



Plus Dane Housing

**PINEHURST**  
**NEIGHBOURHOOD**  
**PLAN**



# Pinehurst Neighbourhood Plan

Shaping the future of Pinehurst

## What is this Neighbourhood Plan all about?

Let's start with a bit of history... Back in 1999 the majority of homes on the Pinehurst estate were transferred from Liverpool City Council ownership to Plus Dane. Since then a number of poor-quality properties have been demolished to make way for some new homes, which now sit alongside a range of good quality older properties.

We have 610 properties in the Pinehurst area and demand for our homes has remained stable over the years with many residents having local connections to the area. Our 3-bedroom homes and our bungalows in this area are particularly popular.

During 2022 Plus Dane completed a detailed consultation in partnership with organisations engaged in the area, the wider community and our Pinehurst customers.

We also engaged with our own Community Safety team and our Assets and Engagement team, local ward councillors, Merseyside Police, Liverpool City Council Safer Communities, MerseyCare NHS, and Pinehurst Primary School.

Then, in June 2022 we conducted the Pinehurst Customer Perception Survey and we also held an open-door neighbourhood engagement day.

The engagement day brought neighbours together, alongside Plus Dane teams and Ward Councillors as we filled skips, brushed-up, polished, and had a really good neighbourhood clean-up. During the day we gathered views on the area and completed more questionnaires. Overall, more than 100 Pinehurst residents have now told us what they think of Plus Dane, their home and the area where they live.

## What was the point of all that consultation?

We want to see the community of Pinehurst thrive. With properties in demand and a neighbourhood that is clean, well maintained and safe for all residents, who take pride in their neighbourhood and homes.

So, we do all this consultation and engagement to have a better understanding of the support that best fits our families and communities. This is what we call **"You said, We did"**. It helps us towards our ambition to tackle social inequality by enabling individuals and communities to be listened to and thrive.

The aim of the consultation is to:

1. Provide detailed feedback from customers to shape the Neighbourhood Plan for Pinehurst
2. Help Plus Dane understand what our customers feel works well in their neighbourhood and what the challenges are
3. Ensure customers have the opportunity to be listened to and co-design the neighbourhood plan
4. Provide customers the opportunity to request specific support
5. Highlight community projects and give customers the opportunity to get involved

## What did you tell us?

Thank you to all our customers and partners for engaging with us on this consultation. We now have a much better understanding of what issues the Pinehurst community need support with and we have also identified a number of individual issues which we can address together going forwards.

The **top issues** our Pinehurst customers\* need support with:

- **35%** of Pinehurst residents have some health and/or wellbeing concerns
- **29%** of residents are concerned about heating your home (plus there is some concern regarding pre-paid meters)
- **24%** have concerns or issues around benefits, finance or income

You also told us that the community was keen to work together to make Pinehurst a better place to live and grow families.

- **70%** of customers would use a food pantry to buy reduced priced food items
- **38%** would be interested in volunteering to help set up a food pantry at St Columba's
- **35%** of customers are willing to get involved in an environmental project in their neighbourhood

You also told us that you wanted Plus Dane to look at projects aimed at improving the environment, gardens and trees of Pinehurst and want us to focus on delivering planned maintenance/upkeep of the homes in the area.

## What happens next?

The really important bit! We have already started putting some actions and activity in motion and we have created an Activity and Action Plan covering the next 12 to 18 months, which address the top issues from the consultation and from data and information that we already have about the estate, the properties and the people who live there. The full set of data on Pinehurst is available on request.

You can see the action and activity headlines below and the full Action Plan in the following pages.

<b>Pinehurst Neighbourhood Action &amp; Activity Plan Headlines</b>		
<p style="text-align: center;"><b>GENERAL &amp; ENVIRONMENT</b></p> <p style="text-align: center;">Land Review</p> <p style="text-align: center;">Communication of service provision at our flats</p> <p style="text-align: center;">Monthly Caretaker inspections</p>	<p style="text-align: center;"><b>FINANCIAL</b></p> <p style="text-align: center;">Publicise financial support services</p> <p style="text-align: center;">Cost of Living support</p> <p style="text-align: center;">Uniform support</p>	<p style="text-align: center;"><b>COMMUNITY SAFETY</b></p> <p style="text-align: center;">Disarm Partnership</p> <p style="text-align: center;">Domestic Abuse Partnership</p>
<p style="text-align: center;"><b>HEALTH &amp; WELLBEING</b></p> <p style="text-align: center;">Community Pantry</p> <p style="text-align: center;">Primary School event</p> <p style="text-align: center;">School engagement</p> <p style="text-align: center;">Merseycare</p>	<p style="text-align: center;"><b>EMPLOYMENT, SKILLS EDUCATION &amp; TRAINING</b></p> <p style="text-align: center;">Training, Employment and Apprenticeship opportunities</p>	<p style="text-align: center;"><b>QUALITY OF HOME</b></p> <p style="text-align: center;">Home energy ratings</p> <p style="text-align: center;">Home condition survey</p> <p style="text-align: center;">Gutters &amp; trees</p> <p style="text-align: center;">Home upgrades</p>

\*customers who responded to the survey or other engagement activity.

