

<p>7. Greening Heaton – You want a ward based competition to encourage people to look after their gardens to help develop a sense of community pride, also making the ward a more attractive place to live. You would like the council to work with the Friends of Iris Brickfield to develop a community Garden / Orchard to grow produce for local residents.</p>					
<p>8. Safe streets and places to park – Parking is a particular problem in the terraces particularly those off Chillingham Road where people park to use the shops or to commute. You want a residents parking scheme introduced into these streets. You have also asked for a 20mph zone especially to the East of Chillingham Road to include bus routes especially the Number 1 service. You would like to see smaller buses used on residential routes. You have also asked us to explore the options in providing public transport at night to improve community safety.</p>					
<p>9. Improving shopping streets in the ward – You are concerned about the number of fast food and take-a-way outlets on Chillingham Road. They are starting to have an adverse effect on living conditions within the area due to their anti social opening times and the litter they create. Those close to pubs can be open into the early hours of the morning causing noise disruption to residents.</p>					
<p>10. Support and develop community buildings in the ward – You have asked for a community café, where people can come and meet, talk and relax somewhere central within the ward.</p>					
<p>11. Cleaner environment – You want cleaner, tidier streets and for us to keep on top of Litter, Graffiti and Fly tipping. You have told us you want better weed removal during the spring and summer.</p>					
<p>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:</p>					

Thank you for taking the time to complete this questionnaire. A final decision, based on the results of this survey, will be taken at the Ward Committee in March to agree the final list of priorities for action that will be included within the South Heaton Neighbourhood Charter. **Please return your questionnaire to the freepost address: Neighbourhood Services, Freepost NT14,** Alternatively you can complete this questionnaire online at www.newcastle.gov.uk/southheatquest

South Heaton Ward

Neighbourhood Charter Your neighbourhood Your future

We're working on the first ever neighbourhood charter for South Heaton 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.

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. The purpose of a charter is to give you a bigger say over health, housing, employment, education, policing and local facilities.

How have these priorities been chosen?

They have all come from local people – issues that have been raised with councillors, through

consultation 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?

We will measure performance annually and publish it. We'll measure how well we're doing by taking into account what you tell us about how well informed you feel, your opportunity to take part in local decision making and your ability to influence decisions. We'll also use our own measures for things such as the quality of the environment, look at the progress on the charter and see how well the area is doing on health, employment and crime.

Free cavity wall insulation for all homes – save £140 off your fuel bills every year!

Free cavity wall insulation is currently available for all South Heaton residents. This can typically save £140 off your fuel bill each year! The work only takes 2-3 hours, involves little or no disruption and comes with a free 25 year guarantee. You may also be eligible for free loft insulation. The offer comes from Newcastle Warm Zone, a not-for-profit partnership with the City Council that is now working in South Heaton to help you save energy, save money and do your bit for the environment. For further information and to arrange a free, no obligation home survey, please phone Newcastle Warm Zone on 277 7373. The targeted Warm Zone work

in South Heaton is a key part of the wards Climate Change Action Plan, the first of its type in the city, tackling climate change and saving local residents money off their energy bills.



