver  | 1 | 4.00% | 1 | 4.00% | 2 | 8.00% | 1 | 4.00% |
| | Bronze  | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | Total Estates | 25 | 100.00% | 25 | 100.00% | 25 | 100.00% | 25 | 100.00% |
| South | Gold  | 50 | 98.04% | 49 | 96.08% | 50 | 98.04% | 50 | 98.04% |
| | Silver  | 1 | 1.96% | 2 | 3.92% | 1 | 1.96% | 1 | 1.96% |
| | Bronze  | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | Total Estates | 51 | 100.00% | 51 | 100.00% | 51 | 100.00% | 51 | 100.00% |
| East | Gold  | 20 | 64.52% | 25 | 75.76% | 25 | 80.65% | 27 | 84.38% |
| | Silver  | 11 | 35.48% | 8 | 24.24% | 6 | 19.35% | 5 | 15.63% |
| | Bronze  | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | Total Estates | 31 | 100.00% | 33 | 100.00% | 31 | 100.00% | 32 | 100.00% |
| Borough | Gold  | 170 | 91.40% | 173 | 92.02% | 172 | 93.48% | 178 | 95.19% |
| | Silver  | 16 | 8.60% | 15 | 7.98% | 12 | 6.52% | 9 | 4.81% |
| | Bronze  | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | Total | 186 | | 188 | | 184 | | 187 | |
| Total Estates | 186 | 100.00% | 188 | 100.00% | 184 | 100.00% | 187 | 100.00% | |
| Total | Gold  | 693 | 93.02% | | | | | | |
| | Silver  | 52 | 6.98% | | | | | | |
| | Bronze  | 0 | 0.00% | | | | | | |
| | Total | 745 | 100% | | | | | | |

NEIGHBOURHOOD PRIDE FUND TERMS OF REFERENCE 2012/13

Objectives

- To improve pride in neighbourhoods by enhancing the local environment
- To develop a joint approach to delivering safer cleaner greener and stronger communities by involving local people in the delivery of local services
- To consult with local residents and community groups to understand and be responsive to local problems within neighbourhoods
- To engage residents in becoming actively involved in the further development and sustainability of neighbourhood pride projects
- To design out inappropriate landscaping in open space areas
- To design out access to areas subject to fly tipping
- Provide attractive street furniture including dog waste and litter receptacles
- To tackle environmental crime and environmental ASB
- Provide opportunities to address health inequality across neighbourhoods

Neighbourhood Pride Representatives Section One

| Group/Service Area | Neighbourhood Area | Name |
|--------------------------------------|--------------------|---|
| Local Environmental Services | | Louise Hayward |
| | South | David Charlton |
| | East | Marc Morley |
| | Central | Colin Swinney |
| | Inner West | Barry Chippindale |
| | West | Brian Drummond |
| Community Safety/NMT | | Adam Lindridge and Ian Stevenson |
| | South | Craig Malcolm |
| | East | Stephen Ward |
| | Central | David Andrew |
| | Inner West | Paul Cairns |
| | West | Gary Carr |
| The Gateshead Housing Company | | Julie McCartney |
| | South | Teresa Smare |
| | East | Teresa Smare |
| | Central | Martin Poulter |
| | Inner West | Craig Gandy |
| | West | Craig Gandy |

Roles and Responsibilities

Section Two

All parties have a collective responsibility for:

- Effective communication with local ward members on projects
- Ensuring an assessment of each projects impact is undertaken
- Working in partnership to explore best use of resources to address environmental issues
- **Neighbourhood Pride should support Safer Neighbourhood groups activity**
- Ensure we take the opportunity for suitable and maximum press exposure from each project **and publicise outcomes from schemes**
- **Ensure learning is applied to future schemes and good practice shared**
- **Identifying other areas of funding and grants**

The Gateshead Housing Company will:

- Consult and collate TGHC tenant and residents views in relation to bids where schemes are to be carried out on land managed by the Company
- Make use of the action plan framework to log the environmental issue
- To ensure proposal contributes to delivering TGHC **and Council Vision 2030 objectives**, service plans and Gateshead Agreement
- Ensure projects support Safer Neighbourhood groups activity **and Safer Gateshead objectives**
- Attend regular discussions with Neighbourhood Pride Team
- **Make links to Love Where U Live and other relevant campaigns such as health, tobacco campaign**

Community Based Services Neighbourhood Management Team will:

- Consult and collate views and issues of local residents and community groups
- Make use of the neighbourhood and area action plan framework to log the environmental issue
- Ensure proposal contributes to delivering Council objectives, service plans and Gateshead Agreement
- Ensure projects support Safer Neighbourhood groups activity
- Attend regular discussions with Neighbourhood Pride Team
- Contribute to supporting individual bids from within each area
- Ensure effective feedback of the Neighbourhood Pride activity to the **Area Conferences** , Safer Neighbourhood Groups and other partnership bodies as appropriate
- Make use of analysis and reports from Customer Services Unit and environmental ASB data sources from partners within Safer Gateshead. Detail of any information used to be by agreement of all parties

