



Wybourn Neighbourhood Plan



Our vision for Wybourn

To protect and enhance the identity of Wybourn, meeting the housing needs of local people. We will also promote and support financial independence for residents and the community, helping to make Wybourn a great place to live.

Our objectives

Objective one: People

We will connect local residents with work and skills opportunities and ensure people feel part of the Wybourn Community.

Objective two: Place

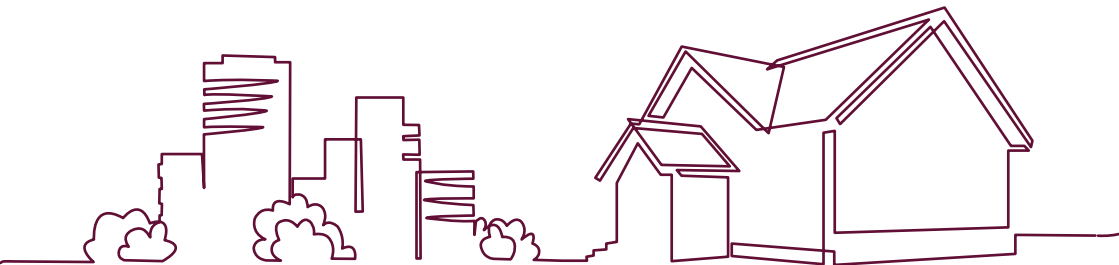
To deliver a high-quality, safe, clean environment to create a sense of ownership, belonging and pride in Wybourn.

Objective three: Partners

We will work with Wybourn residents and organisations to improve local services. This will include offering employment and skills support and initiatives to help customers to become more financially independent.

Objective four: Homes

Our property is your home. We will ensure that customers in Wybourn have support, if needed, to look after their home. We will invest in improvements to make your home comfortable and warm.



What we've done so far

Over the last six months, we've been busy working with customers and partners in the area. Here's how we've been working towards our vision of making Wybourn a great place to live:

Objective one: People

- We implemented a new referral route process in April 2021 to identify the needs of new customers and support them with settling into the area. This has benefitted 12 customers so far.
- We have recently supported two customers into employment, three into training and one into volunteering. We've also established a link with Tanbry Construction to take on Building Block work placements on the new community centre development. This has included five participants on the scheme, three of which progressed into work.
- We have assisted 14 customers to sustain their tenancy through our Tenancy Coach Service. 12 of these customers also received additional financial support through our in-house programme or via referral to partner agencies.

Objective two: Place

- As part of our aim to continue developing in Wybourn, we continued work on the new Wybourn Community Centre, as well as 12 apartments on the junction of Manor Oaks Road and Manor Oaks Place. The projects are due to be complete in Spring/Summer 2022.
- We're developing a community art piece for the new Centre which saw four consultation sessions held with the community and an online survey to collect feedback that will shape the piece.
- Funding was secured to review Wybourn junctions and seek to make improvement works. It is intended the project will also include community art and improved signage in the area.



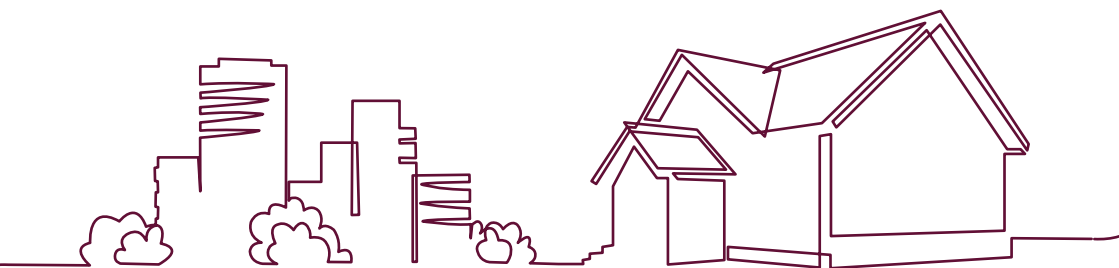
Objective three: Partners

- Through our Hardship Fund, we were able to give much needed support to four customers, providing approximately £500 worth of funding.
- In partnership with National Energy Action, we referred 15 residents into the WASH service, making savings of £1315.74
- With St. Vincent's Furniture Store, we made deliveries to two properties in Wybourn to provide customers with eight essential items.
- Using our Social Value funding, we were able to donate to the S2 foodbank and support their important work.
- We continued to help customers with the Credit Union Essential Living Fund programme.
- As part of our commitment to digital inclusion, we developed and launched the Manor Castle Digital Inclusion Strategy which seeks to develop a range of initiatives that will support customers to get online with essential equipment, digital drop-ins and training.
- Funding from Great Places' Community Resilience Fund continues to support 7 organisations to strengthen their work and offer to Wybourn and neighbouring areas. Recipients included Food Works, Park Centre, St Vincent's Furniture Store, Best Start (MCDT), ERA, MASKK and SACMHA.
- £1,500 was given to the Chromebook loan scheme to be rolled out in the Manor Castle ward.

Objective four: Homes

- We are developing 12 new apartments, with a local lettings agreement which includes priority for Wybourn residents.
- In recent months, we have received and completed 1,100 repairs in Wybourn.

Our projected spending for investment works in Wybourn is £620,000 for 2021/22. So far this year, we have invested £120,000 in the local area.



Feedback about our in-house repairs service says...



Our overall repairs satisfaction score is

91.2%



93.0%

customers reported they were satisfied with the quality of the works completed



86.9%

customers were satisfied with the speed of the repair completion.

Get involved

We are serious about our commitment to Wybourn and the customers who live in our homes, so we will keep you up to date with how we are doing – but we want to hear from you, too.

If you would like to access employment and skills or tenancy support, you can contact us directly to find out more, or ask your Neighbourhood Services Manager for advice. You will benefit from free training, work experience and the opportunity to develop new skills that will enhance your CV for future job opportunities.

You can also get involved in helping to shape Great Places' services and provide feedback. There will be opportunities to meet a wide range of people from Great Places' communities. In addition, you will get to see how your feedback and input helps to improve our services for the benefit of you and other customers.

Want to find out more? Call us on 0300 123 1966 (Monday-Friday 8am-6pm)



