

Grahame Park Neighbourhood Plan 2021-24



Barnet Homes

Introduction

The Barnet Group manages 1350 properties on the Grahame Park Estate, which is part of the Colindale Ward within The London Borough of Barnet.

The Grahame Park Neighbourhood Action Plan sets out our objectives and plans for managing the estate between 2022 and 2024 along with useful information about the team, the regeneration programme and how to get in touch.

In this document, you will find out:

1. Our Objectives
2. Regeneration of the Estate
3. Meet the Team. This section will introduce you to the team, our roles and how to get in touch
4. Our Action Plan – setting out what we will do and when
5. Neighbourhood Profile 2022



Our Objectives:

1. A great place to live

- We will deliver an outstanding management service to help residents feel more involved with the local community.
- We will ensure regular walkabouts by officers, the Head of Housing Management and the Head of Repairs.
- We will ensure our caretaking services are of good quality and are consistent.
- We have committed 32 million in funding to replace bathrooms, kitchens and new windows where needed. We will decorate communal staircases and hallways and provide new front doors.
- We will create and publish 'you said we did' advertising areas of concern and providing updates against each action identified.

2. Partnership working

- We will build on our strong working relationships with Colindale Community Trust, the Police, the Councils Community Safety Team and Street Scene, Notting Hill Genesis and others to ensure there is a joined-up approach to working.
- We will work with the community and key partners to ensure our customers feel listened to and are well informed of the works being undertaken

3. Safety

- We are aware of the concerns many of our resident's face living on the estate. We will work hard to regain the communities trust in reporting acts of anti-social behaviour and take the strongest possible tenancy enforcement action against any tenant that causes anti- social behaviour.
- We will work with the police and neighbourhood wardens to ensure a regular presence is seen on the estate to deter crime.
- We will work with the police and Barnet Council's Community Safety Team to identify hotspots of crime on the estate and take preventative action to mitigate the risks through the possible use of CCTV and patrols.
- We will work with residents to increase reporting of crimes.

4. People

- We will utilise the services of BOOST(Employment and Financial support in Barnet) to work with customers to get them into training, education and employment.
- We will look to improve digital interaction working in partnership with the London Borough of Barnet.
- Welfare Benefit advisors will support our customers to maximise their financial wellbeing.

The Regeneration of the Estate

To date 685 new homes have been built of which 386 are affordable. In October 2019 Notting Hill Genesis submitted a fresh planning application which achieved consent in March 2020 for a development consisting of 2,088 new homes, new community facilities, a new park, open spaces and the re-alignment of Lanacre Avenue (renamed Bristol Avenue) to provide new transport links.

Five residential blocks north of the Concourse (Nicholson, Nighthawk, Nimrod, Nisbet & Noel), were demolished and Wates Group were appointed as the new main contractor for Plot A, the next plot. Wates have carried out enabling works and started on site for Plot A in March 2022. On this site will be built 209 affordable homes (149 shared ownership and 60 social/affordable rent). These new homes will be available to move into from late 2023 to early 2024.

The vision for the next stage of the regeneration is to create an interconnected network of tree-lined streets overlooked by beautiful homes designed with physical and mental wellbeing at its core. It will provide a safe environment with neighbourhoods connected by walking and cycle paths, whilst investment towards bus services will improve journey times and link Grahame Park to the rest of Colindale. For more information you can visit Barnet Council's website, barnet.gov.uk, under the regeneration menu item.

When is my block being vacated?

We have set this out in the table below, these dates are subject to change, however we will keep you updated on the progress on a regular basis in our future newsletters

Phase	Owner	Vacant Possession Required Subject To Change
Phase 1	Folland, Galey, Gates, Heracles, Gauntlet	Early 2024
Phase 2	Hector, Hudson, Merlin	Mid 2024
Phase 3	Kemp, Mercury	Late 2024
Phase 4	March, Martynside, Napier, Nardini, Mitchell, Moorhouse, Moineau	2027 onwards

Please be reassured that those who are impacted will be contacted in the future to discuss the detailed timing well in advance and to discuss their housing options.

Introducing our Regeneration Team

The Regeneration Team offers the service of housing management and rehousing of residents on the estate and between them have a wide knowledge of housing management and the Grahame Park Estate.