Local Environmental Services will:

- Take the overall lead for project planning, delivery and promotion
- Monitor and control project expenditure from budget
- Consider contribution of in kind costs for design, management and administration, and report the equivalent monetary value
- Make use of the action plan framework to log the environmental issue
- Ensure proposal contributes to delivering Council objectives, service plans and Gateshead Agreement

- Ensure projects support Safer Neighbourhood groups activity
- Manage the delivery of all operational activities either directly or indirectly
- Attend regular discussions with Neighbourhood Pride Team
- Look to record and report on all other related improvements works not covered by Neighbourhood Pride but through other funding streams, with the objective of quantifying this benefit in kind at the year-end

Governance Arrangements

Section Three

- **TGHC's Neighbourhood Services Managers** and LES WS&GM Neighbourhood Services Manager will manage the allocated budget in accordance with Council procedures
- The Area Co-ordinator will manage and chair Neighbourhood Pride meetings in their localities
- CBS/TGHC/LES will populate appropriate bid proposal forms and supporting paperwork
- LES Neighbourhood Services Manager to lead a review meeting with strategic partners from CBS and TGHC to determine and monitor progress of funding on schemes
- Neighbourhood Management will produce the year end report detailing the impact of Neighbourhood Pride during **2012/13**
- All bids must be submitted and approved by end of October **2012**. Any monies outstanding from each area after this date will be pooled and all Neighbourhood Pride Teams will be invited to submit further bid proposals for approval.
- Final spend of all monies must be completed by end of December **2012**.

Approvals

- Completed bids submitted to be stored by Neighbourhood Pride Teams in the appropriate neighbourhood folder within Bids Awaiting Approval. They will remain here for access and approval
- Each LES Neighbourhood Services Area Manager should notify Louise Hayward at the weekly NAMS meeting of any bids pending. LH will provide final sign off detailing any comments on the bid in the appropriate folder within bids awaiting approval
- LH will notify Lynda Turnbull whether the bid is approved or declined and notify the neighbourhood services area manager if further works on the submissions are required. Lynda will then update the NP teams. The aim will be to provide final approval sign off within 7 working days

- It is intended that for duration of this project (2012/13) that proposed schemes will be identified and promoted by the relevant officers represented on the Neighbourhood Pride Team using their local knowledge and evidence of local prior community engagement.

Funding Stream Allocations Section Four

| | |
|-------|------|
| LES | £20K |
| TGHC | £30k |
| TOTAL | £50k |

£10k will be allocated to spend on projects in the 5 areas. The 5 management areas will reflect TGHC management boundaries.

Projects of up to £8k per management area will be delivered on land or in areas managed by TGHC. A total of £2k per management area can be delivered in other areas.

For land directly adjacent to TGHC managed estates where tenants will see a benefit to their immediate environment projects can be funded from the £8k per management area up to a maximum of 50% of the total scheme cost.

Some flexibility will be required between neighbourhoods to ensure all monies are spent appropriately across each area by 31 March 2013.

In additional potential flagship projects, as part of a high profile communications and educational campaign such as **Its Your Gateshead**, or additional projects in neighbourhoods that demonstrate need will also be considered.

The maximum guide limit per individual proposed scheme will be £5,000 but the Neighbourhood Pride Team may agree to vary this or combine resources if there is evidence to justify a larger scheme with significant impact.

Expectations on Neighbourhood Pride Teams 2012/13

All Neighbourhood Pride Teams are expected to demonstrate links to:

- Community Payback
- The National Big Tidy Up Campaign
- National Tree Week
- Schools projects
- Love Where U Live campaign
- Other local or national campaigns

What should Neighbourhood Pride monies be used for?

- Small scale / minor environmental schemes that help demonstrate responsive services and achieve confidence, support higher levels of public reassurance and resident satisfaction and address environmental ASB issues

