

Are these issues correct? Are these issues what you would like the Council and its partners to focus their efforts on resolving/improving? Please come and tell us at the local events organised. See back page for details.

Measuring how well we are doing

Our success measures will be in place by December 2009 and improvement will be tracked year on year. Performance will be published annually. We will measure performance using some or all of the following indicators:

- 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.

We would like to invite you to two community events to ask your views on the draft charter.

Thursday 20 August

1pm until 4pm, Throckley Community Hall (Community Intergenerational Event)

Saturday 5 September

11am until 3pm, Newburn Community Centre (Community Intergenerational Event)

Enjoy refreshments, information and give us your views and comments on the draft Neighbourhood Charter.

All Welcome!

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

There will be an opportunity for residents to come along to two community events (see below) to discuss these priorities and comment further. We hope that you will be able to come along and give us your views. The final opportunity for local people to comment upon the Newburn draft ward charter will be at the **Ward Committee Meeting at the Walbottle Institute, Walbottle Village at 7pm on Wednesday 16 September 2009** this will be your final chance for comments.

Alternatively you can also post or email your comments to:

Newburn Ward Co-ordinator
Neighbourhood Services, Freepost NT14,
Newcastle upon Tyne NE4 5BR.
Email: ward.co-ordinator@newcastle.gov.uk
(Please indicate your Ward or your post code on your email – thank you)

Your Newburn Councillors:

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Newburn Ward

Includes: Throckley, Newburn Village, Walbottle Village, Blucher Village and North Walbottle
Neighbourhood Charter Our neighbourhood Our future

Newburn Ward Neighbourhood Charter

In Newburn we're developing the first-ever Neighbourhood Charter for our Ward.

This draft charter sets out what local people tell us are the main things that the Council and other agencies need to do to make the area a better place for everyone. We now need your involvement to agree and finalise the list of priorities for action – please take a look at them and tell us what you think.

How have these priorities been chosen?

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 meetings and drop ins. **We need your views. Are these the right priorities? Have we missed anything that should be in?**

Please see the back page for details on how you can get involved and tell us your views.

Great News!

Newburn Children's Centre

2009 saw the Sure Start Newburn Children's Centre open, located at the Newburn Community Centre building. The centre provides information, training, activities and advice for parents of children aged 0 to 5 years old. For more information contact: **Mary Drury on 0191 229 1750.**



Sure Start Newburn Children's Centre located at the Newburn Community Centre building

What is a Neighbourhood Charter?

The purpose of Neighbourhood Charters within Newcastle is to help make services deliver what people want at a very local level to improve their quality of life. This includes having a bigger say over health, housing, employment, education, policing and local facilities.

A Neighbourhood Charter is an agreement between the community, the council, and its partners such as the Police and Health Service at a local level. A charter can operate at any geographical level but in this instance the charter has been produced for your ward and its neighbourhoods.

Charters are designed to strengthen local democracy and enable more local people to have their say in the decisions that affect their day-to-day life. They can be helpful in understanding problems, identifying priorities for action, and measuring how well we are doing in making changes.

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

Newburn Ward – U-decide

We have already been working with residents to agree how to spend public money to improve our area. Newburn ward successfully completed two U-decide programmes which included environmental improvements and community safety initiatives. The benefits of the successful bids are now being felt across the whole ward.



Udecide event March 09

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 mothers who are breastfeeding their babies, more education to help reduce teenage pregnancies, and help for people who want to stop smoking.

We want to build upon the work already underway within the Sure Start Children's Centre, local medical practices and Walbottle Campus.

Managing environmental impact in Newburn

You have told us the environment is important to you, but Newburn ward is in the highest band for domestic energy consumption (gas and electricity combined) – **Do you agree we should do something to reduce this?**

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

All houses in Newburn 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.



Millfield flats

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 377 flats that we have already visited and provided recycling to then we will be with you soon. Those flats covered by our service include: Rupert Court, Millfield Close, Grasmere Court, Hadrian House, Tillmouth Park Road Flats, Bolam Court, Hallow Drive Flats, Hawkwell Rise Flats, Holeyn Road Flats, Woodland Court.

Creating safe, inclusive, cohesive & empowered communities

General anti social behaviour, vandalism, damage to property and graffiti are all issues raised by residents.

Youth disorder, drinking on the streets and underage access to alcohol have also been raised as a serious cause for concern.

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.

Recent success through SNAPS!

Newburn Safer Neighbourhood's Action and Problem Solving initiative achieved recent success in reducing the anti-social behaviour of a number of youths who were visiting the Newburn Library during late opening nights. Through the partnership working we were able to divert these young people with a combination of regular visits by the Street Wardens and Police but also by the outreach youth teams. This has resulted in a reduction of the anti-social behaviour and more young people being signed up to regular youth activities with the Youth Service in Newburn.

Children and young people

You have told us you want more facilities and places for young people to go across the Ward. For example young people in Blucher have asked for better football facilities to the rear of the village. You have also asked for better information on the range of services available to young people either in Newburn ward or locally in the outer west area. **Is this something that you agree with?**



Throckley Primary School

Creating and sustaining quality places to live

Public Transport is a very important issue for residents. You have told us that there is an inadequate service from Throckley, through the villages to locations such as the Outer West Customer Service centre and new shopping development and places such as the Metro Centre and Freeman Hospital.

Gullies and Drains – Are an issue for residents across the ward causing problems when it rains.

Housing Choice – You told us that you are not happy with the choice of housing in your area especially a lack of family or affordable housing.



New Your Homes Newcastle bungalows in Throckley

Littering and Dog Fouling – Residents have indicated that there are problems with dog fouling across the Northside Estate, Newburn Country Park, Walbottle Village etc

Traffic Management and Parking – Are causing a number of problems across the ward for instance speeding traffic along Newburn and Hexham Road, Dangerous parking at the Junction of Hallow Drive and Newburn Road, a ward wide issue of parking on grass verges, particular bad spots including Throckley, Hallow Drive and the Central Estate.

Trees – A resident survey was carried out within the Woodside Avenue area to look at the issue of trees. Residents are unhappy at the season leaf fall and barrier to light caused by trees in this location and want larger trees replaced by smaller trees.

Floral Displays – there have been a number of floral displays introduced into Newburn ward but we still get requests for these. Local residents wish to see a more prominent feature at the main Throckley roundabout as it is the entrance into the city of Newcastle.

Newburn Library – Local people would like to know if Newburn Ward will get a new modern library.



Newburn library

Newburn Country Park – Local people have said that the country park is a great place to take children and families but is blighted by dog fouling, littering, broken bottles etc by inconsiderate people.