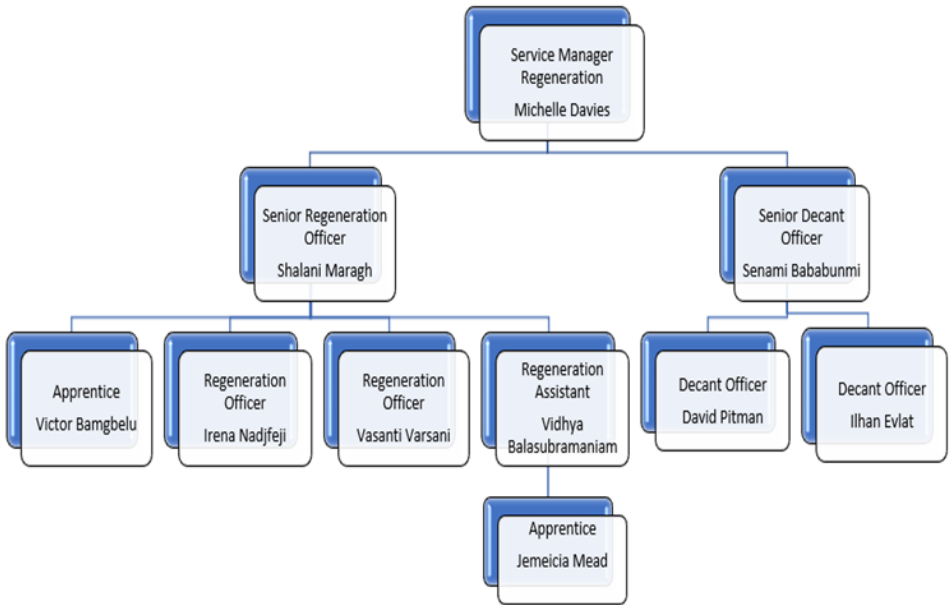
The team which is led by the Service Manager and is split into two teams Housing Management & Decant Team, each responsible for providing a high-quality and customer focussed service to all residents living on the Grahame Park Estate.

The cultural makeup of the team is diverse and between them they speak a range of languages which enables them to help overcome any communication barriers.

Back row left to right: Shalani, Vasanti, Irena

Front row left to right Ilhan, David, Senami, Michelle, Vidhya, Jameica, Victor





Who do I contact to report an issue?

All enquiries will initially be dealt with through the Customer Contact Team, with complex queries being dealt with by the Regeneration Service. This will ensure that residents receive the right advice when they first contact us.

Contact Details:

Tel: 020 8080 6587

Email: Talk2us@barnethomes.org

Web: barnethomes.org

Help us shape your services - opportunities to get involved

We want to hear from you

As a Barnet Homes resident, you have the right to be involved in the management of your home and the services you receive from us. We value your feedback and want to hear from you on how we can continue to improve our services.

We invite you to register your interest in being involved in monitoring our housing performance by joining the Grahame Park Residents' Steering Group.

What is a local Steering Group?

This is a dedicated group for Grahame Park residents to help us shape and improve existing or new services. It does not require lots of time or commitment, and you can even be involved without leaving your home.

We aim to give residents a voice at the highest level of our organisation, but we also recognise that many people do not have the time or inclination to take part in formal committees, and we intend to make it easy for residents to participate in service improvement activities to ensure that residents' voices are heard. We will reach out to participating residents with a variety of techniques to gain people's views and feedback.

If you would like more information about getting involved, please contact by:

Telephone: 020 8080 6587

Email: getinvolved@barnethomes.org

Barnet Homes' action plan

Action Improvements	Owner	Target completion date
M&E Phase 1 & 2 & 3 Works: Where required the works will include electrical rising mains to each property, new door entry system to each property, lighting upgrades to communal areas, fire safety works, and ventilation works.	Barnet Homes Property Services	Between February 2022 - January 2023
Building Improvement Works: Where required the works will include new roof works, windows/brick repairs/surface finishes/ kitchen and bathroom renewal and communal door renewal and redecoration	Barnet Homes Property Services	Phased up to March 2023
Communal Heating Refurbishment	Barnet Homes Property Services	August 2022
Hub Drop-In centre: The Concourse Shop Unit for the duration of the phased works	Barnet Homes Property Services	Opened January 2022
Estate environment	Owner	Target completion date
To explore the roll out of London Borough of Barnet's Recycling scheme across the estate	Barnet Homes Estate Services	April 2022
Continually review the caretaking service and standards	Barnet Homes Estate Services	April 2022
To explore the possible use of extended CCTV at fly tipping and anti-social behaviour hotspots	Barnet Homes Estate Services & Regeneration Team	Ongoing
To pilot a new reporting system with London Borough of Barnet for illegal fly tipping by visiting barnet.gov.uk	Barnet Homes Property Services	Currently piloting
To review the grounds maintenance frequency and standards (grass cutting, weed spraying, shrubs)	Barnet Homes Property Services	Summer 2022
To inspect and survey all trees on the estate and carry out essential works	Barnet Homes Estate Services	March 2022
To work in partnership with the Community Pay Back Scheme to improve the estate environment	Barnet Homes Estate Services & Regeneration Team	March 2022