# Pinehurst Neighbourhood Action Plan

## Action & Activity Plan

Action	Planned Start Date	Planned Delivery Date	Outcome/Plan	Update
<b>QUALITY OF HOME</b>				
Energy Rating	October 2022	March 2024	<p>Include the older brick built blocks on the estate in our Wave 2 bid for the Social Housing Decarbonisation Fund.</p> <p>Scope of works would generally involve measures like external wall insulation, windows, roof insulation etc. to improve efficiency ratings.</p>	Wave 2 bid inclusion unsuccessful. However, EPC rating are being reviewed across the estate and energy efficiency plans will be explored.
Stock Condition Surveys. Access support	September 2022	Aug 2023	Assets and neighbourhood team maximising number of completed surveys by working together to gain access to Properties previously not surveyed.	
Gutters, Trees	November 2022	March 2024	<p>Feasibility considered for a programme of work to clear gutters on the estate.</p> <p>Liaise with LCC re cutting back of trees on council land in Pinehurst.</p>	<p>Liverpool City Council have been contacted requesting information related to tree cutting programmes for the trees growing on council land on the Pinehurst Estate. They have confirmed that all requests for tree related services should be directed to Liverpool City Council's call centre 0151 233 3001 or email: <a href="mailto:contactus@liverpool.gov.uk">contactus@liverpool.gov.uk</a> the subject box should state the tree is causing an unsafe surface.</p> <p>We are continuing to liaise with the council regarding plans they may have for specific tree programmes.</p>

Component Replacement	April 2022	March 2023	<p>Replace 15 bathrooms on the estate within the year (subject to budget restrictions)</p> <p>Replace 14 kitchens on the estate within the year (subject to budget restrictions)</p>	<p>13 Bathrooms were completed in the period April 2022 to March 2023.</p> <p>12 Kitchens were completed in the period</p> <p>8 of which were in line with the planned programme and 4 as part of the void work.</p> <p>There were 6 households that refused new kitchens.</p>
<b>GENERAL &amp; ENVIRONMENT</b>				
Land - Review opportunities for vacant land next to Pinehurst flats, following consultation with residents.	July 22	Sept 2023	<p>Liaise with residents to agree a long term solution for the use of vacant land which will meet Plus Dane's net carbon zero strategy. Preventing environmental issues including fly-tipping, unsightly space.</p>	<p>Community Growing &amp; After School Project - Working with Sports Alive to set up a community growing project on the vacant land on Pinehurst Road with support of Ward Councillors, Pinehurst Primary and local residents.</p> <p>Portacabin to be installed as a base for after school activities run by Sports Alive.</p> <p>Community clean-up day on 6 June to prepare site for project to start in Summer 2023</p> <p>We have provided a license for Sports Alive to use the land for the next five years for their project. However, due to significant safety issues with the site, we are currently working with our contractors to remove the concrete in the middle of the site - works to begin 23<sup>rd</sup> October, customers to be informed of any disruption prior to works commencing. Plans to start the project in Spring 2024. We will be informing customers in the immediate locality of the delay.</p>
Block Management – Display programme of cleaning visits.	April 22	May 2023	<p>Residents understand and are clear on services provided in the blocks. This can be done by updating notice boards and displaying frequency of cleaning contractor visits.</p>	<p>New notice boards have been fitted in blocks, Information collated from cleaning contractor to be displayed.</p>

Monthly Caretaker Block Inspections	Ongoing		Ensure blocks are well maintained with fire hazards and obstructions reported, removed and correct signage displayed.	Completed & ongoing. Monthly inspections continue to be carried out and obstructions reported / removed
<b>FINANCIAL</b>				
Publicise financial inclusion services across the estate & Support Residents with the Rising Costs of Living	Ongoing	March 2023	<p>Reduce incidents of financial crisis by communicating with customers regarding support. Including:</p> <ul style="list-style-type: none"> <li>Dedicated page set up on Plus Dane website to reduce financial crisis by providing up to date information and useful links to agencies offering support including fuel, food, water, budgeting, stress/anxiety and Local Authority crisis fund details.</li> <li>Access to Food vouchers</li> <li>Digital Inclusion</li> <li>Pocket Power – comparison service</li> </ul>	<p>Ongoing Cost-of-Living campaign includes website and social media activity, sharing cost of living payments deadline, pension credit awareness, Pocket Power promotion, low cost activities for children in summer holiday.</p> <p>Ongoing crisis fund – 136 customers from the Pinehurst neighbourhood (L4) provided with emergency food and energy vouchers.</p> <p>A new cost-of-living leaflet has been shared with residents attending the new pantry.</p> <p>We attended an energy efficiency event to show how residents can make savings to their energy and shared some affordable warmth items.</p> <p>7 Customers received support from Pocket Power.</p> <p>First Person CIC have given intensive support to 1 customer from the L4 Neighbourhood. They also attended the food Pantry 29 September and engaged another 2 customers, which they will engage in either 1-1 support or their wider healthy neighbourhoods offer. They also have further dates booked in to attend.</p> <p>First Person will also be leafletting the estate in Oct to engage our L4 residents further in the Mental health and Wellbeing offer</p>

