

Priorities for action

Score 1-6

17. You are concerned that children are thought to be buying alcohol from certain off licences in the ward and would like this checked.

Additional Comments – if you can help by providing more detail about why you have responded as you have or have any priorities we have missed please add them here and say how important they are to you:

Thank you for taking the time to complete this questionnaire. A final decision, based on the results of this survey, will be fed back at a future Ward Committee confirming the final list of priorities for action that will be included within the Blakelaw Neighbourhood Charter.

After this meeting the Council and its partners will identify what they are planning to do over the next twelve months to tackle these issues. Your Neighbourhood Charter will be operational from 1st April 2010. Your ward committee will monitor progress on a regular basis.

Please complete your questionnaire by 8 January 2010 to the freepost address below:
Neighbourhood Services, Freepost NT14,
Alternatively you can complete this questionnaire online at:
www.newcastle.gov.uk/blakequest

If you need this information in another format or language please phone 0191 211 6440

Blakelaw Ward

Neighbourhood Charter **Our neighbourhood Our future**

We need your help

We're working on the first-ever neighbourhood charter for Blakelaw Ward. The charter sets out what local people tell us are the main things that we and other agencies need to do to make the area a better place for everyone. **We now need your help. Please take a look at the questions on page 3 and 4 and tell us what you think.**

What is a Neighbourhood Charter?

A neighbourhood charter is an agreement between you, the community, and us with our partners such as the police and health service at a local level. A charter can be for any part of the city but in this case it's for Blakelaw Ward and its neighbourhoods.

The purpose of a charter is to help us give you the services you want at a local level to improve your quality of life. This includes giving you a bigger say over health, housing, employment, education, policing and local facilities.

Charters are designed to give more local people a say in the decisions that affect their day-to-day life. They can be helpful in understanding problems, identifying what's most important for action, and measuring how well we are doing in making changes.

How have these priorities been chosen?

They have all come from local people – issues that have been raised with councillors or council staff, or through tenants' and residents' groups. The draft charters are now being put before local residents through these newsletters, meetings

with residents and at ward committee meetings. **Tell us what you think. Are these the right priorities? Have we missed anything that should be in?** Please complete the questionnaire on pages 3 and 4 and return to the free post address.

How well are we doing?

Our ways of measuring how well we're doing will be sorted out by the end of this year. Then we'll track it year on year. Performance will be published annually. This is how we'll measure how well we're doing.

We'll take into account what you tell us about

- How well informed you feel about our services
- Your opportunity to take part in local decision making
- Your ability to influence decisions affecting your neighbourhood.

We'll use service Quality Indicators. They're our own measures for things such as the quality of the environment.

We'll see how much progress we're making in sorting out your priorities set out in the charter.

We'll see how well

- Our services and facilities are used
- We give our services, including how quickly and well we respond
- Our customers are satisfied with services, and how many complaints we've had.

We'll see how your area is doing on our "vitality index" which measures things such as health, employment, and crime.

We'll consider feedback from individual residents and groups.

www.newcastle.gov.uk
ward.co-ordination@newcastle.gov.uk

Newcastle
City Council 

Your Blakelaw Councillors:

Gerry Keating

2 Lavender Gardens
Jesmond
Newcastle Upon Tyne
NE2 3DE
Phone: 0191 281 8507
Email:
gerry.keating@newcastle.gov.uk



Phillip Lower

27 Oulton Close
Meadow Rise
Newcastle Upon Tyne
NE5 4SX
Phone: 0191 271 5625
Email:
philip.lower@newcastle.gov.uk



Bill Schardt

3 Maudlin Place
North Fenham
Newcastle Upon Tyne
NE5 3LE
Phone: 0191 242 1448
Bus. Email:
bill.schardt@newcastle.gov.uk



Dog fouling is becoming a significant issue and is something you would like us to tackle more visibly.

Traffic management is creating problems in various locations across the ward and you have asked for the following to be resolved:

- Congestion at Cowgate roundabout and Ponteland Rd roundabout during rush hour;
- A temporary speed camera on Wingrove Road North;
- The flashing signs on Stamfordham Rd repaired;
- Connecting people from the middle of the ward to the bus super routes, particularly the elderly.

The condition of the roads and pavements is a high priority for you and you would like an improvement programme established to upgrade these.

You have told us there is a lack of affordable housing within the ward, and you would like to see more appropriate social housing within Blakelaw and North Fenham.

You have told us the Blakelaw Neighbourhood Centre needs to be more accessible and offer more activities to the community.

Flooding is an issue in parts of the ward and you have told us the following locations need investigation:

- The open space next to the Jaguar garage on Stamfordham Rd;
- The northern end of Cragstone Park and both sides of Cragstone Avenue;
- The surface water drains outside St Basil and St James Church smell badly.

You have told us there is some anti social behaviour near Ponteland Road and on the Two Ball Lonnen Estate.

You are concerned that children are thought to be buying alcohol from certain off licences in the ward as the majority of youth related anti social behaviour is perceived to be fuelled by alcohol.

We now need your help to agree and finalise a list of priorities for action – please take a look at the table below and rank the issues in order of importance to you.

Please let us know your top 6 priorities. Please use a scale of **1 (most important)** to **6 (least important)** to indicate how you rank the importance of your top 6 issues.

To help us understand how these issues sit geographically within Blakelaw could you please provide your Postcode and house number.

Postcode:

house number (optional):

Priorities for action

Score 1-6

1. Help and support to get back into work & with benefits

2. Help and advice to get and stay healthy such as giving up smoking

3. More health services in central Blakelaw

4. More support and education for mothers including help to reduce teenage pregnancies

5. Dog fouling dealt with more proactively

6. Reducing congestion at Cowgate roundabout and Ponteland Rd roundabout during rush hour

7. A temporary speed camera on Wingrove Road North

8. The flashing signs on Stamfordham Rd repaired

9. Connecting people from the middle of the ward to the bus super routes, particularly the elderly

10. Roads and pavements improved

11. More affordable and social housing

12. Improved accessibility to the Blakelaw Neighbourhood Centre

13. Flooding on the open space next to the Jaguar garage on Stamfordham Rd stopped.

14. Flooding at the northern end of Cragstone Park and both sides of Cragstone Avenue stopped

15. The surface water drains outside St Basil & St James Church unblocked and cleaned

16. Anti social behaviour happening near Ponteland Road and on the Two Ball Lonnen Estate dealt with

Your local issues

We have looked at everything you have said to us in the past about the things that cause you problems, please see below a brief description of these:

You have told us that getting help during the current economic situation is important to you. You'd like us to do more to help you get back to work. You have suggested help such as:

- More training opportunities including computer skills.
- Finding suitable career paths.
- Writing job applications.
- Understanding what benefits you can get.

You have told us that you would like more support, advice and information on how to get and stay healthy including help to give up smoking. You have also told us you would like to see more health services available within Central Blakelaw.

You would like more support for young mothers and more education to help reduce teenage pregnancies.