

S4B Update

March 2019

1. Introduction

This report provides an update for the local Councillors on the latest S4B performance and regeneration activities in Brunswick. Operational performance referenced in this report is for January 2019.

2. Neighbourhood Management

Customer Services:

- Levels of customer contact via telephone increased in January 2019, with 1207 calls received. Reception visits also increased to 515 visits to the office reception in January 2019.
- Performance levels continues to be at a very high standard with 98.8% of all calls being answered by the customer contact team. Customers are only having to wait an average of 11 seconds to have their calls answered by a member of the customer contact team

Rents Collection:

- The number of tenants on Universal Credit has increased further within the last month to 73. There are two households with the benefit cap.

Neighbourhood Management

- There were no new cases of ASB in January 2019, however progress was made in two cases which brought about a resolution to the disputes.
- The Noise App was promoted more widely to residents to help empower residents to record and report noise nuisance, the main ASB issue which occurs in Brunswick.
- An electronic campaign initiative took place this month to let residents know about the changes to the rubbish and recollection service, and to encourage residents to throw less rubbish away and recycle more. Each resident in all the High Rise blocks have been given a food caddie, food recycling bag, split bag and leaflets to assist them in making it easier for them to recycle.

3. Repairs and Maintenance

- Thirteen void properties were allocated during October 2018, with an average re-let timescale of 13.3 days. Five of these properties was advertised to external applicants through Manchester Move.
- There were 253 repairs during January 2019 consisting of 201 routine repairs, 29 emergency and 23 out of hours during October 2018.
- Repair satisfaction was 100% with a response rate of 64.32%.
- We are re focusing on our interface for new build repairs following feedback raised at Monitoring Panel. As part of this review, we have developed additional satisfaction surveys for residents and are re engaging with staff regarding ownership of repairs and issue of repair reference numbers.

4. Refurbishment Programme

- The refurbishment programme is continuing across the neighbourhood and we are making good progress. We are aiming to complete our phases of work by April 2019.
- We completed six phases which were inspected by the Independent Certifier in February 2019 – this included properties on Cadum Walk, Jessel Close, Condor and Cumbrian Close.
- We hope to handover a further 9 phases during March 2019 – inspections are currently being planned for Hoyle Walk and Lowndes Walk.
- Our final phases of work will be Clacton Walk and Haymans Walk.
- The fire stopping and panel replacement works were completed on to all multi storey blocks at the end of December 2018. Communications were issued to residents to confirm the stay safe policy and wardens were removed end January 2019.
- Consultation was undertaken with affected residents on street naming changes. We have now made formal application to Manchester City Council street naming team.

5. New Build and Infrastructure

- We are in the process of handing over three new build phases on Skerry Close, Hanworth Close and Oregon Close.

- We have four remaining phases to complete – phase 82 Skerry Close (April 2019), phase 77 Plymouth View and phase 91 off Hartfield Close (May 2019) and phase 25 (June 2019).
- The Extra Care sheltered accommodation facility is now due to commence in March following delays to Brunswick Street shops due to asbestos hidden in roof beams. This was removed safely and without issue and the site is now cleared. We expect the Extra Care facility to be completed by end 2020.
- During March 2019, we will commence work to the next phases of development works properties located at the top Wadeson Road. Given there has been a lot of construction activity in this area, we undertook some door knocking and discussion with residents and provided them with a full update on the works and timescales. We are starting to see an increase in sales activity following some recent advertising and are also to undertake a further marketing letter drop to local residents.
- Work continues along the boulevard – the remaining link through to Brunswick Street (which will border Artillery Court) is due to be completed during March 2019.
- We have also now completed works to Statham Road and Hayman's Walk and this is to be inspected by the Independent Certifier in the coming weeks.
- Now we are coming towards the end of key areas of refurbishment works -in terms of refurbishment and the low rise build programme (due to complete in June 2019, we are to review our wearing course programme with the Council and within conjunction with highways department who will adopt completed works into their maintenance.

6. Employment and Training

- During January 2018, we reported 38 FTE local employees and 17 trainee months. We are currently checking and collating January 2019 performance for submission to Manchester City Council by the end of the week.
- We are currently looking at steps to improve trainee performance and develop some opportunities for work experience and local based training – we are holding breakfast meeting with suppliers and meeting with local schools and colleges during March 2019 to start this process.

7. Resident Consultation and Wider Regeneration

Former Prime Minister celebrated - A new commemorative plaque has been unveiled in Brunswick in honour of former Prime Minister and Liberal party member, David Lloyd George. The plaque is displayed on the front of a house located on the site of his birthplace of 5 New York Place, which is now Wadeson Road. The unveiling was attended by local residents, representatives from Manchester City Council, including local Councillors and Lib Dem group leader Cllr Roger Hayes. The event, held on 17th

January 2019, was organised to coincide with what would have been David Lloyd George's 156th birthday. It is also the first in a series of celebrations to mark the first five years of the 25-year regeneration project in the Brunswick area.

Allotments

The new allotments have all been allocated with two sign up events held in partnership with the Allotment Society on the new allotment site. Despite the cold weather residents have begun work preparing the ground in January 2019.

LOOPER project plans

The LOOPER project has developed detailed plans for intervention on Brunswick Street which have been developed with Manchester City Council Highways and University of Manchester. The project will focus upon greening projects including hanging baskets, screening via hedges to measure absorption of pollutants from cars and also trees.

Widows Empowerment Trust Launch

The Widows Empowerment Trust promotes social inclusion in the lives of widow, widowers and others who have experienced bereavement. They also offer education and training, befriending, home visits, dementia support including volunteering opportunities.

The Widows Empowerment Trust attended last year's Brunswick Bonanza event to promote what they do. As a result two Brunswick residents applied to become volunteers and with the assistance of the Housing Management Team are now co-ordinators of the group launched in Brunswick, with the sessions being delivered from the S4B Housing Office until they are able to find a permanent space.

Urban Village

Urban Village aims to tackle Social Isolation, which is a key challenge in many areas including Brunswick. The University of Manchester and the Manchester Institute for Collaborative Research on Ageing (MICRA) are involved in an innovative project that supports older residents to come together to shape local services with the aim of creating a better quality of health, community life and local well-being for people over 50.

The research is being conducted, over two years, in two local neighbourhoods, one being Brunswick, with the aim to better understand how local communities themselves can decide upon, and set-up, local initiatives to facilitate older people's ageing in place.

There is four local projects running in Brunswick with Community Organisations and the projects would like to work with the S4B consortium partners in different ways to achieve the aims of the project. The other community groups involved are Women's Footprints, Neighbourly Garden Projects and Hope is the Key.

Men's Group

A new men's group was launched this month offering creative workshops, cultural trips and events for the residents from the Brunswick area. To date two meetings have been held with 5 men expressing an interest. The men's group are part of the Urban villages a new joint project with Manchester University.

Community Connectors Training

Training was delivered by Jo's Cervical Trust for Brunswick community representatives in preparation for Cervical Cancer Prevention Week, which will help raise awareness and assist in signposting people where they can get support. Three community representatives were present. Brunswick Youth Club is back

With everything from indoor football, badminton and table tennis, to face painting, arts and crafts, seed planting and henna painting, and a chill out area, the Club really will provide something for everyone. The Youth Club is still based at the Salvation Army, which has recently been refurbished.

8. Complaints, Compliments and Resident Feedback

- Complaint performance for January 2019 is currently being collated and is due for submission by the end of this week. We will provide a further update once collated.