

Measuring how well we are doing

Our success measures will be in place by September 2009 and improvement will be tracked year on year. Performance will be published annually. This is how we'll measure how well we're doing:

- What you tell us about how well informed you feel about services and benefits provided by the council, about your opportunity for participation in local decision making and about your ability to influence decisions affecting your neighbourhood.
- Service Quality Indicators, for example the local Environmental Quality Indicator.
- Progress against the specific priorities set out in the charter.
- How well services and facilities are used; our performance against service standards, including how quickly and well we respond; customer satisfaction with services, and the levels of complaints.
- How the area is doing on the council's "vitality index" indicators such as health, employment and crime.
- Feedback from individual users and groups.
- Where possible performance will also be compared against performance elsewhere – such as this ward's performance against average performance in other wards in the city.

Kenton Ward Surgeries are held as follows:

1st Saturday of each month

Kenton Bar Drop-in Centre, Mallowburn Crescent. 10.30am – 11.30am

1st Saturday of each month

Kenton Neighbourhood Centre, Hillside Avenue, North Kenton. 10.30am – 11.30am

2nd Saturday of each month

Montagu Estate Residents Association (MERA) Hall, Wyndley Place, Montagu Estate. 10.30am – 11.30am

3rd Tuesday of each month

Cowgate Neighbourhood Centre, Moorview Crescent. 6.30pm – 7.30pm

Please note: No surgeries are held in August

We need your views. Are these the right priorities? Have we missed anything that should be in?

Please come and find out more about the Neighbourhood Charters at the next Ward Committee and have your say on the issues that are important for you.

Kenton Ward Committee Meeting

Wednesday, 16 September, 6.30pm 2009 at the MERA Hall, Wyndley Place, Montagu Estate. This will be your final chance for comments.

You can also post or email your comments to us by 11th September 2009 to:

Kenton Ward Co-ordinator
Neighbourhood Services, Freepost NT14,
Newcastle upon Tyne NE4 5BR.
Email: ward.co-ordinator@newcastle.gov.uk

Contacts for further information Your Kenton Councillors:

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

Kenton Ward

Neighbourhood Charter Our neighbourhood Our future

We need your help

We are working on the first ever Neighbourhood Charter for Kenton 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 Kenton 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? Come to the Ward Committee on 16th September to have your say, details on the back page.

There are many positive things happening in Kenton Ward and we want to build on these with you...



The new Health Centre site on Ponteland Road



The new Kenton School



The Kenton Customer Service Centre



The Sure Start offices at Montagu

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

Newcastle
City Council 

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

We need your views. Are these the right priorities? Have we missed anything that should be in? Why not come to the Ward Committee to find out more and tell us your views?

More information on the back page...

Strengthening the economy

You have told us that help and support to get back into work is important to you. This includes help with re-skilling, filling in application forms and dealing with job interviews.

You have also said that you want better, clearer information regarding what benefits are available to you to help out in difficult times.

Improving wellbeing, health and independence

Information tells us that health issues are important to local people and that you would like to see more initiatives from community health service providers involving local people.

This includes more initiatives to help and support the elderly including improved accessibility to local buildings for people with disabilities. You have also suggested we pay special attention to providing sexual health advice to young people and support to help people give up smoking.

Managing environmental impact

For those of you with the blue and brown recycling bins you have told us you are happy with the service.

All houses in Kenton Ward 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 concentrating on providing recycling bins to those who live in flats. Generally, we place the recycling bins in an area that everyone (including the collection vehicles) can get access

to. We want to make sure we do this right, ensuring the recycling bins are secure and that there is enough room for them.

To use communal recycling bins, we ask that you separate your recyclable materials from your other rubbish, take them to the recycling bins and pop them inside. If you are not one of the 327 flats that we have already visited and provided recycling bins to then we will be with you soon. Those flats covered by our service include:

Northumbria Lodge
High Moor Court
The Dales
Dugdale Court
Stapley Ct
Wyndley House
Harehills Tower

If you want to chat about recycling in flats, call Victoria in Waste Management on 277 3495.



Not everyone in the city has a garden waste brown bin. On average, only 45% of households in Newcastle have access to the garden waste service. However in Kenton Ward, on average, 51% of households have access to the service. We are currently looking at ways to expand the service to include more houses.

Creating and sustaining quality places to live

You have told us you would like Kenton Ward to be cleaner and that refuse bins are being left out after collection in the Cowgate, Kenton Bar, Montagu and Central Grange estates leading to rubbish being left behind. Fly tipping and graffiti are a problem within Kenton Bar and Cowgate, with graffiti affecting Halewood shops and the subways.

Traffic and parking issues are regularly raised by residents with parking on pavements, a lack of dropped kerbs, and traffic congestion around the schools being the main causes for concern. The introduction of 20mph limits within residential streets is also something people want to see happen. Speed and flow of traffic and pedestrian crossing points on various roads has also been raised.

It has been suggested improving the lighting linking Kenton Lane and Kenton Bar estate.

In the residents survey you told us that you are not satisfied with sports and leisure facilities in Kenton Ward and would like to see more opportunities for people to access these types of facilities.

The condition of the roads and pavements are a concern for residents and you would like to see these improved. A number of streets are due to be improved this year and we are keen to work with you to agree which streets we improve next year.

Streets which are being improved this year include:

- Dugdale Road
- Bowfell Avenue
- Ponteland Road

Residents want to see improvements to Kenton Dene and would like an outdoor sports area / fitness trail. People would also like to see links to cycle routes from the Dene developed to other nearby green spaces.

Creating safe, inclusive, cohesive communities

General anti-social behaviour, vandalism, damage to property and graffiti are all issues raised by residents particularly within the parks and around the shops. Youth disorder and under-age drinking has also been raised particularly within the Montagu estate.

You have asked for the council and police to work together to help deal with these problems and we are actively working to prevent or reduce this from happening.

Support for Cowgate Estate

In July the Council, Police, Fire Service and other partners did combined work to address crime and community safety concerns on Cowgate Estate. Over the course of two weeks over 400 properties were fitted with smoke alarms, and over 200 properties received free home safety checks. There were four arrests including one for fly tipping on the Estate and notices have also been served on private landlords to repair their properties.

Staff from a number of organisations were available to give advice to residents at the Cowgate Neighbourhood Centre and a fun day was held to bring people together from across the estate, this attracted over 120 visitors.

This partnership work will continue to help improve the quality of life for local people.

Community facilities

You have told us you want better access to existing facilities for residents and that you would like to see more opportunities to use them.

The facilities concerned include:

- Cowgate Neighbourhood Centre
- Kenton School
- Kenton Park Sports Centre
- Kenton Crescent Community Centre
- The MERA hall (Montagu Estate Residents' Association)
- The Kenton Centre
- Kenton Bar drop in centre
- The Church of Ascension – Creighton Avenue
- St Andrew's Church