

Estate Plan

Scunthorpe Town

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Berkeley Street	16	Digby Street	3	Sheffield Street	7
Buckingham Street	17	Elizabeth Street	2	Smith Street	6
Dale Street	2	Fox Street	4		
Detuyll Street	4	Parkinson Avenue	1		

Estate Description

The Scunthorpe Town area has 62 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (62)
Flats – Ground Floor	3	1	0	0	4
Flats – First Floor	2	2	0	0	4
Houses	0	3	44	5	52
Leaseholders					2

Properties in the area are of a traditional brick build and mainly terraced. A recent Stock Survey has shown that they are all structurally sound and well constructed but layout is poor with bathrooms leading off kitchens or bedrooms. Back yards are very small and there is little room for children to play safely. Windows and doors have now been replaced in the area.

The Crosby area is in the heart of Scunthorpe town centre and is made up of the 3 most deprived wards in North Lincolnshire which are also in the top 20% most deprived wards in the country. Although residents benefit from good local facilities within walking distance they also suffer with litter and high crime. There are also schools, playing fields, a Health Centre and an Adult Education Centre.

The area is made up of a mixture of owner – occupied accommodation, private and affordable housing, all of which are fairly low demand. Many properties have been converted to flats for private rental and have been neglected by absentee landlords, which has helped to make the area physically unappealing. There is also a lack of public space and play areas. Much of the area is densely packed with back to back terraced houses and narrow ten –foots.

Crosby has the highest unemployment and lowest income for the county with 25% of residents being lone parent families. 11% of residents are from Black and Minority Ethnic backgrounds. Crime is very high with incidents of burglaries 3 times higher than the national average. With little off road parking, the area is also rife for damage and theft to vehicles.

People who live in the area are aware of the image problem and want to improve the environment to make Crosby a safer and tidier place to live. Many agencies and community groups have been working together to promote community relations and there has been various groups and projects set up to revitalise the area and improve services at a local level. These include the Crosby Healthy Living Project, The Falls Collaborative (aimed at preventing older people falling) Crosby Employment Bureau, Sure Start, Enterprise Centre, Crosby Bridge and The Forge.

More recently the Crosby Neighbourhood Management Pathfinder (CNMP) has been set up to work with other agencies and the community to reverse the decline and change peoples perception of the area. This work will feed into the more localised Advanced Crosby project which is designed to regenerate and revitalise an area of approximately 400 properties bounded by Frodingham Road, West Street, Wells Street and Berkeley Street. Work will be carried out in partnership with Housing Associations, private landlords, North Lincolnshire Homes and house builders. The provision of new different types of housing should attract new people to the area. One of the aims of the project is to enhance the use of the Memorial Gardens to build a community and thereby create ownership of the area. This in turn should help decrease anti – social behaviour and make the area a stable and sustainable community. The Safer Neighbourhoods Partnership has been commissioned to examine exactly what is needed to accomplish this. The Youth Offending Team is also involved to help combat anti – social behaviour.

Improvements to the area have already included traffic calming measures to some of the streets, the blocking off of certain roads to prevent speeding cars and Home Zoning – which has created small communities with upgraded lighting and parking.

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: There are no red indicators

Amber:

Tenancies under 2 years in length	17.24%
Tenancies of 2 – 5 years in length	18.97%

Green:

Empty properties at 31/10/08	3.33%
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Other indicators:

Transfer requests outwards	3.45%
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Relets in year as % of tenancies	6.45%
Tenancies of 5 years + in length	63.79%
Potential income after void loss	£177715.84
Repairs expenditure per annum (07/08 actuals)	£33918.36
Repairs in voids per annum (07/08 actuals)	£22012.06
Costs above/below potential income	£121785.42
Tenants in receipt of housing benefit	63.79%

Comments on Performance Indicators

Indicators for the area show that a high number of residents are either unemployed or in receipt of low wages. With the majority of properties in the area being 3 bedroom family houses this indicator is quite concerning. There are two amber indicators with 17.24% of tenancies held for less than two showing the lack of stability in the Crosby area. This could be due to the high levels of crime and the fact that the area is in need of revitalisation. Current projects within the Crosby area as a whole should help address these issues and increase stability in the future.

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

There are generally few management problems in the area apart from the usual neighbour complaints about children playing football in the streets and causing annoyance. Although there is known to be drugs and alcohol in the area, these do not cause too many problems. Roads have been used as rat runs but work carried out in the area to block off some roads has made quite a difference. The area also suffers from fly – tipping due to its city centre location. The area was supported by the Pathfinder project, however this has now ended.

The Housing Officer liaises with PCSO's and Local Policing Teams on issues such as drug dealing and undertakes joint visits where appropriate.

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 tenant’s aspirations and what it is like to live in the area, we sent a questionnaire to each tenant:

- The response rate was 20%.
- %’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:

- 60% are happy with their homes
- 40% are happy with the location and amenities in the area
- 90% like the area as it is close to town
- 70% feel the area is unkempt
- 50% consider the area to be noisy / bad
- 60% consider the area to have a high crime rate
- 40% feel there is no Community Spirit
- 60% would like to move away – 67% of those wanting to move say this is due to drug related or anti social behaviour, 33% want to be nearer relatives
- 60% would like caretakers to visit 1 or 2 times a week
- 70% would like a planned painting programme
- 70% want tidy roads and communal areas
- 40% would like garage provision
- 80% have been the victims of crime
- 60% are not happy with the police presence in the area
- 70% are not aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Crosby (which includes Scunthorpe town) was timetabled all improvements works to start April 2008. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

Crosby progress (inc. Scunthorpe Town)

Bathroom Fittings	12
Boiler Replacement	1

Central Heating Systems	7
External Doors	28
External Walls	16
Fires	1
Kitchen	4
Roof	20
Roof Line	23
Windows	47
Wiring	13

The business plan budget allocated for improvement works in Crosby is **£254,442**. By October 2008 a total of **£281,095** 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 Crosby area as follows:

- Provision of higher fencing to rear of properties to prevent fly tipping
- Provision of individual lighting (infra red controlled) to front of properties for added security
- Provision of upstairs wc's where possible
- Reroofing to Buckingham House
- Repairs to brick boundary walls as necessary
- Updating of security to archways by provision of metal grille and gates with security lighting

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.