- To support the delivery of Tidy up schemes in each of the Neighbourhoods linked to the National Big Tidy Up campaign run by Keep Britain Tidy . Neighbourhood Pride Teams are expected to provide at least one tidy up during 2012/13. All Tidy-Up Schemes must incorporate a neighbourhood tidy with residents' participation and should not simply be a clear out of residents' home/gardens. LES **Street Action and Enforcement**, Dog Wardens and Pest Control Officers should be asked to participate on the day and give advice to residents. Co-ordination for LES service should be done through NAMs
- Support projects that complement National Tree Week
- Work to sustain projects including work with schools and young people including the designing and installing of posters to prevent litter and dog fouling. New branding for the prevention of dog fouling should be followed when discussing dog fouling signage. NAMs will be able to advise on the current displays and any signage for the highway should follow this format. For inside school premises, a combined litter and dog message is preferred. They should be removed after 6 months display. **Guidance regarding the Dog Warden Service should now be sought through Gavin Milne, LES Shearlegs Road.**
- Minor environmental schemes - quick wins where the community have asked for an environmental issue to be resolved
- **Support recycling / fly tipping / litter initiatives**
- Physical improvements e.g. barriers to prevent access to fly tipping hot spots, improved street furniture to improve the Streetscene
- Effective promotion of the scheme and feedback on improvements made
- Funding may be complementary to Safer Neighbourhood groups activity
- Projects should wherever possible identify match funding to support the delivery of the project
- Elements of individual projects should be considered for suitability to include in the Community Payback programme, this could be identified as partial match funding
- The funding is **not** designed to replace grounds maintenance budgets or other mainstream budgets

NEIGHBOURHOOD PRIDE PROJECT PROPOSAL FORM 2012/13

| | |
|---|---|
| 1 | Project Title: |
| 2 | Lead Officer: Address: Telephone: Email: |
| 3 | Consulted with and agreed by: (other Area Representatives) Officer/s: Address: Telephone: Email: Date Agreed: Officer/s: Address: Telephone: Email: Date Agreed: |
| 4 | Description of Project: |
| 5 | Who manages the land? |
| 6 | Is the land adjacent to TGHC managed estates? Yes/No Details: |
| 7 | Evidence that the project is needed: |

| | | | |
|----|---|---------------------------------|--|
| 8 | Details of consultation including confirmation that all 3 ward members have been updated on the scheme: | | |
| 9 | Links with/involvement in: | Yes/No Delete as appropriate | If yes please provide details |
| | Community Payback | Yes/No | |
| | Local schools | Yes/No | |
| | National tree week | Yes/No | |
| | Big Tidy Up Campaign | Yes/No | |
| | KBT- Love Where you Love Campaign | Yes/No | |
| | Dog Warden service | Yes/No | |
| | Any other links (including other Partners/Bodies):- | Yes/No | Officer/s: Address: Telephone: Email: |
| 10 | Future Maintenance/Cost Implications (excluding VAT): | | |
| 11 | Photos of the site: Attached | | |

| | | | | |
|---|---|--|-----------|------|
| 12 | Costs (All costs/funding must be exclusive of VAT) | | | |
| | Capital Costs | | | |
| | Revenue Costs | | | |
| | Design cost/scheme preparation cost | | | |
| | Estimated Ongoing Revenue Costs | | | |
| | Total funding requested from Neighbourhood Pride | | | |
| | Other Funding Sources (Specify) | | | |
| Total Cost of Scheme | | | | |
| 13 | What are the aims and desired outcomes of the project? <ul style="list-style-type: none"> ▪ e.g. To reduce anti-social behaviour ▪ To improve the appearance of the area | | | |
| 14 | Milestones/Timetable | Forecast Dates | | |
| 15 | Project Application Completed by: | | | |
| 16 | Additional information requested before approval: | | | |
| 17 | Neighbourhood Pride Agreement to proceed: | | | |
| | Final Sign Off | Approve Please tick <input checked="" type="checkbox"/> | Signature | Date |
| | Louise Hayward LES | | | |
| 18 | Approval finalised and relevant area representatives informed by: Lynda Turnbull Date: | | | |
| 19 | Communications Teams for Gateshead Council (Iain Lynn, Communications Executive) and The Gateshead Housing Company (Ian Clarkin, Communications Manager) informed by: Lynda Turnbull Date: | | | |
| Notification that a project has been placed in the Bids to be Approved folder should be e-mailed to: Lynda Turnbull <u>Please state the name of the project and which neighbourhood area in the subject heading</u> | | | | |

NEIGHBOURHOOD PRIDE
PROJECT ADDITIONAL FUNDING REQUEST FORM 2012/13

| | | | | |
|----------|---|------------------------------------|------------------|-------------|
| 1 | Project Title: | Ref: 6NP | | |
| 2 | Lead Officer: Address: Telephone: Email: | | | |
| 3 | Consulted with and agreed By: (other Area Representatives) Officer/s: Address: Telephone: Email: Officer/s: Address: Telephone: Email: | | | |
| 4 | Total Additional Funding Required: (excluding VAT) | | | |
| 5 | Reason for Additional Funding: | | | |
| 6 | Additional information requested before approval: | | | |
| 7 | Neighbourhood Pride Agreement to proceed: | | | |
| | Final Sign Off | Approve Please tick ✓ | Signature | Date |
| | Louise Hayward LES | | | |
| 8 | Approval finalised and relevant officers informed by: Lynda Turnbull Date: | | | |