Housing Management	Owner	Target Completion Date
Monthly estate walkabouts	Barnet Homes Operations & Repairs & Regeneration Team	Ongoing
To publish in our newsletter "You said we did" advertising areas of concern and providing updates	Barnet Homes Regeneration Team	Ongoing
Hold monthly stakeholder meetings with police, rough sleeper team and community safety team	Barnet Homes	Ongoing
To hold monthly estate walkabouts with Partnership Board Regeneration Team	Barnet Homes Regeneration Team	Ongoing
Improvement plans for individual blocks were there are increased levels of anti-social behaviour & estate management issues	Barnet Homes Regeneration Team	Ongoing
To hold monthly joint housing surgeries	Barnet Homes Regeneration Team and Notting Hill Genesis	End-April 2022
To review the Wardens' frequency of patrol routes and to target anti-social behaviour hotspots	Barnet Homes Regeneration Team	Ongoing

How well is your neighbourhood performing?

Health

Residents of Grahame Park spend more years of life in ill health than people in Barnet and London. The top three most prevalent conditions for Grahame Park residents are:

- Depression – 9.1% of people
- High Blood pressure 11.6%
- Diabetes 8%

More residents on Grahame Park are being admitted to hospital as an emergency than expected for cardiovascular diseases – this means heart disease, heart attacks and stroke. There are several factors which affect this which are:

- High blood pressure
- Physical inactivity - 27% of adults on Grahame Park are physically inactive, higher than Barnet (20%) and London (22%)
- High cholesterol
- Being overweight – more than 6 in 10 children are overweight in Grahame Park (Source: Health Survey for England, 2018.)
- Diabetes
- Poor diet
- Smoking - The number of people who smoke is higher in Grahame Park (19.1%) than London (14.9%) (Source: Everglade Medical Practice QOF 2019/20))

There are lots of other factors which contribute to how things are for local residents. Local Green space is lower in Grahame Park than other areas of Barnet (Green space coverage in Grahame Park 2.1%) is significantly lower than Barnet (14.2%) and the opportunities to access healthy food are also lower.

Employment

Barnet has 24,615 enterprises and business operating in the borough. It has the highest number of Construction-based businesses in London verses other boroughs. Barnet has the 2nd highest number of Property and Health businesses and has the 3rd highest number of Wholesale, Retail and Education. 86% of all enterprises in Barnet are made up of small businesses with a total number of one to four employees.

The Borough of Barnet currently has the highest working population of 16- to 64-year-olds in London of 265,000 of which 18,088 live in the Colindale ward.

In Barnet the total number of claimants receiving out of work benefits/unemployment is 13,005 of which 1,175 live in the Colindale ward.

From January 2022 the total number of people claiming Universal Credit in Barnet was 35,872 of this figure Colindale ward is 3,281 which is 9.1%.

Crime

In 2021 there were a total of 764 crimes and 375 ASB calls within Grahame Park Estate.

There were 278 ASB calls per 1000 population in Grahame Park compared to 29 per 1000 population in Barnet. The west side of Grahame Park is one of the 10% most deprived LSOAs (Lower -layer Super Output Areas- areas with an average population size of approx. 1,500 residents) in England, which means that in this specific area there is an even higher risk of personal or material victimisation.

The table below shows a breakdown of the types and numbers of reported incidents of crime for Grahame Park Estate per 1000 population compared to Barnet.

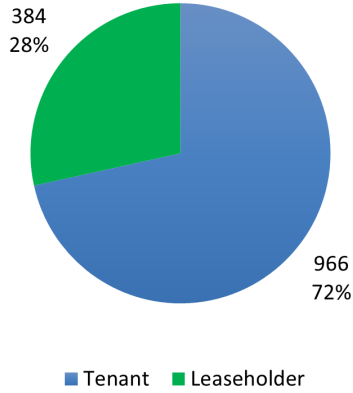
Incident	Per 1000 Population in Grahame Park Estate	Per 1000 Population in Barnet
Anti-social behaviour	278	29
Violence and sexual offences	102	21
Vehicle crime	53	12
Other theft	24	7
Public order	25	5
Criminal damage and arson	23	5
Burglary	20	6
Drugs	26	2
Shoplifting	0	4
Theft from the person	1	2
Bicycle theft	2	1
Robbery	5	2
Other crime	4	1
Possession of weapons	2	0

