

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'll see how well Fenham is doing when compared with other wards in the city.

We need your views. Are these the things most important to you? Have we missed anything that should be in?

Please come and let us know if we have missed anything at:

Denton Burn Community Association on the 15th October between 12 – 2pm, or

Fenham Association of Residents on the 21st October between 12 – 2pm.

Please also come to the **Ward Committee Meeting** on the 19th of November at West End United Reformed Church **where we will be agreeing the final priorities for our CHARTER.**

If you have any further queries or suggestions you can post or email your comments by the 12th of November 2009 to the:

Fenham Ward Co-ordinator
Neighbourhood Services, Freepost NT14,
Newcastle upon Tyne NE4 5BR.

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

Your Fenham Councillors:

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

Fenham Ward

Neighbourhood Charter Our neighbourhood Our future

We need your help

We're working on the first-ever Neighbourhood Charter for Fenham 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 Fenham 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, at local community events 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...

Help if you're out of work

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.

It's your money – claim it

If you are disabled or a parent or in work or out of it or living alone or with a partner and wondering how to manage Newcastle Welfare Rights Service:

- helps you find out if there are benefits you are entitled to
- gives free independent information and advice on benefits and debt.
- helps you find your way around the benefits system

Ring (0191) 277 2633 or go to www.newcastle.gov.uk/welfare-rights

You can also visit the website to:

- keep up-to-date with benefit changes
- sign up for a 'benefit bulletin'.
- Find other help for your own need:

"Where to get advice in Newcastle"
Also available as a booklet.



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

Newcastle
City Council

Improving your wellbeing, health and independence

We know that health issues are important to you and that you'd like to see the community health service involve local people more. This includes more help and support for the elderly, and more education for teenagers to help reduce the number who get pregnant.



Fenham Pool is an excellent local facility for all ages where people can swim and keep fit.

Creating safe communities where everyone feels included and lives together in harmony

Anti-social behaviour, including damage to property and graffiti is an important issue for residents. Youth disorder, drinking on the streets and underage drinking have also been raised as a serious cause for concern. You have asked for us to work with the police to help deal with these problems and we are doing this.



Fenham Association of Residents on Acanthus Ave Denton Burn Community Association

Both of these facilities provide a place where you can come and talk to us to discuss your concerns

In developing this new approach we are looking to get your issues understood and addressed in the way that these issues have already been answered.

Re-deployable CCTV Camera in Fenham Ward

Did you know that Fenham Ward has a group

which meets to look at ways of tackling crime and community safety issues in the Ward? This group, called the Safe Neighbourhoods Action Problem Solving Group or SNAPS for short, meets every month. It is made up of representatives from key statutory organisations including the City Council, Police, Fire Authority, Safe Newcastle, YHN and your local Councillors.

Fenham continues to see a reduction in its crime figures. To help us tackle problems we have managed to secure a re-deployable CCTV camera. The new camera will be in use soon and playing its part in reducing crime and anti-social behaviour in the area.

Re-deployable CCTV cameras can be installed very quickly once a problem has been identified. The camera can be moved to any part of the Ward and installed on street furniture such as lighting columns.

So what sort of things can RCCTV be used to help tackle:

- Car crime
- Criminal damage
- Anti-social behaviour
- Environmental crimes such as fly tipping

Creating quality places to live – and keeping them that way.

Public transport is an issue. You have told us that since the introduction of bus passes for pensioners a number of bus services to Fenham have been cut, such as bus numbers 50, 17, and 19. As a result North to South services are poor, taking two buses to get to Morrison's.

Dumping rubbish and furniture is causing a nuisance in certain parts of Fenham. This is a particular problem in the streets around Tebay and Birchvale and also on the open space next to Baxter Avenue and Palm Avenue.

Speeding traffic on Two Ball and Silver Lonnen and problems with parking around the new Stocksfield Avenue School site on St Cuthbert's Road are concerns also raised by residents.

The condition of Slatyford Flats is causing concern.

Allotment holders on Denton Bank are keen to find out what the future holds for them and their allotments.

Are these issues correct? Are these the issues you'd like us, with our partners to focus on? Please come and tell us at the local events we've organised. See back page for details.

Managing how you affect the environment

Fenham Ward is in the highest band for consuming gas and electricity.

Do you agree we should do something to reduce this?

Your Homes Newcastle is busy replacing windows and heating systems in council owned homes this will result in less energy being used.

For those of you with the blue and brown recycling bins we hear you're mostly happy with the service. All houses in Fenham should have a blue bin. If you live in a house and you don't have a blue bin, you can order one by calling 274 4000.

We are now providing recycling bins to those of you who live in flats. Generally, we place the recycling bins in an area that everyone, including the bin waggons, can get to. We want to make sure we do this right, making sure the recycling bins are secure and that there's enough room for them.

To use communal recycling bins, please separate your recyclable rubbish from your other rubbish, take it to the recycling bins and pop it inside. If you are not one of the 181 flats that's already got recycling bins, then you'll have them soon. The flats that either have or will have recycling bins are:

- **Ord Court**
- **Nursery Gardens**
- **Whitbeck Court**
- **Bishops Court**
- **Coniston Court**
- **St Mary's Student Accommodation**

If you live in a flat and want to chat about recycling, call Waste Management on 277 3495.