Neighbourhood Pride 2012/2013
Project and Funding Summary

APPENDIX 4a

| SUMMARY BY NEIGHBOURHOOD AREA | ALLOCATION | | SUMMARY OF FUNDS REQUESTED | TOTAL AMOUNT OF ALLOCATED FUNDS REMAINING (from Funds Requested) | FUNDS APPROVED | TOTAL AMOUNT OF ALLOCATED FUNDS REMAINING (from Funds Approved) |
|--|----------------|--------------------------|----------------------------|--|-------------------|---|
| Total requested/agreed for East area | £10,000 | 45399 LE003 - East | £10,109.81 | -£109.81 | £10,109.81 | -£109.81 |
| Total requested/ agreed for Central area | £10,000 | 40999 LE003 - Central | £9,863.59 | £136.41 | £9,863.59 | £136.41 |
| Total requested/agreed for West area | £10,000 | 40345 LE003 - West | £11,557.04 | -£1,557.04 | £11,557.04 | -£1,557.04 |
| Total requested/agreed for Inner West area | £10,000 | 40630 LE003 - Inner West | £7,995.53 | £2,004.47 | £7,995.53 | £2,004.47 |
| Total requested/agreed for South area | £10,000 | 45999 LE003 - South | £9,229.35 | £770.65 | £9,229.35 | £770.65 |
| TOTAL | £50,000 | | £48,755.32 | £1,244.68 | £48,755.32 | £1,244.68 |
| | | | £1,244.68 | | £1,244.68 | |

Budget £50,000 (TGHC = £30k, LES = £20k)

£50,000.00

minus shows
overspend on
allocated funding

£50,000.00

| Bid Summary: | |
|--|-----------|
| Total number of bids submitted | 44 |
| Total number of bids approved | 44 |
| Total number of bids awaiting approval | 0 |
| Total number of bids on housing land | 39 |
| Total number of bids completed | 44 |
| Total number of bids cancelled | 0 |
| Total number of bids on hold | 0 |
| Total number of Other Funding | 9 |
| Total amount of Other Funding received | £3,754.39 |
| Projects Linked to: | |
| Community Payback | 2 |
| Schools | 12 |
| National Tree Week | 3 |
| Big Tidy up Campaign | 9 |
| Love Where you Live Campaign | 3 |

Funding - LCF, National Tree Week

Neighbourhood Pride 2012/2014
Project and Funding Summary

| PROJECT TITLE | CATEGORY | 5. ON HOUSING LAND YES/NO | N.HOOD MANAGEMENT AREA | LEAD OFFICER | TOTAL NEIGH. PRIDE SPEND REQUESTED £ | OTHER FUNDING | PROJECT COMPLETION STATUS |
|---|---|---------------------------|------------------------|-------------------|--------------------------------------|-----------------------------------|---------------------------|
| Clean up day - Eslington Park | Clean up Day | Yes | Inner West | Craig Gandy | £360.00 | None | Completed |
| Garage Painting | Painting | Yes | Inner West | Craig Gandy | £521.72 | None | Completed |
| Tree/Shrub Thinning at Charlton Walk, Derwentwater Road Estate | Tree/Shrub Thinning | Yes | Inner West | Craig Gandy | £3,000.00 | None | Completed |
| Barnes Close environmental improvements | Environmental Improvements | Yes | Central | Richard Finlow | £2,005.00 | None | Completed |
| Milvain Close Communal Lounge- To improve area of land in front of communal | Environmental Improvements | Yes | Central | Richard Finlow | £2,859.81 | None | Completed |
| Regent Court environmental improvements | Environmental Improvements | Yes | Central | Richard Finlow | £1,753.00 | None | Completed |
| Saltwell Road flats canopy replacement | Canopy replacements | Yes | Central | Richard Finlow | £1,950.00 | None | Completed |
| Multi storey leaflet | Leaflets | Yes | Central | Richard Finlow | £1,000.00 | None | Completed |
| Bins, Derwentwater Road, Dewentwater Estate | Litter Bins | Yes | Inner West | Craig Gandy | £800.00 | None | Completed |
| Fencing, Gladley Way, Sunnyside | Fencing | Yes | Inner West | Craig Gandy | £368.81 | None | Completed |
| Community Orchard, Kingsway, Sunnyside Estate | Tree Planting | No | Inner West | Craig Gandy | £400.00 | Yes - LCF £600.00 NTW £1000.00 | Completed |
| Flagstones, Milling Court, Rose Milling Estate | Paving | Yes | Inner West | Craig Gandy | £2,000.00 | None | Completed |
| Redheugh and Eslington Courts | Planters | Yes | Inner West | Craig Gandy | £545.00 | Yes - LCF £500.00 | Completed |
| Furrowfield Estate Planters | Planters | Yes | East | Christian Siassia | £4,248.51 | None | Completed |
| Thornebrake Grassed Area – Tree Planting and Environmental Works | Tree Planting/Environmental | Yes | East | Kevin Fudge | £434.00 | None | Completed |
| Lecondale Court Outhouses | Environmental Improvements | Yes | East | Rosemary Scales | £1,573.85 | None | Completed |
| Wellington Court – Bankies Field | Fencing | Yes | East | Teresa Smare | £1,092.00 | None | Completed |
| Barley Mow Gateway Feature | Gateway | Yes | South | Teresa Smare | £1,895.00 | None | Completed |
| Beacon Lough East Estate | Environmental Improvements | Yes | South | Teresa Smare | £1,727.20 | None | Completed |
| Oak Tubs Barford & Stretford Court | Planters | Yes | South | Teresa Smare | £127.96 | None | Completed |
| Chopwell Gardens, Wrekenton | Tree/Bulb Planting | Yes | South | Teresa Smare | £844.00 | None | Completed |
| Love Where You Live/ Smoking Related Litter Project | promoting smoke free homes and reducing tobacco | Yes | South | Teresa Smare | £603.50 | None | Completed |
| York Road Bulb Planting | Bulb Planting | Yes | South | Teresa Smare | £340.80 | None | Completed |
| Bird Mouth Fencing, The Bungalows Lansbury Drive | Fencing | Yes | South | Teresa Smare | £771.40 | None | Completed |
| Open Plan Land Opposite Lime Grove, Acquired Ex Railway Estate | Environmental Improvements | Yes | West | Craig Gandy | £499.50 | None | Completed |
| Handrail, William Morris Avenue, Highfield | Handrail | Yes | West | Craig Gandy | £486.00 | None | Completed |
| Bollards behind the communal lounge at Emmaville | Bollards | Yes | West | Craig Gandy | £911.35 | None | Completed |
| Roundabout, Cromwell Avenue, Hallgarth Estate | Roundabout | Yes | West | Craig Gandy | £1,372.07 | None | Completed |
| Ramp at 49 Millbrook, Millbrook Estate, Felling | Handrail/ramp | Yes | East | Teresa Smare | £600.00 | None | Completed |

