

Estate Plan

Caistor Road Estate, Barton upon Humber.

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Bardney Court	13	Holgate Court	16	River View	10
Blyth Court	6	Hopper Close	7	Uppleby Court	7
Caistor Road	7	Kingston View	6	Yarborough Court	22
Fairfield Drive	16	Lincoln Drive	8		
Halls Court	7	Meadow Drive	11		

Estate Description

The Caistor Road area has 136 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (136)
Houses	0	33	99	4	136

The estate consists of North Lincolnshire Homes stock, private houses and Sanctuary Housing Association owned houses and flats. Quite a few properties were sold through the Right to Buy. All are of a traditional brick build with some having the top half rendered and painted whilst others have the top half clad with small tiles. The estate was built approximately thirty years ago. The layout consists of small blocks of terraced properties connected by walkways and cul de sacs which provides the opportunity for vandalism and crime to take place. It also creates a lack of parking near homes. The estate was originally open plan, however metal fencing to front gardens was provided by SRB funding several years ago. Rear fencing is poor and none existent in some cases particularly next to public walkways. Making tenants responsible for their own fencing has meant that those that have been replaced do not match, which adds to the general shabbiness of some areas.

The estate has suffered from anti social behaviour, vandalism and car crime however during normal working hours the area is quiet with most problems occurring in the evening and at weekends. Some residents have commented that there is a 'stigma' attached to the estate, which is probably due to the perception of there being a high crime rate. Whilst Crime is relatively high for Barton as a whole figures for Caistor Rd specifically would not necessarily be indicative of the level of crime on the estate. People either fear intimidation or alternatively are not confident in the police responding if they report incidents.

The location of the estate - on the outskirts of the town, also causes isolation to some degree. If residents do not have cars, they have a 1.5 mile long walk to the town centre for schools or bus connections to Scunthorpe, Hull and Grimsby. There are no facilities to the estate apart from 1 small shop and a Resource Centre.

Houses next to public walkways have tended to be targeted for crime and vandalism. These properties have a high turn over of tenants. When properties are empty, considerable damage has occurred to boundary walls, fences, and properties themselves. Some of the tenants who have reported crime to the Police and North Lincolnshire Homes have now terminated their tenancies. Due to the fact that the houses are suitable for families, many transfer applicants have very little priority for moving elsewhere as they are already adequately housed.

The area lacks a designated play area for children. Although funding was secured, permission was not granted due to various management concerns surrounding the anti – social behaviour of youths in the area and worries that it would be difficult to make any area or equipment ‘vandal-proof’.

Performance Indicators

North Lincolnshire Homes has an Asset Management Plan that looks at various indicators. These tell us whether the area is a place where people want to live and remain, whether it is worth investing in the stock and how much it will cost to maintain the properties and bring them up to the Decent Homes Standard which the Government has set. Indicators for this area are as follows:
(Figures are for the year to 31/10/08)

Red:

Relets in year as % of tenancies	18.52%
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Amber:

Transfer requests outwards (at 31/10/08)	13.33%
Tenancies 2- 5 years in length	20.74%

Green: There are no green indicators

Other indicators

Empty properties at 31/10/08	2.20%
Tenancies under 2 years in length	30.37%
Tenancies of 5+ years in length	48.89%
Potential income after empty property loss	£417458.50
Repairs expenditure per annum (07/08 actuals)	£84379.37
Repairs in voids per annum (07/08 actuals)	£49724.12
Costs above/below potential income	£283355.01
Tenants in receipt of housing benefit	64.44%

Comments on Performance Indicators

Although there are red and amber indicators for the estate, When compared to the previous figures these show more stability and sustainability. There has been a slight increase in Relets in the year, which are at 18.52% compared to 17.99% in June 2006, however the number of long term (over 5 years) has increased by 4.77% to 48.89%.

The area will always be less popular due to its location away from the town centre and due to the stigma associated with the estate. However, with multi agency working to make people feel safer, these indicators should continue to change for the better.

North Lincs Decent Homes Standard

The Government has instructed that all social housing must reach a minimum standard known as the Decent Homes Standard by 2012. However, the North Lincolnshire Standard has been devised by local tenants who want more than the minimum level of improvements to their homes and is the standard North Lincolnshire homes will achieve by 2012.

