



## Neighbourhood Plans

# Bangor and Bethesda

*Transforming lives with great homes, quality services and support.*

**NWH seeks to make a difference to people's lives, by providing homes to be proud of and creating communities in which they can thrive.**

We are committed to providing visible and responsive services in the area, as well as working with partners, stakeholders and the local community to improve the area as a desirable place to live.



# Introduction to your neighbourhood plan

North Wales Housing (NWH) seeks to make a positive difference in our communities. We recognise that each community is unique and requires different services and support. We have developed a Neighbourhood Plan which sets out our service commitments to you and your local area. In developing the plan we sought resident feedback, particularly through our most recent Resident Satisfaction Survey.

## **Neighbourhood: Bangor and Bethesda**

NWH manages around 600 homes in this neighbourhood, which includes properties in Bangor, Tal-y-Bont, Bethesda, Rachub and Rhiwlas. These properties are a mixture of general housing, supported housing, older persons, extra care and sheltered accommodation.

It is a popular area and has excellent employment opportunities, schools, leisure centres, shopping centres, transport links, local attractions and a hospital.

As part of the Supported Housing service there is an outreach and resettlement service that helps resettle rough sleepers. They also offer floating support to general needs residents, when needed, to help them sustain their contracts. We also manage the Gwynedd Dispersed project which matches the specific needs of individuals with the appropriate level of support.

We are committed to partnership working to stay connected with the issues that matter most to residents. We have excellent relationships with Cyngor Gwynedd, the local policing team, other housing providers and many other support services to make a positive difference to the neighbourhood.



# What residents are telling us....

## ... about Bangor and Bethesda

Feedback gathered from our 2023 Residents Satisfaction Survey revealed that most people were satisfied with the overall service provided by NWH and improvements had been made with the quality and safety of properties since last year.

The feedback also revealed that the following topics are most important to residents:



### TOPIC

#### Service Overall

**88% of residents were happy with the overall service and said that NWH are easy to deal with.**

**81% of residents trusted NWH and stated that we listen to and act on views.**

#### The Home

**84% said they were happy with the quality of their home which was an improvement from last year.**

**89% are satisfied with the safety and security of their home.**

#### Value for Money

**85% of residents told us their rent represents good value for money.**

**71% reported they were satisfied with value for money for their service charges, this has improved since last year.**

#### Repairs and Maintenance

**90% of residents were happy with the overall quality of repairs and fed back that works are completed correctly the first time.**

**96% were happy with the attitude of our staff.**

**90% were happy with the speed of completing the work.**

#### Neighbourhood Services

**82% of residents shared that their neighbourhood is a good place to live, this has improved slightly compared to earlier years.**

# Our commitment to you

Following recent feedback from residents, these are our future priorities to help tackle issues most important to you in Bangor and Bethesda.



OUR AIMS	What we will do
<p><b>Improve the condition of existing properties</b></p>	<ul style="list-style-type: none"> <li>• <b>Planned works carried out in our properties – windows, bathrooms, kitchen, facias and guttering.</b></li> <li>• <b>Improve how communal areas look – new carpets or painting in relevant schemes.</b></li> <li>• <b>Community Safety Officer – visiting schemes weekly to ensure safety in communal areas</b></li> <li>• <b>We have successfully recruited and established an internal cleaning team.</b></li> </ul>
<p><b>Improve, manage and maintain the environment</b></p>	<ul style="list-style-type: none"> <li>• <b>Host Community Days that includes providing a skip where there are fly tipping hot spot areas.</b></li> <li>• <b>Enhanced fire safety by keeping communal area clear and monitoring this.</b></li> <li>• <b>Our Grounds Maintenance team is currently working on enhancing green spaces, improving landscaping and ensuring upkeep of communal outdoor spaces.</b></li> <li>• <b>Work closely with agencies to ensure that neighbourhoods are kept clean, tidy and safe for all residents.</b></li> </ul>
<p><b>Address reports of Anti-Social Behaviour (ASB)</b></p>	<ul style="list-style-type: none"> <li>• <b>Encourage reporting and respond effectively to reports of ASB</b></li> <li>• <b>Continue to work with local policing teams and the local authority</b></li> <li>• <b>Review of all CCTV currently in place and explore provision for areas that need this.</b></li> <li>• <b>Work with Cyngor Gwynedd to provide dog waste bins and signage in relation to dog fouling.</b></li> <li>• <b>Attend Gwynedd Demand Reduction Meeting in order to regularly review ASB cases in partnership.</b></li> </ul>

