Introduction

The Riverside Area is made up of the Drypool, Myton, Newington and St. Andrew’s wards. It is one of seven areas in the city serving a population of 47,583 (2010). Under 16’s account for 16.44% of the population, while 12% are of pensionable age or over (60 for women and 65 for men). The white British ethnicity group account for 94.59% of the total number of residents.

There are 20,202 households in the area with owner occupier’s accounting for 44% of the total number, 25.29% rent from the local authority and 30.72% rent privately or from social landlords / housing associations.

Life expectancy at birth for women is just over 77 years, and for men it is nearly 71 years. Over half of the Area’s households do not own a car whilst over 30% of working residents travel to work either by bicycle or on foot.

Area and Neighbourhood Management in the Riverside Area

The Riverside Area Team aims to provide excellent and accountable services which will help achieve the citywide ambitions and the Council’s priorities by:

- Improving residents’ quality of life across a range of issues.
- Supporting members in carrying out their area and community roles.
- Listening to our communities and involving them in designing the services they want.
• Supporting the delivery of effective front-line services, such as the Area housing landlord services to Council tenants, including Gypsy & Travellers, which meet the needs of local residents.
• Helping communities to develop a healthy, safe, green and sustainable environment for current and future generations.

Area Priorities

During the twelve month period ending April 2012, we have engaged with residents of the Area in many different ways to identify priorities and help make the changes which will improve resident’s quality of life.

We used information from Area engagement events, customer feedback surveys, service requests and intelligence from our partners to identify the things that residents’ wanted addressing across the Area. We then worked with partners in addressing the following overarching priorities for 2011-12:

• Increase community engagement and involvement
• Reduce the impact of crime on neighbourhoods
• Increase community activities and facilities
• Maintain and improve the Area’s housing and neighbourhoods
• Maintain and improve the local environment

Monthly reports to the Area Committee outline specific Ward activity that targets the above priorities. The following paragraphs summarise activity during 2011/12 in addressing each priority.

Increase Community Engagement and Involvement

• Ward and Neighbourhood Forums took place throughout the year, advertised through Ward Newsletters delivered to all target households.
• Resident focus groups were arranged to address specific issues. This included meetings for residents of Holland Street with Members and partners present to discuss community concerns.
• Completed and distributed the Denaby Court newsletter for residents that provided feedback on issues raised by the tenants association.
• Victoria Dock residents, Ward Members, Neptune Renewable Energy and the Neighbourhood Co-ordinator met to discuss resident complaints over the ‘Proteus’ device installed on the River Humber adjacent to Camilla Close.
• Supported the Housing Strategy and Renewal Team in arranging neighbourhood forums in the Newington and St. Andrews Wards. Keepmoat and other development partners attended to address resident issues. Community Energy Saving Partnership (CESP) consultation events informed residents and landlords of the proposed scheme in the Boulevard area.
• Supported a pilot in the Newington Ward for new ‘Online Street Beat Meetings’ with the aim of expanding ways in which local Police Officers engaged with residents.
• Organised the first Community Conferences introduced through the revised Common Tasking Framework in January 2012. Residents had the opportunity to speak to various partners at the events including the Riverside Local Policing Team, Neighbourhood Nuisance Team, Area Team, Community Wardens,

- Developed Ward Plans that identify Ward priorities. Partnership activity in addressing each priority is led by the Area Team.
- Area funds supported a group that engages with young people to promote healthy and sustainable lifestyles.
- The Area Team organised drop in sessions at the Hessle Road Asda Pod for residents to discuss issues that affected their quality of life.
- Organised multi-agency patch walks to identify neighbourhood issues and tasked partners with actions.
- Working with Citysafe, Neighbourhood Networks are supported and promoted by the Area Team. There are currently 12 networks active in the Riverside Area.
- Supported the establishment of the 4-Community First Panels in the Riverside Area, taking an active role in promoting the funding streams to communities. All 4-panels committed funds allocated for the first bidding round.

Reduce the Impact of Crime on Neighbourhoods

Through the Common Tasking process, resident priorities are addressed at fortnightly multi-agency Practitioner Tasking meetings co-ordinated by the Area Team. This ensures a co-ordinated and timely response to resident priorities.