Grounds Maintenance Activity Report April 2012 – March 2013

Following the budget savings and subsequent impacts on the service that became effective from April 2011, the Service Agreement was adjusted in agreement with TGHC regarding selected grounds maintenance activities. Each neighbourhood area has been split into three zones and the result has been a more consistent approach within all areas compared to previous years.

The main estate activities affected are as follows:

- **Grass cutting:** prior to April 2011, an inconsistent approach was deployed by individual areas. This is now standard across the borough in estates with a 3 weekly cut. This ensures all estates are treated equally, and these 3 weekly cuts have been achieved. Many grassed areas that were designated to be left uncut in the first year of savings were reviewed for the second year such that it was agreed to cut them three times per growing season, which has helped reduce excessive growth and build up of litter and other debris. The exceptionally wet weather conditions of 2012 affected grass cutting performance at times and led to a delay during flood conditions.
- **Highway herbicide applications:** reduced from 3 applications per year to 2 borough-wide and this work was completed.
- **Strimming:** reduced from 3 times a year to a single annual trim. All work was been completed.
- **Street cleansing / general grounds maintenance activities:** this work follows the zonal pattern and is in line with the 3 weekly grass cutting operations.

Service requests and complaints: Most residents are now aware of the austerity measures in place due to the ongoing media coverage and articles in Council News etc.

The budget savings and difficult weather conditions experienced in 2012 did lead to an increase in grass cutting requests for service and complaints across the borough.

Successes: the summer of 2012 was the wettest in 100 years and 2012 overall was the wettest year on record. Grounds maintenance teams were affected by the wet conditions but nevertheless caught up on the backlog of work. Flooding affected many parts of the borough and grounds maintenance staff were deployed to assist wherever possible, resulting in numerous house clearances for free for residents that did not have insurance in place. This work was also undertaken in areas being regenerated to help the community get back on their feet. The garden scheme has also been successful in

helping tenants look after their gardens where they would otherwise be unable to do so themselves.

Community Payback: Due to local changes in the management of the scheme, a number of difficulties have been experienced which has had an operational impact on some Neighbourhood Pride projects. WS&GM staff has been redeployed in order to complete projects which have at times diverted them from neighbourhood activities.

Arbor / Responsive Grounds Maintenance Spends Activity Report April 2012 – March 2013

The wet weather throughout 2012 affected arboriculture works to a degree, with staff unable to climb trees in wet conditions for health and safety reasons.

The total number of arbor requests has also decreased compared to previous years due to some categories of work undertaken previously being restricted such as 'loss of light' requests for trees to be cut back.