Crime and ASB data gathered from: data.police.uk/data/

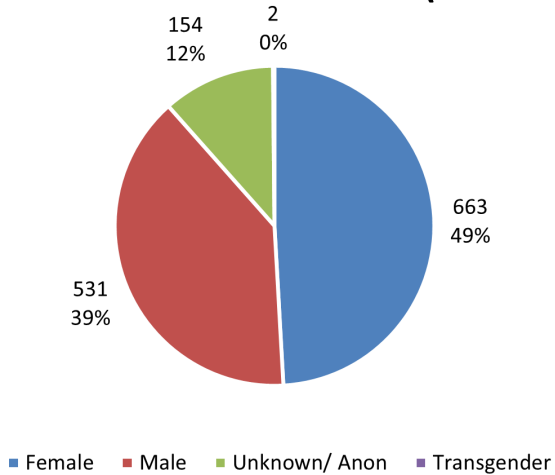
Barnet population estimated from: [barnet.gov.uk/sites/default/files/assets/jsna/ Downloads/ BarnetsJSNA20152020.2453.pdf](https://barnet.gov.uk/sites/default/files/assets/jsna/Downloads/BarnetsJSNA20152020.2453.pdf)

Tenant and Leaseholder profile

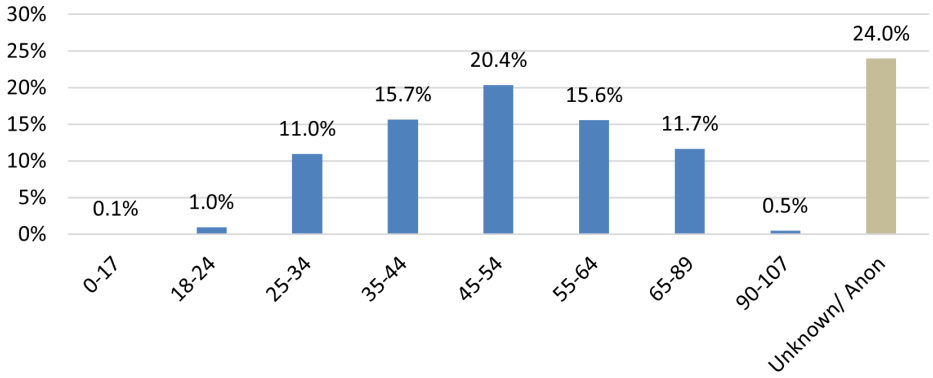
Tenants and Leaseholders



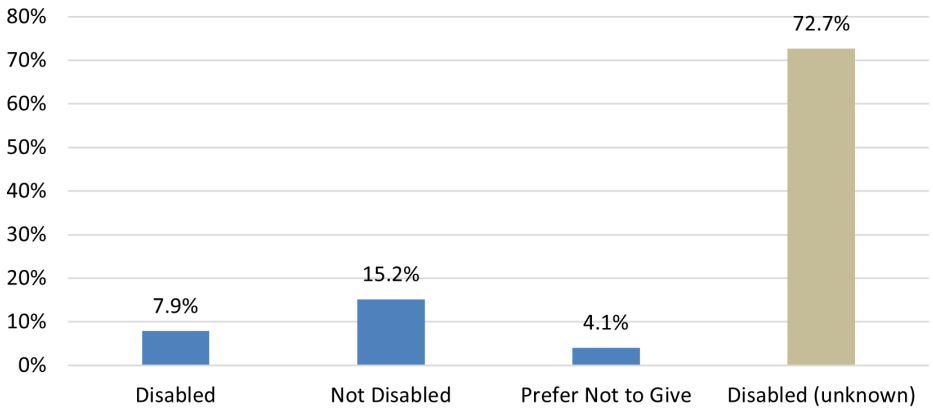
Tenants and Leaseholders (Gender)