The Area Team led on a number of projects/initiatives that included:

- In preparation for the Abbey Street play area upgrade, the security fencing separating the Park from Mount Pleasant was renewed and financed out of the Area Community Safety allocation.
- A ‘Business Watch’ radio scheme for businesses along Holderness Road was developed in close liaison between Humberside Police’s Crime Reduction Officer and Ward Members. This resulted in a Community Safety funded project.
- Partnership working with PROBE continued in supporting the target hardening of resident properties through the award of Community Safety funds.
- Following complaints from residents of The Haven about rough sleepers in the area, the Area Team worked with partners to remove the rough sleepers from Hull City Council land.
- The Area Team, Local Policing Team and the Neighbourhood Nuisance Team worked in partnership to address problems of anti-social behaviour in Arthur Street. Calls for service dropped significantly as a result of partner activity.
- Worked with the Police and other partners to tackle vehicle crime in Alliance Avenue and De La Pole Avenue and also Anti Social Behaviour in Arthur Street, which resulted in a decline in calls for service.
- Drug dealing and misuse across the Ward - Outreach Worker deployed in worst affected areas, engaging and signposting drug users to support services. Partner led intelligence resulted in several prosecutions.
- Supported residents in installing gating schemes to a shared ten foot at the rear of Sefton Street, to address ASB and fly tipping issues.
- The Area Team, Citysafe and the Riverside LPT commenced investigations into the feasibility of a Designated Public Places Order (DPPO) for the Riverside Area. This will provide the LPT with powers to confiscate alcohol being consumed in public areas.
Increase Community Activities and Facilities

The Area Team works in partnership with other Council Teams and external partners to create, maintain and regenerate open spaces throughout the Area making the best use of all available funding. Partnership working with the Council’s Sports & Development Team, Youth Services and also Community and Voluntary groups resulted in organised activities at various open space sites throughout the Area.

Within the Riverside Area, there are 12 Community Centres. The Area Team supports the Centre’s Management Teams in promoting the community assets, conducting monitoring visits to each centre on a quarterly basis.

We worked in partnership with the Riverside Area Play Partnership to provide activities for children and young people in the area, by assisting in the production of the Clued Up Programme. Sessions have also been completed for the Street Games project.

Area led projects include:

- The children’s play park on Abbey Street has been completely redeveloped, and includes a new Multi Use Games Area (MUGA), cycle track and play equipment. This follows on from the installation of a brand new play area in Brackley Park, and work will progress on enhancing the play facilities at Dansom Lane Park and a redevelopment of the play area at the top of Durham Street.
- A project on Stirling Street provided a 12 space car parking area to relieve vehicular congestion on the highway and the creation of a new pocket park, an informal play space and planting of native shrubs and trees.
- The Area Team supported the Victoria Dock Residents Association in progressing a new Multi Use Games Area (MUGA), advising on the processes to be followed in developing the project. A Community Initiatives fund application was supported by the Ward Members to cover the costs of a site land survey.
- Working with Streetscene and NPS, refurbished Peel Street Park, Waterloo Street Park and Collingwood Play Areas, finishing with the design and installation of a brand new park on Liddle Street, Bridlington Avenue.

Maintain and Improve the Area’s Housing and Neighbourhoods

Residents of Holland Street raised environmental concerns relating to their neighbourhood. In response, the Area Team tasked the Community Wardens to complete a weekly inspection of the whole street, and compile a list of issues that required immediate action. Co-ordinated partnership action followed:

- Enforcement action from fly-tipping.
- Area funds provided an extra bin on the green space.
- Enforcement action against empty property owners relating to the condition and security of their properties.
- The Area Team supported the establishment of a new residents association, co-ordinating partner activity in the neighbourhood in responding to resident priorities.
The Area Team worked with Highways to:
- Improve street lighting in neighbourhoods, progressing Area priority schemes
- Highway improvements through the use of Area funds
- Progress controlled parking zones requested by residents

Working with Humberside Police, the Anti-Social Behaviour team and other partners, increased patrols were carried out in specific areas highlighted by local residents as areas were youths caused an annoyance.

As a result, PCSO’s and youth workers engaged with young people, signposting to youth provision available within their neighbourhood. The Area Team worked with the Riverside Area Play Partnership to provide activities for children and young people in the area by funding extra provision from Area funds.