Total Work Requests:

| Arbo | Total Work Requests: |
|-------------|-----------------------------|
| Central | 57 |
| East | 86 |
| Inner West | 96 |
| South | 55 |
| West | 77 |
| | 371 |

| Responsive Maintenance | Total Work Requests: |
|-------------------------------|-----------------------------|
| Central | 9 |
| East | 25 |
| Inner West | 26 |
| South | 12 |
| West | 15 |
| | 87 |

Street Enforcement Activity Report April 2012 – March 2013**Fly Tipping:**

The team carried out 1223 fly tipping investigations over the period, the type of fly tips are broken down and shown in the below table:

| Type of Fly Tip | Number Investigated |
|------------------------|----------------------------|
| Furniture/House Hold | 362 |
| Black Bags | 315 |
| Building Waste | 60 |
| Tyres | 43 |
| DIY Waste | 31 |
| Garden Waste | 30 |
| White Goods | 25 |
| Other | 357 |

| Neighbourhood Area | Number of Investigations |
|---------------------------|---------------------------------|
| Central | 591 |
| East | 230 |
| South | 166 |
| West | 124 |
| Inner West | 112 |

Enforcement actions that followed on from the investigations are listed as below:

- Prosecutions – 14
- Fixed Penalty Notices – 74
- Legal Notices issues – 1747
- Waste Carrier Operations – 13
- Commercial Duty of Care Inspections – 58

Fixed Penalty Notices:

- The number of FPNS issued for litter offences during the 12/13 period was 169.
- The number of FPNS issued for dog fouling offences during the same period was 41.
- The number of prosecutions taken for litter and dog fouling offences was 73.

| Neighbourhood Area | Number of FPNS Issued |
|---------------------------|------------------------------|
| Central | 115 |
| East | 38 |
| South | 28 |
| West | 15 |
| Inner West | 14 |

Other Enforcement Activities:

The team have also assisted in a number of other Enforcement/Environmental activities:-

- **Tethered Horses** – 106 requests were made for officers to attend tethered horse reports. A strategy on dealing with the tethered horse issue is currently being developed.
- **Highway related issues** – The team have assisted in 252 reports in relation to highway issues. This can be from reporting unlicensed skips to fly posting and dropped kerb issues.
- **Drug Issues** – The team have attended 91 drug litter reports which has seen drug paraphernalia removed from both outdoor and indoor locations.

FPN's Issued - Annual Report 2012-2013

East

| Statuses | Totals | Litter | Graffiti | Dog Fouling | Fly Posting | Flytipping | Section 46 | Section 34 |
|-----------|--------|--------|----------|-------------|-------------|------------|------------|------------|
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| June | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| July | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| August | 3 | 2 | 0 | 1 | 0 | 0 | 0 | 0 |
| September | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| November | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| December | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| January | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| February | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Total | 15 | 8 | 0 | 6 | 0 | 0 | 0 | 1 |

South

| Statuses | Totals | Litter | Graffiti | Dog Fouling | Fly Posting | Flytipping | Section 46 | Section 34 |
|----------|--------|--------|----------|-------------|-------------|------------|------------|------------|
|----------|--------|--------|----------|-------------|-------------|------------|------------|------------|

| | | | | | | | | |
|-----------|----|----|---|---|---|---|---|---|
| April | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| May | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| June | 3 | 2 | 0 | 1 | 0 | 0 | 0 | 0 |
| July | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| September | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| November | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| December | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| January | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Total | 21 | 16 | 0 | 4 | 0 | 0 | 0 | 1 |

Inner West

| Statuses | Totals | Litter | Graffiti | Dog Fouling | Fly Posting | Flytipping | Section 46 | Section 34 |
|--------------|-----------|----------|----------|-------------|-------------|------------|------------|------------|
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| May | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| June | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| July | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| September | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| November | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| December | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 10 | 8 | 0 | 2 | 0 | 0 | 0 | 0 |

West

| Statuses | Totals | Litter | Graffiti | Dog Fouling | Fly Posting | Flytipping | Section 46 | Section 34 |
|----------|--------|--------|----------|-------------|-------------|------------|------------|------------|
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| June | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | |
|-----------|---|---|---|---|---|---|---|---|
| July | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| September | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| November | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| December | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| Total | 6 | 4 | 0 | 2 | 0 | 0 | 0 | 0 |

Central

| Statuses | Totals | Litter | Graffiti | Dog Fouling | Fly Posting | Flytipping | Section 46 | Section 34 |
|-----------|--------|--------|----------|-------------|-------------|------------|------------|------------|
| April | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| May | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 1 |
| June | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 2 |
| July | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| September | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 |
| November | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| December | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |

| | | | | | | | | |
|----------|----|----|---|---|---|---|---|---|
| January | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 31 | 28 | 0 | 0 | 0 | 0 | 0 | 3 |

Gardening Scheme Update April 2012 to March 13

Background

The Gardening Scheme is delivered on behalf of the Housing Company by Local Environmental Services (LES). Customers receive a garden visit every calendar month between April and October and two visits over the winter months from November to March.

