

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.

We need your view.

Are these the right priorities? Have we missed anything that should be in?

We have already spoken to a number of residents at the official opening of Dinnington multi use games area on the 2nd of September about the draft neighbourhood charter.

Why not come along to one of the following sessions to find out more and tell us your views.

Hazlerigg Memorial Hall

17 September 2009 at 10am – 12noon
Plus free tea or coffee and cake

Castle Ward Committee meeting
at Kingston Park Community Centre
17 September 2009 at 6.30pm

Brunswick Rest Centre

22 September 2009 at 2pm – 3.30pm
Plus free afternoon tea.

If you have any further queries or suggestions you can post or email your comments by 15th November 2009 to: Castle Ward Co-ordinator, Neighbourhood Services, Freepost NT14, Newcastle upon Tyne NE4 5BR

Email: ward.co-ordination@newcastle.gov.uk
Please tell us your ward or your post code on your email – thank you

Contacts for further information Your Castle Councillors:

Ian Graham

5 Colnbrook Close
Kingston Park
Newcastle Upon Tyne
NE3 2TP
Phone: 0191 286 7869
Email:
ian.graham@newcastle.gov.uk



Ian Laverick

21 Grey Street
Brunswick Village
Newcastle Upon Tyne
NE13 7DT
Phone: 0191 236 6818
Mobile: 0788 511 1146
Email:
ian.laverick@newcastle.gov.uk



Anita Lower

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



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

Castle Ward

Neighbourhood Charter *Your neighbourhood, your future*

We need your help

We're working on the first-ever neighbourhood charter for Castle 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 list of actions 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 Castle 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? Find out more on the back page...

In taking this new approach we hope to better understand what you want to see in your area. Look at what's already happening...

Good News! Dinnington Multi Use Games Area officially opens

More fun for children and young people in Dinnington is guaranteed since a new multi use games area opened at the beginning of September. And we need to thank the Horton, Havannah and Brenkley Tenants' and Residents' Association who successfully got the money in to do it. As well as us and Your Homes Newcastle chipping in, the Banks Community Fund gave £82,800 towards the cost. We must also thank Newcastle United Football Foundation for giving coaching sessions for children and young people on the opening day.



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

Newcastle
City Council

Hazlerigg Memorial Hall

The hall has had a face lift thanks to cash from the Children's Centre, and we gave some too.

The Children's Centre and our Rapid Response Team are joining forces to create a safe place to play in the garden next to the hall. This will include an allotment style garden to encourage healthy food growing.

We're also working with the children and young people in Hazlerigg to replace their park.

Improving your wellbeing, health and independence

We know that health issues are important to you and that you'd like to see community health workers involving local people more, particularly in the Brunswick area.

This includes more:

- help for elderly people
- help for mothers with childcare, including breastfeeding and
- education for teenagers to help reduce the number who get pregnant.

Creating quality places to live – and keeping them that way

You have told us through the residents' survey that you're not happy with your local bus service.

You want to see:

- a circular route serving Dinnington, Brunswick and Hazlerigg
- another bus shelter on Tudor Way
- better traffic flow around Kingston Park
- improvements to transport, such as a park and ride from The Great Park
- a school travel plan for the primary school in Dinnington.

There are other things we need to look at such as access for the disabled, and generally the cost of transport and safety.

You're worried that:

- there's less neighbourliness in the villages - you want us to bring back the village feeling to Dinnington, Brunswick and Hazlerigg
- older people are afraid to go out at night
- there's too much drinking by young people.

There's a perception that public services are being downgraded, and older people who need services are neglected.

The residents' survey also tells us that you're not satisfied with sports and leisure facilities and events, or the library service and would like to see more for residents to do.

You're concerned about fly tipping in your area, especially in the more rural parts, and would like to see more done to tackle this.

Housing is another problem in particular the way Your Homes Newcastle lets houses. You feel they should give local people more chance to stay in the area as there is a high demand for properties.

There's concern that the Newcastle Great Park development might create more traffic in your area. You want to know more about future developments and how you could raise concerns about them.

You're also not happy with roads and pavements in your area, in particular Old Brunton Lane. Improving roads and footpaths is an on-going issue. Each year we look at which roads and footpaths are in greatest need of repair. If you feel that improving roads and pavements is the most important thing to you, where shall we spend money to make the biggest impact?

**Are these issues correct?
Are they the issues you'd like us with our partners to focus on? Please come and tell us at the local events organised.**

See the back page for details.

Things we've done recently to improve your area

Brunswick Park Centre

We're making good progress on the new Brunswick Park Centre which opens in the New Year. It will include:

- a children's centre providing information, training, activities and advice for parents of children aged 0 to 5 years old. For more information about what's going on now and in the new building contact Karen Bunston on (0191) 213 4100.
- community use for local groups and
- activities for everyone

At a Big Lunch event organised by Brunswick Community Association you told us what activities you would like in the new building. They included: Beavers, Rainbows, dance classes, carpet bowl, an over 60s club, youth club, exercise classes and martial arts to name a few. If you have any more ideas contact Eric McKinaly on (0191) 236 5703

We'd like to thank Brunswick Community Association for the support and commitment they've given us too make this project happen – it couldn't have been done without you.



Kingston Park Green

The Friends of Kingston Park Green has worked hard with us to improve the green and make a dramatic change in the way we play.



Improvements to Kingston Park Green Corridor

Our Rapid Response Team is working with Kingston Park Primary School to make Ascot Walk a green corridor. We have made it weed-free, allowing flora and fauna to grow naturally. As part of this project the footpath will be re-laid.

Court Improvements

We're also continuing with court improvements in Kingston Park. This includes both large and small scale work. We discuss everything we do with local residents.