The Area Housing Landlord Team manages 5,331 Council properties. In 2011/12, the Area Committee supported projects funded through the Area Housing budgets totalling £54,506. Examples of projects supported include:
- Communal fencing around Australia Houses.
- Environmental improvements to Denaby Court, including a barrier to the car park.

Within the Council Housing estate:
- A District Heating system has been provided to Coniston and Kendal Houses that provides gas central heating to tenants – this has proved very popular with tenants.
- Decent Homes Works were completed on all Great Thornton Street high-rise blocks and also Cambridge Street.

Management of the 4 Gypsy and Traveller sites in the city rests with the Riverside Area team. There are 72 pitches across the 4 sites, the largest being Bankside Park. Community Development support is provided to the community through an SLA with Hull DOC (Developing Our Communities).

NPS Humber provides repairs and maintenance support to the 4 sites. The Area Team is working with Housing Strategy to carry-out site condition surveys of each site that will inform future capital maintenance programmes. During 2011-12, structural repairs were completed to the external walls on the Wilmington and Bedford sites.

**Maintain and Improve the Local Environment**

The Area Team has supported the Streetscene Enforcement Team within Citysafe gather intelligence from fly-tips, graffiti etc to ensure successful enforcement activity. Dog stencilling on the pavements and enforcement notices on lampposts have been sourced through Area funds to support enforcement activity in hotspot areas identified through feedback from resident engagement activity and neighbourhood ‘patch walks’.

Community Wardens are tasked by the Area Team to monitor street cleansing and grounds maintenance standards throughout the Area. Working with Streetscene Services, the Area Team maximises opportunities in making the best use of external resources that compliments core service delivery, such as the Community Payback scheme, to address environmental issues ranging from litter picks to maintenance of green areas at 13 sites across the area.
Area funded projects to support environmental improvements include:

- provision of additional litter bins.
- maintenance of shrub beds to address ASB and litter issues.
- ‘Bring Out Your Rubbish’ events to assist residents dispose of unwanted items in a controlled manner.
- additional grit bins to enhance the winter maintenance programme.

Area projects include:

- A litter pick with the Victoria Dock Residents Association for the Promenade area on Victoria Dock, providing litter pickers and bags, and arranging for the safe removal of all rubbish collected through the Area Streetscene Team.
- A ‘Spring Deep Clean’ within the Newington Ward was completed. This work targeted several streets within the Granville Street/Walliker Street area covering 488 properties. The clean up resulted in the removal of 12 tonnes of rubbish, bulky items, litter and detritus and 4 tonnes of recyclable items. The Area Team, Streetscene, Community Wardens, A4E work placements, Community Payback, Environmental Crime and Community Voluntary Service were all involved. Positive feedback was received from residents.
- Graffiti was a major concern within the Myton Ward. This has been the main focus of the tasking process which includes all partners (Police, Environmental Crime Officers, Community Wardens) working together to deal with this community safety concern. As a result of highlighting specific graffiti tags, and using the hullagainstgraffiti.co.uk website, a significant number of offenders have been prosecuted. In addition to this the Community Wardens have continued to remove graffiti along Beverley Road and the Spring Bank area of Myton.

Summary

The Riverside Area Team are involved in a mixture of delivery and facilitation. The Housing Team fulfil the Council’s landlord responsibilities in terms of estate based housing services, whilst the Area Co-ordination Team enable and facilitate the delivery of local improvements and engage with local residents. However, joint Team and wider partnership working ensures the best use of available resources in addressing resident priorities and the delivery of Area & Neighbourhood Management activity as summarised in this report.

Area Teams work closely with local communities with priorities reflecting neighbourhood needs and member focus. They are responsible for managing a number of funding streams which are available for community based projects.

This report aims to provide a summary of activity that targeted overarching priorities during 2011-12. The Area & Neighbourhood Update Report tabled at all Riverside Area Committee meetings contains an outline of specific Ward activity that targets Ward priorities. Copies of the reports are available on the Council’s website.

Further information on Area & Neighbourhood Management activity in the Riverside Area can be obtained by contacting the Riverside Area Team on (01482) 300300.