

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 provide 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 Walker is doing when compared with other wards in the city.

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

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

Please also come to the **Ward Committee Meeting** on the 16th of December at Monkchester Community Centre, Monkchester Road where we will be agreeing the final priorities for our CHARTER.

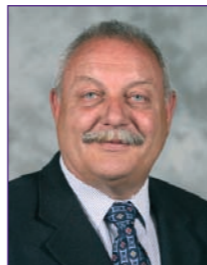
If you have any further queries or suggestions you can post or email your comments by the 1st of December 2009 to the:

Walker 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.

Contacts for further information Your Walker Councillors:

John Stokel-Walker
1 Keyes Gardens
Newcastle Upon Tyne
NE2 3RA
Phone: 0191 285 3447
Bus. Email:
john.stokel-walker@newcastle.gov.uk



Dave Wood
51 Borrowdale Avenue
Walkerdene
Newcastle Upon Tyne
NE6 4HL
Phone: 0191 263 0017
Mobile: 0780 123 1294
Email:
dave.wood@newcastle.gov.uk



Margaret Wood
51 Borrowdale Avenue
Walkerdene
Newcastle Upon Tyne
NE6 4HL
Phone: 0191 264 0017
Email:
margaret.wood@newcastle.gov.uk



Walker Ward

Neighbourhood Charter Our neighbourhood Our future

We need your help

We're working on the first-ever Neighbourhood Charter for the Walker 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 Walker 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, questionnaires 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/welfarerights

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 wellbeing, health and independence

You have told us in recent residents' surveys that you do not feel fit and that you would like more support, advice and information on how to get and stay healthy. You have also asked for more help and support for mothers who want to breast feed their babies.



Councillor Stokel Walker talking to residents at Dr Ryan House following presentation of a gardening award.

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

You have told us via the Residents' Survey that you want us to improve community relationships, to re-introduce neighbourliness and help residents to live together in harmony.

You would like to have more local facilities in the ward such as:

- A nice family pub
- A Bank or Building Society
- A Chemists
- More 'free to use' cash points
- A new junior pitch for Walker Football Club

You want us to improve community safety especially in the evenings.

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 causes for concern. You have asked for us to work with the police to help deal with these problems and we are doing this.



Safe Neighbourhoods – Making Walker Safer

Your local SNAPS (Safe Neighbourhoods Action and Problem Solving) group is working together in the Walker ward to solve problems of crime and anti-social behaviour, and improve neighbourhood conditions and feelings of safety for residents.

To continue this good work we need to hear about the problems you are facing or concerns you have. Contact your local Councillor on (0191) 2853447 or 2630017, Ward Co-ordinator on (0191) 277 3625 or Police Neighbourhood Inspector on 03456 043 043.

Supervised offenders are also carrying out unpaid work in Walker as part of 'Community Payback' giving them a chance to 'pay back' communities for the crimes they have committed. This tough punishment forms part of their community order supervised by Northumbria Probation.

Creating quality places to live – and keeping them that way

You have told us in a recent Residents' Survey 08/09 that you want us to improve Walker as a place to live. To achieve this you have suggested a number of things for us to do like:

- Improving the choice of housing for people, in particular, more suitable housing for elderly people
- Speeding up Your Homes Newcastle's Home Improvements Programme, and Double glazing as standard
- Residents of Grasmere have told us they would like to have the same boundary wall, pavement, and railings improvements as those on St Anthony's Road



Councillor Wood and Stokel-Walker at the reopening of Bookers cash and carry

- Improvements to Walker Park as the main park in the ward for residents
- Dealing with traffic and parking issues especially around St. Vincent's School on Monkchester Road & Wharrier Street Primary School, Wharrier Street in the mornings and when school finishes.

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

You have also told us that you are not satisfied with your local recycling facilities.

All houses in Walker 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 wagons, can get to. We want to make sure we do this right, ensuring that 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 420 flats that we have already visited and provided recycling to then we will be with you soon. Those flats covered by our service include:

- Grasmere House, Grasmere Ave
- St Anthony's House, Caldbeck Ave
- Wardroper, Greenford Road
- Merley Hall, Greenford Road
- Hunter House, Greenford Road
- Brampton Avenue/Eastcote Terrace Flats

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



Councillor Margaret Wood talking to residents at Walker Festival