Financial Inclusion - School Uniform Support	April 2022	March 2023 and beyond as required	Collaboratively work with Liverpool City Council on providing support and assistance to families facing affordability issues and unable to purchase school uniforms. This will include communicating details of resource with local schools including Pinehurst Primary.	We developed our own school uniform scheme to help low income families with resources for school uniforms – we helped 5 families from the Pinehurst neighbourhood	
<b>COMMUNITY SAFETY</b>					
Action	Planned Start Date	Planned Delivery Date	Outcome/Plan	Success Indicators	Lead / Notes
Disarm	Ongoing	Ongoing	Continued partnership working between the Community Safety Team, Police, Fire Service and other partners to tackle crime and ASB in the Everton / Anfield Disarm area. Including: Joint partnership activities in Everton / Anfield Disarm area e.g. joint walkabouts, shared communications and educational campaigns.		Joint working continues and continued attendance at partnership meetings.  ASB Day of Action held on 5 July 2023. Door knocking and ASB survey completed. Plus Dane Staff and Merseyside Police Officers spoke to 47 residents in total, the majority of the feedback was positive. Eleven residents reported issues with ASB which will be actioned by Plus Dane's Community Safety Team in partnership with Merseyside Police.
Domestic Abuse Partnership Project	November 2022	March 2024	Explore opportunities to work with LCC to commission educational workshops suitable for primary school level. This could include age appropriate workshops at Pinehurst Primary school be delivered by Foundation for Peace or similar organisation. Workshops exploring respect, positive relationships and family.		Meetings held with Warrington Peace Centre – Information provided. This work is ongoing.
<b>HEALTH &amp; WELLBEING</b>					
Community Pantry	April 2022	March 2023	Residents provided access to nutritious fresh food and education on healthy eating. St Columba. Waiting List.		The pantry continues to go from strength to strength and has over 50 Plus Dane customers registered.

				<p>Plus Dane hold weekly drop-ins at the same time as the pantry to provide support and chat to customers about any issues they have. These are attended by Transform Lives Company, Liverpool in Work, Housing Officer, Repairs and Welfare Teams.</p> <p>We are working in partnership with Frank Rogers and the Bell Group through our social value arrangements to improve the venue where the pantry is held and our own workforce improved the kitchen with minor repairs to improve accessibility.</p> <p>We are looking to work with Brick by Brick to provide free household goods, clothes, toys hygiene products etc. at the pantry a few times a year.</p>
Pinehurst Primary School Event	October 2022	March 2023	<p>Information events attended by parents and children in the school once or twice per year.</p> <p>Stallholders may include; police and legal advisors etc. To be agreed with school. First event 19 October 2022.</p>	<p>Completed</p> <p>Two events were held in Pinehurst school attended by Plus Dane staff, MSB Solicitors, Police and other Partners. Advice provided on family law, Property Pool Plus, Welfare Benefits etc.</p> <p>Event dates 19 October 22 &amp; 28 March.</p> <p>The school is now referring parents/residents to the Community Pantry which we have set up in Saint Columba. Support and advice from Plus Dane and other agencies is available on a weekly basis.</p>
Work with Integrated Care Team	September 2022	Sept 2023	<p>Referrals to integrated team at Merseycare in relation to residents requiring support and assistance with physical or mental health issues. Holistic support for residents.</p>	<p>Work with the ICT is ongoing. We have received useful advice in relation to support for a couple of residents.</p>



Team Around The School	Ongoing	March 2023	Attend meetings and continue engagement with the school to support children and families in the community in Housing related matters.	Complete  Plus Dane attended a meeting with the school and partners and will continue to be part of this group to support families in the area.
	<b>EMPLOYMENT, SKILLS EDUCATION &amp; TRAINING</b>			
Employment / Training / Apprentice Opportunities & Promotion	Ongoing	March 2023	Residents receive training and employment skills and support. We have a list of residents in Pinehurst who are interested in employment advice. Plus Dane work with 'Liverpool In Work' ongoing referral system.	Liverpool in Work hold weekly drop-ins at the Church however these have not proved successful so we are reviewing this arrangement.  Liverpool in work have committed to a minimum of 4 dates across the year to attend the food pantry and engage our customers from the L4 neighbourhood. In addition to this, Liverpool in work are currently working with 9 customers from the L4 area to support with Employment and training opportunities.