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## Our aims

### Increase resident engagement and build trust with the local community

### Contribute towards creating a more economically active neighbourhood

## What we will do

- Continue to have a visible NWH presence in the neighbourhood and promote the work we do in the community
- Maintain relationships with other organisations and contribute to partner community events
- Conduct wellbeing visits to residents in our older persons housing i.e. Over 55s schemes.
- Cae Garnedd:
  - Dementia Actif – every Thursday – exercise for residents
  - Connect Café – last Friday of each month
  - Boccia - Friday afternoon
  - Bingo - every other Wednesday night
  - Clwb y Garnedd – once a month – guest speakers, hot drink, -bingo and raffle
- Cae Garnedd – Pontio'r Cenedlaethau – project with Ysgol y Garnedd
- Cae Garnedd – Occasions will be celebrated with parties such as Valentines, St David's, Easter, Coronation, Halloween and Christmas
- Y Gorlan – Open afternoon 26<sup>th</sup> June, 2pm – 5:30pm – Great opportunity for potential applicant, their families supporting agencies to visit the scheme, hear what we offer and speak to current residents
- Continue working in partnership with Age Friendly Gwynedd on local initiatives for older persons.
- Facilitate community meetings to provide an opportunity for residents to report issue and discuss what they would like to see in their community.
- Conducting keep-in-touch visits with all residents every three years to foster strong relationships, address concerns proactively, and enhance the overall living experience in our community.
- Work with the Income team to support residents experiencing financial hardship, debt and benefit cuts, and help manage and sustain their contracts and finances
- Offer floating support from the outreach and resettlement team for residents needing support to sustain their secure contracts
- Energy warden visiting days

# Our commitment to you

## Strong partnership and community spaces

There are many community spaces within the neighbourhood and many activities being planned for people to get involved. Below is a list of what's available:

- Abbey Road Centre, Bangor – Mental Health and Wellbeing Centre
- Bangor Library
- Coed Mawr Community Centre
- Ty Gegin, Maesgeirchen
- Partneriaeth Ogwen, Bethesda
- Gate Service, Bangor (Mon – Fri, 1-3PM)
- Pantri Pesda, Bethesda
- Hwb Ogwen, Bethesda – Swpar Chwaral
- Range of activities arranged in the local Byw yn Iach, Leisure Centres – many free activities, Bangor and Bethesda
- Knit and natter – Lon Las Caffi, Moel y Ci Farm
- Quaker House, Bangor
- Dreigiau'r Dyffryn
- Bangor Sporting Memories Club – Bwyd Da
- Storiel, Bangor
- Bangor Islamic Centre
- Age Cymru Gwynedd a Mon
- Travellers site - Llandyngai

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## Delivering our commitments

We will provide residents with feedback on progress made in Bangor and Bethesda through newsletters, reports and regular updates on the NWH website and social media pages. We will keep you up to date with our progress in Bangor and Bethesda.

## Getting involved and having a say

We offer a variety of ways to get involved and have your say on NWH, for example our Resident Voice, Resident Panel, Resident Forum, Sounding Board, Focus Groups, Surveys, Events and Activities. More information about these opportunities can be found on our website

<https://www.nwha.org.uk/get-involved/>

If you would like to register your interest or request more information about any of the above opportunities, please contact us on:

**01492 572727** or

**[customerservice.mailbox@nwha.org.uk](mailto:customerservice.mailbox@nwha.org.uk)**