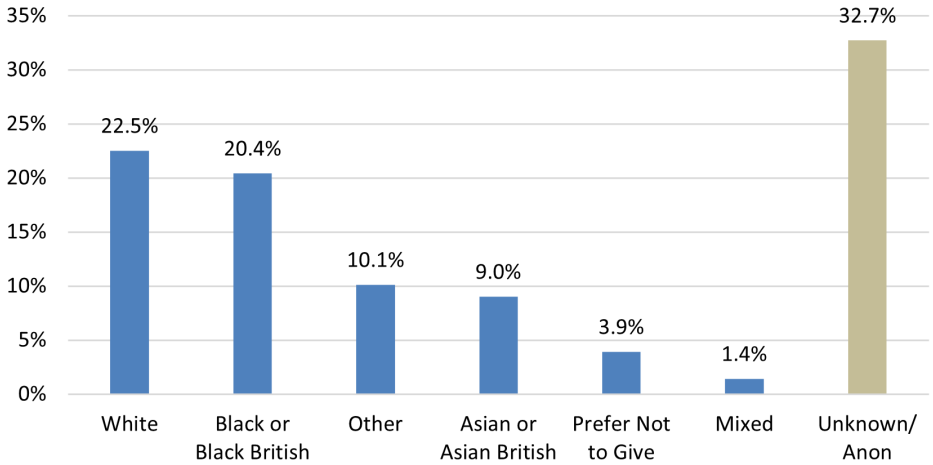
Tenants & Leaseholder Age Band



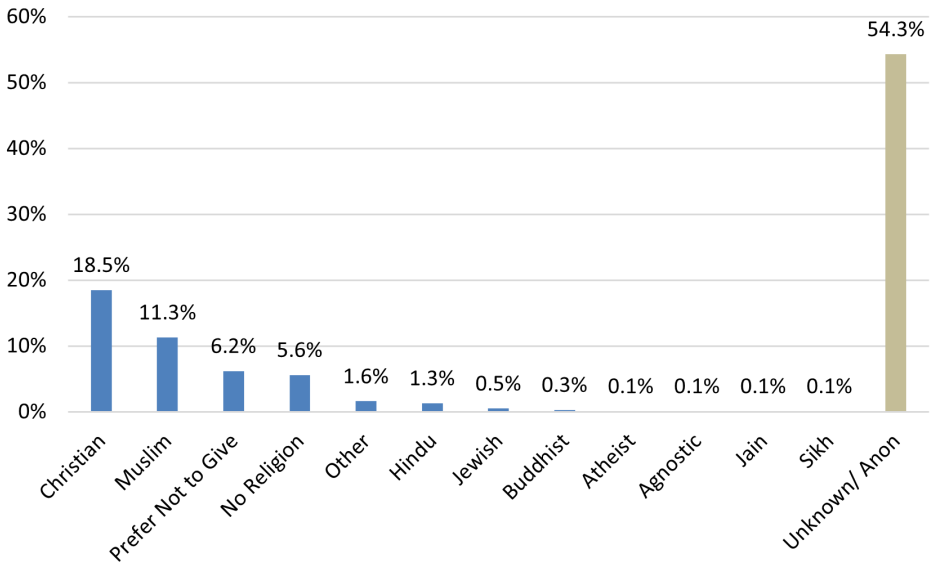
Tenancy & Leaseholder Disability



Tenants and Leaseholders Ethnicity



Tenancy & Leasehold Religion



How can I make a complaint?

We know that things can occasionally go wrong. We welcome feedback as a valuable opportunity to learn from mistakes and make improvements for the future. On receiving a complaint, we expect our staff to listen and put things right quickly.

Wherever possible, we aim to resolve matters informally. We are always keen to hear if something has gone wrong and how we can put it right, and we encourage our staff to put matters right at first point of contact without the need to enter the formal complaints process.

If you wish to make a complaint, please contact by:

Email: Talk2Us@barnethomes.org

Write to: The Complaints and Information Team 3rd Floor, 2 Bristol Avenue, NW9 4EW

Telephone: 020 8080 6587

Useful contacts

Colindale Community Trust

Address: The Concourse, The Old Library Grahame Park NW9 5XA

Phone: 020 8200 3014

www.colindalecommunitiestrust.org

BOOST - Employment and Financial support in Barnet

Address: Burnt Oak Library, 99 Watling Ave, Burnt Oak HA8 0UB

Phone: 020 839 5600

Email: boost@barnet.gov.uk

www.boostbarnet.org

Police - Colindale Safer Neighbourhood Team

Address: Colindale Police Station, Grahame Park Way London NW9 5TW

Email: SNT.Colindale@met.police.uk

London Borough of Barnet Community Safety Team

Email: BarnetCST@barnet.gov.uk

www.barnet.gov.uk/community/community-safety

Street Scene - Report Fly Tipping

www.barnet.gov.uk/roads-and-pavements/road-maintenance/street-care-and-cleaning/report-fly-tipping

CGL (Change Grow Live) – For adults and young people who are experiencing issues with drugs or alcohol

Phone: 0300 303 2866

Email: Barnet.info@cgl.org.uk

www.changegrowlive.org/barnet