The standard includes:

- Heating boilers renewed every 15 years
- Heating systems (radiators) renewed every 30 years
- Properties rewired or upgraded where the wiring is over 30 years old – and to ensure that there are adequate power points
- Windows and doors renewed if they are 20 years old
- Properties insulated to maximise energy efficiency
- Bathrooms renewed every 30 years
- Kitchens renewed every 20 years and to have adequate space for storage and the preparation of food
- Renewal of roofing if it is over 50 years old
- Replacement of gutters and fascias that are over 20 years old
- Homes to be free from structural defects that affect the soundness and stability of a home
- Homes to be free from damp and water penetration
- Adequate lighting in communal areas
- Closure of some footpaths to reduce crime
- Controlled entry systems for communal entrances
- Improved access to communal entrances to comply with the Disability Discrimination Act
- Fencing to create secure spaces
- Modern alarm call systems for the elderly
- Improved car parking provision
- Improvements to the environment / landscape

Housing Management

Management input to the estate is quite high with regular visits made by the Housing Officer. Much of the area is quiet but there are certain families on the estate that are perceived by some to be the instigators of crime and nuisance. Historically there have been very little documented evidence to support this, as people were reluctant to report incidents to either the police or the area office. Due to a high profile eviction granted due to numerous anti-social behaviour incidents and joint working between the Housing Officer, Anti-Social Behaviour

Team and the Local Policing Team who have encouraged residents to report incidents a higher number of residents are reporting incidents of ASB.

There is a well-established Residents Association that meets bi-monthly at the Viking Resource Centre. The Viking Resource Centre, which is run by a management committee, also meets once a month to discuss issues relating to the estate as well as the running of the Centre. The Centre provides some facilities for different groups to be active on the estate.

A multi - agency group, involving the Police, Housing, Youth service, Youth offending team and Sanctuary Housing has been meeting for a few years now on a monthly basis. This is also attended by key members of the Residents Association.

The Housing Officer attends the Neighbourhood Action Team meetings and the Senior Housing Manager attends the Area Action Team meetings.

Actions

In order to plan for the future we need to look at the sustainability of the area. This will depend not only on the properties continuing to be homes that our tenants want to live in but also the area being a safe and secure environment where people want to stay for years to come. We have already done the following:

- Looked at the 'make up' of residents in the area
- Gathered crime figures to check types and level of crime by attending Neighbourhood Action Team Meetings and Area Action Team Meetings.
- Checked reports of ASB and nuisance
- Gathered information from staff, stock surveys and other departments
- Worked together with tenant representatives to make decisions on standard fittings in empty homes and selection of contractors (ongoing)
- Have an agreement with North Lincolnshire Council's Neighbourhood Services for the upkeep of our estates, which clearly indicates standards and regularity of maintenance to the environment.
- Introduced a new Caretaking Service in June 2008 to keep our estates clean and tidy, and to make them a pleasant place to live.

We also need to:

- Ensure Starter (Assured Shorthold) tenancy visits are carried out as a priority
- Work to help prevent people losing their homes
- Provide debt advice / referral when necessary
- Support vulnerable tenants in order to sustain their tenancies
- Consider local letting policies where there is shown to be a need
- Enforce tenancy conditions to ensure clean, tidy and secure environments
- Continue to work with other agencies i.e Police and Community Safety Partnerships to combat crime and anti – social behaviour

- Work proactively with Health and Adult Services to ensure that older peoples needs are catered for so they can remain in their homes with the correct level of support.

Consultation

To give us more detailed information on what people want and what it is like to live in the area, a questionnaire was sent to all residents on the estate in 2004. This was to give an overall picture of peoples' perception of the environment, problems, level of crime, concerns about facilities, layout of the estate etc. In view of the fact the properties themselves were not felt to be the problem, having had new windows, doors and heating, this information was felt to be key to enable stability on the estate. 250 questionnaires were delivered, 42 responses were received

Although the response was quite low, the majority of those who did respond gave comments, most of which represented very strong feelings about their estate.

- The response rate was 17%.
- %'s below refer to the number of replies received to each question. Some people chose not to answer or ticked 'No comment'.