The cost of the service is £6.05 per week which is added onto the rent as a service charge.

Membership

The scheme has a maximum capacity of 850 places and membership as of 31 March 2013 is broken down by neighbourhood as follows:

| | |
|------------|-----|
| West | 122 |
| Inner West | 103 |
| Central | 113 |
| East | 277 |
| South | 235 |

Total = 850

The waiting list for the scheme was reviewed in January 2013 and tenants have requested that they remain on the list.

During 2012/2013 a total of 112 members left the scheme and the average waiting time to join is between 12 and 18 months. The breakdown of the waiting list by neighbourhood is outlined below.

| | |
|------------|----|
| West | 15 |
| Inner West | 17 |
| Central | 23 |
| East | 51 |
| South | 32 |

Total = 138

Customer satisfaction

A customer satisfaction survey was carried out during November 2012. A total of 343 scheme members responded, representing 40% of total membership.

Overall 89% expressed satisfaction with the quality of the garden service which is the same figure as in 2011/2012. Any dissatisfaction that was expressed mainly related to weed control, the quality and frequency of cutting / pruning of hedges and bushes.

A total of 3 compliments were received from scheme members during 2012/2013, relating to good quality of work.

Management of the scheme

The scheme is managed by TGHC who is responsible for maintaining maximum membership, monitoring performance and responding to any enquiries.

Performance review meetings are held between LES and TGHC on a bi-monthly basis.

**Cleaner, Safer and Greener – Wrekenton NAP 2012/2013
Beacon Lough East**

| Theme | Customer Priority | Issue/feedback | Action Agreed | Progress/Outcomes |
|----------------|--------------------------------|---|---|---|
| Cleaner | Street cleanliness and litter. | Litter is an issue on whole estate | This estate is on Hot Spot list and limited resources are deployed daily within time-scales allowed. More needs doing with residents who drop the litter. | Complete - Estate officer monitoring and reports any issues to LES. |
| | | The gunnels alleyways at Whinlaw, Brackenlaw | | |
| | | Litter in alleyways, particularly cigarette litter. | Street Action and Enforcement Officers will increase patrols in the area and take relevant enforcement action | Complete- To date two FPNs served and 1 under 16 notice issued on parents for littering. Also one successful prosecution for fly tipping. |
| | | Request for more litter bins around Beacon Lough East Park. | LES are awaiting delivery of small mechanical brush. This will be used in the alleyways to improve litter. | Complete-New machinery has now been delivered to LES the route has started with the small mechanical brush being used once every 6 weeks. |
| | | | Extra litter bins to be installed in new toddler park once park equipment installed. | Complete - Bins now installed. |
| | Request for a clean-up day | "No Butts Its Litter " campaign to be delivered | Complete - Funded through neighbourhood pride and working with, Education, Fire Service and Street | |

| | | | | |
|--|-------------|--|--|---|
| | | | <p>with partners with Larkspur school</p> <p>To look at local initiatives with the residents and schools that link to Love Where you Live and Big Tidy Up campaigns</p> <p>“Stubbies” for local residents to dispose cigarette butts to be distributed to households</p> | <p>Enforcement No Butts its Litter campaign was delivered in March 2012 and March 2013 at Larkspur school.</p> <p>Complete- Funded through neighbourhood pride and working with , Education, Fire Service and Street Enforcement. Love Where You Live campaign was delivered with Larkspur School on 01 March 2013.</p> <p>These have been distributed – complete</p> |
| | Dog fouling | Dog fouling is an issue on the estate overall, particularly in alleyways in Whinlaw, Brackenlaw and Larkspur | <p>LES will remove dog fouling from pavements as soon as possible from being reported</p> <p>Education/Information leaflet to be distributed to residents with numbers to report issues</p> <p>Street Action and Enforcement Officers and Dog Warden to increase patrols enforcement patrols in the area</p> | <p>Ongoing during 2012/13</p> <p>Complete</p> <p>Three FPNs were issued by 31 March 2013 for dog fouling. Dog warden SAET officers continue to patrol. Issue continuing to be a problem leaflets were delivered on BLE by EO and</p> |

