

Alderbrook Neighbourhood Agreement (2) January 2012.

This agreement has been developed between Alderbrook Community Association (ACA),
Wealden District Council (WDC),
Crowborough Town Council (CTC), Sussex Police ,
East Sussex County Council (ESCC) Orbit South Housing Association and St Richards Church.



Successes of the first Neighbourhood Agreement 2009

- ❑ Fear of crime, reports of crime and anti-social behaviour have fallen dramatically.
- ❑ Satisfaction with all services (except grounds maintenance and major works to council homes) has increased.
- ❑ The car park surface was repaired by Wealden District Council.
- ❑ Satisfaction with play facilities has increased since Adam Field Play area has been developed. Additional play equipment funded through Play England and a Multi court funded through Crowborough Town Council has been installed.
- ❑ Partnership working – this has particularly improved with the police, the church, Orbit Housing Association and the District and Town councils.
- ❑ There have been regular estate inspections / walk-about with councillors, police and WDC Housing Officer/Estate Warden and residents in attendance.
- ❑ Youth activities such as the tower of fun, football, trips, holiday activities, cricket and football coaching have been provided.

- ❑ Litter reduced through community clean up days.
- ❑ Improved bus services - Countryliner are now running an improved morning and evening 228 and 229 bus service as funding has been secured for 3 years.
- ❑ Car parking scheme at Aldervale Cottages has been completed with funding from Wealden District Council Community and Environmental Budget
- ❑ Landscaping at Adam Field funded by the WDC Community and Environmental Budget has been delivered.



- ❑ The community association have successfully engaged with the community – they have provided a notice board, arranged trips for residents funded through grants . Residents satisfaction with the association and its achievements is high.
- ❑ Removal of car park planters by Wealden District Council has improved car parking on the estate.

Other successes not planned for
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- ❑ Strong links with East Sussex Credit Union.
- ❑ A tool shed with tools for residents to do odd jobs has been provided.
- ❑ Help an Elderly or Lonely Person (HELP) scheme has been successful, winning the Courier Heart of the Community Award .
- ❑ Website has proved popular with residents and is a valuable source of information, and is regularly updated keeping residents informed of local issues.
- ❑ Securing funding of £33,865 for the toddler play area from Orbit Housing Association ensuring delivery of the project.

Outcomes not achieved

- ❑ Improved Satisfaction with grounds maintenance.
- ❑ Partnership working with Affinity Sutton (formerly Downland) and some of the partners who did not sign up to the agreement.
- ❑ Youth provision by the community association itself – there were some issues with the association delivering youth sessions and they have decided to work to enable alternative provision in the future. The Youth Development Service have recognised the need for provision for older children and are still visiting regularly to engage with the children and arrange trips which are funded from association grants.
- ❑ Resurfacing of car park (although it has been patched) by WDC.
- ❑ Lighting to car park areas.

Results of 2011 Survey – what residents told us they want in future

- ❑ **Improvements to grass cutting** - A large majority of people wanted to see all grassed areas (county and district) cut to the same higher standard.
- ❑ **Improvements to street cleaning.**
- ❑ **Improvements to Car parking.**
- ❑ **Improvements/replacements of heating, bathrooms and windows.**
- ❑ **More facilities and activities for older people.**
- ❑ **Continued clean-up days, fun days and community BBQs.**
- ❑ **Recruiting more volunteers to help with community activities and with the Community Association.**

Action Plan 2011-13

Outcome	How	Who	When	Measure
<p>Involvement with developers over planned housing schemes to ensure needs of the community are met.</p> <p>Work together to provide a community facility to meet identified needs of the whole community.</p>	<ul style="list-style-type: none"> ❑ Work with all housing development companies planning housing schemes in the area. ❑ Liase / work with all concerned organisations departments and authorities. ❑ Make selves aware of proposals and lobby statutory bodies and developers to try to achieve community aims. ❑ Encourage residents to respond to consultations. ❑ Respond to and attend consultations as a group 	<p>Alderbrook Community Association Housing Development Companies. Crowborough Town Council. Other statutory bodies as appropriate.</p> <p>St Richards Church</p>	<p>On going</p>	<p>Community satisfaction with outcomes of housing development schemes in the area.</p> <p>Creation of a Community Facility.</p>
<p>Increase satisfaction with grounds maintenance.</p>	<ul style="list-style-type: none"> ❑ Work with WDC via WRAG to have input into service standards and specification of new Grounds Maintenance Repairs , Maintenance and Cleaning Contracts. ❑ Continue with regular Estate Walkabouts. ❑ Have input into monitoring system for new contracts via WRAG and WDC. ❑ Respond to consultation opportunities as a group. ❑ Encourage residents to respond to consultation and monitoring procedures. 	<p>Alderbrook Community Association. WDC Housing Services. Contractor.</p>	<p>During 2012.</p>	<p>Award of new Grounds Maintenance Contract.</p> <p>On-going Monitoring and review of new Contract.</p> <p>Resident satisfaction with new contract.</p>