This is what you told us:

- 71 % are happy with their home
- 52 % are happy with the size of their property
- 31% are happy with their neighbours
- 19% like the rural aspect
- 76% perceive the area to be noisy /bad
- 74% consider the area to be unkempt
- 88% dislike the area because of the high crime rate
- 67% dislike the area because there are no play facilities for children
- 52% consider there is no community spirit
- 45% feel the lack of facilities is a problem
- 57% are considering moving away mainly due to harassment or intimidation
- 81% stated they are not happy with the police presence in the area.
- 83% have been the victim of crime.
- 88% would like CCTV cameras
- 50% want better street lighting
- 69% want play areas for the under 10's
- 47% would like anti-cycle barriers to walkways
- 40% would like a youth hut
- 50% would like more secure parking
- 41% would like to see the walkways closed off
- 45% would like the walkways to be gated at each end

In August 2006, further consultation was carried out. 32% of tenants were interviewed by the Tenant Participation team. This is what you told us:

- 85% of tenants are concerned about vandalism
- 73% of tenants worry about anti social behaviour
- 62% are worried about theft
- 69% are concerned about drugs
- 52% are concerned about their environment
- 39% are concerned about violent crime
- 87% feel that the proposal of a pilot warden service to combat issues on the estate would improve the area. (Funding is now being sought to provide this)

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Caistor Road is timetabled for improvement works to start in April 2009. Subsequent programmes in future years will pick up environmental and estate related issues. Some ad-hoc improvement works have already taken place but these are only scheduled in if there is an urgent need. To date the following has been replaced:

Caistor Road progress

Bathroom Fittings	1
Central Heating Systems	6
Fires	2
Kitchen	9
Roof Line	1
Wiring	6

The business plan budget allocated for improvement works in Caistor Road is **£1,155,246**. By October 2008 a total of **£49,125** has been expended on all improvement work.

The stock condition survey told us that in order for all our homes to meet the North Lincs Decent Homes Standard around £164 million needs to be spent over the next 10 years on repairs and improvements.

In order to meet the North Lincs standard the following work needs to be carried out before 2012.

<u>Element</u>	<u>Programme Numbers</u>
Bathroom Fittings	6,129
Boiler Replacement	1,193
Central Heating Systems	3,756
Chimney	3,793
External Doors	6,675
External Walls	3,275
Fires	3,092

Kitchen	5,056
Roof	4,608
Roof Line	4,386
Windows	5,721
Wiring	6,420

Other works identified specifically for the Caistor Road area are as follows:

- Provision of CCTV surveillance for the hot spots – particularly garage forecourts
- Provision of ‘gating’ schemes to form separate ‘self – contained’ residential areas with dedicated pedestrian routes into each area.
- Block off other unnecessary walkways to deter vandalism
- Consultation on the closure of some footpaths (e.g between Lincoln Drive, Bardney Court, Yarborough Court and River View.)
- Consultation on the conversion of walkways, footpaths to access roads - Yarborough Court, Bardney Court, Uppleby Court (running to River View).
- Anti – cycle barriers to walkways where necessary to prevent youths riding motor cycles.
- Gardens to be extended where possible to incorporate disused garage bases.
- Old garage bases to be used for more car parking and where possible, incorporation into gardens for more secure car parking.
- Conversion of large grassed area on Fairfield Drive to a car park with improved lighting. Height & width restricted entrance to ensure area not abused.
- Provision of a Children's play area with a suitable safe base and play equipment (providing older children catered for at same time)

All the above works have been identified as needing to be done but will be subject to funding becoming available to carry them out. Once these works have been carried out all homes in the area will be maintained to the North Lincs Decent Homes Standard and will provide substantial homes for years to come.

In Conclusion

This plan will continue to be reviewed and updated. Whilst environmental improvements may well be the priority for residents, initial spending will have to focus on works to improve tenant’s homes to ensure that the North Lincs Decent Homes Standard is met. However, it is also important that people feel safe and secure in their homes, and want to live and remain in them for many years to come – which is why estate improvements and environmental works have been identified. North Lincolnshire Homes want to meet the aspirations of tenants and although it does not have the resources to carry out all of the works that are needed it is important to identify the priorities for each estate.