| | | | | |
|--------------|-------------------------------|--|---|---|
| | | | | SAET in March 2013. SAET to conduct further patrols also. |
| Safer | Speeding cars | Speeding cars in general, specifically near school by bungalows in Fernlough, near school by Whinlaw, and through Balmlaw. | Police to deploy the speed checker on the estate for some high visibility deterrence and advice letters to be issued | Speed checking operations were conducted on the BLE estate on the 19th and 20th May 2012. There were no concerns. No further reports of speeding vehicles but may utilise the speed measuring equipment again in the near future. |
| | Motorbikes on pavement areas | Speeding Barriers requested on the black path to prevent motor bikes. | Police have monitored and carried out extra patrols in the area. | Complete. This is no longer an issue on the Black path |
| | Youth disorder/alcohol issues | Young people drinking/gathering on grass area between Whinlaw/Brackenlaw – only area not fenced off. Also youngsters and adults drinking in the street. Issue at Broomlaw . | To fence off the area to restrict access CCTV to be installed at Broomlaw | Complete- In March 2012 Complete- CCTV installed March 2012. No evidence found of any recent nuisance. ASB case was then closed following investigations. |
| | Police presence | Would like to see more police on estate. | Local Police Officer to join Estate Officer on the next three bi monthly Estate Tours to promote the partnership and increase | Complete- Two Estate Walkabouts completed with police: 7th June - PM visit round |

| | | | | | |
|----------------|-----------------|---|---|---|---|
| | | | reassurance from presence on the estate | a | estate with PC's Paul Rutherford, Ian Robson & Andy Howe. Nothing picked up but a number of tenants and resident did see the officers on the estate. 19th July 2012 - PM visit with PCSO Sharon Heron, Sharon did stop and check a group of youths but no action needed. |
| | Street lighting | Would like more lighting between Callender Court & Fell Court. | To request street lighting to survey the area and discuss outcome. | | Complete- Suggestion has been forwarded on to street lighting. |
| | Child Safety | Request for a fence around Beacon Lough East park. | As there is no funding for fencing the new toddler park will be developed and designed to create a natural boundary to allow young families to enjoy safe play. | | Complete- Toddler park official opening took place 13/7/12 |
| Greener | Open plan areas | <p>Improve the parks and open spaces</p> <p>Make more things for young children to do with a request for a good park for little ones.</p> <p>Beacon Lough park needs to be tidied up - the metal planters are overgrown and woven walk ways are a mess.</p> | <p>Toddler park to be developed adjacent to the older children's play on Sundew park</p> <p>TGHC to discuss the maintenance of these areas with LES</p> | | <p>Complete – new park opened 13/07/12.</p> <p>Metal Planters not being maintained. TGHC and Gateshead Council looking at options/ solutions in 2013/14.</p> |

Seven Stars Estate

| Theme | Customer Priority | Detail | Actions Agreed | Progress and Outcomes |
|----------------|---|--|---|---|
| Cleaner | Dog fouling | Dog fouling issues on Rugby Gardens, former Whitley Court site and On Easington Avenue and around bungalows. | Street Action and Enforcement Officers and Dog Wardens to increase enforcement patrols in the area. | Complete- Patrols continuing. No FPNs have been issued to date. Issue continuing to be a problem leaflets were delivered on Wrekenton Seven Stars by EO and SAET in March 2013. SAET to conduct further patrols also. |
| Safer | Youth disorder/underage alcohol and drug issues | St Edmund Campion old school site – reports of anti social behaviour related to drinking & taking drugs. Concerns that youngsters obtain alcohol from shops | Police to look at Alcohol Watch scheme in the area | Complete- 30/08/12- No current plans to develop an alcohol watch scheme in this area. To monitor. |
| | Motorbike ASB | Prevent motor bikes driving through the cut at Waldridge garages. | Erect a permanent barrier i.e.: wall | Complete. Wall erected April 2012 which prevents any nuisance access to the garage area |
| | Street lighting | Lighting poor on the mineral lines covering the three estates. | Request and feedback to be forwarded to Street Lighting however unlikely resources will be available for this. | Complete- Suggestion has been forwarded on to street lighting. |
| Greener | Grounds Maintenance | Weeds are bad on pavements over the estate over Spring/Summer period | TGHC estate officer to monitor on estate tour and discuss any issue with LES at regular monitoring meetings during 2012 | Complete- Local Environmental Services contractor completed two applications borough wide of appropriate herbicide (Dec 12) |

Springwell Estate

| Theme | Customer Priority | Detail | Actions Agreed | Timescales |
|---------|--|--|--|---|
| Cleaner | Dog fouling | Dog fouling across estate | Street Action Enforcement Officers and dog wardens to increase enforcement patrols in the area. | Complete- Patrols conducted. One further FPN issued by dog warden (2 in total to date) |
| | Broken Glass litter | Glass all over the cut from Wallace Gdns onto Millennium Park at the side of the home and in general over other pavements. | Police and Estate Officer to monitor this area and Estate officer to report the glass to LES to remove | Complete- Estate Officer monitored area weekly. March 2013- No recent glass to report in this area. |
| Safer | No Issues/priorities raised for the estate | | | |
| Greener | No Issues/priorities raised for the estate | | | |