Maintain satisfaction by children and young people	<ul style="list-style-type: none"> ❑ Landscape park further. ❑ Develop wildlife area with external funding. ❑ Enable youth facility and provision. ❑ Trips for young people. ❑ Addition of a footpath in Adam Field. 	Alderbrook Community Association. Clued Up. Albion in the Community. St Richards Church. Crowborough Town Council. East Sussex County Council Targeted Youth Service.	Oct 2012	Survey Results. Feedback forms from activities. Comments and feedback from Young people.
Increase satisfaction with facilities for older residents	<ul style="list-style-type: none"> ❑ Christmas Trips. ❑ Pantomime. ❑ HELP scheme. ❑ Secure provision of a venue for social activities. 	Alderbrook Community Association.	Oct 2012	Review of agreement.
Increase satisfaction with community and neighbourhood services	<ul style="list-style-type: none"> ❑ Improve feedback from residents. ❑ Continue and publicise Walkabouts in partnership with neighbourhood policing team - through community contact messaging system, promoting though Sussex Police Website. ❑ Estate improvements - Monitoring and removal of graffiti in partnership with neighbourhood policing team via Environmental Audit Patrols. <ul style="list-style-type: none"> ❑ Install more benches. ❑ Cut hedges and trees. ❑ Repairs to drains and curb stones. 	Wealden District Council. East Sussex County Council. Crowborough Town Council. Alderbrook Community Association. Neighbourhood Policing team. Orbit South Housing	Oct 2012	Surveys and consultations Feedback at review. Complaints and compliments.

	<ul style="list-style-type: none"> ❑ Improve car parks and lighting. ❑ Hold another Quality Streets event - in partnership with JAG. ❑ Installation of more Litter bins. ❑ Payback team to carry out more litter picks. ❑ Secure installation of Community grit bins. 	Association		
Help to reduce financial exclusion and promote other services which maximise residents income.	<ul style="list-style-type: none"> ❑ Promote and continue to work with Credit Union. ❑ Provide opportunities for residents to get Advice on income management and maximisation. 	Wealden District Council benefits advice team. East Sussex Credit Union. Alderbrook CA.	Oct 2012	Increased Numbers of credit union members. Increase in take up of benefits advice.
Increase satisfaction with council homes	<ul style="list-style-type: none"> ❑ Publish scheduled improvements to windows, bathrooms and heating works. ❑ Improved knowledge about opportunities to be involved. ❑ Increased involvement in repairs and maintenance working groups and in the consultation processes. ❑ Promote opportunities to be involved via WRAG in the re-tender process. 	Wealden District Council property services. Alderbrook Community Association.	Oct 2012	Surveys / customer feedback forms. Numbers of Complaints and Compliments.

Recruit volunteers	<ul style="list-style-type: none"> □ □ Approach people when carrying out surveys to encourage them to volunteer. □ More feedback on what residents want to get involved with. □ Increase use of social media to engage with residents of all ages. □ Local neighbourhood policing team to assist by promotion on website and community messaging system. 	All parties.	On going	Increased numbers of residents actively involved in the Community Association .
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This Neighbourhood agreement was signed by all partners at a meeting of Alderbrook Community Association held on Tuesday 10th January 2011 who will work together to ensure the aims and targets of this agreement are carried out to improve the Alderbrook Estate.

On behalf of Alderbrook Community Association

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On behalf of Sussex Police

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On behalf of Wealden District Council- Housing Services

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On behalf of Crowborough Town Council

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On behalf of St Richards Church

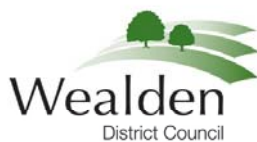
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On behalf of Orbit South Housing Association

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On behalf of East Sussex County Council.

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Sussex Police
Serving Sussex

