



Neighbourhood Plans

Caernarfon and Llŷn Peninsula

Transforming lives with great homes, quality services and support.

Making a difference providing homes in communities where people love to live.

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. As such, 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: Caernarfon & Llŷn Peninsula

We have 287 properties in this neighbourhood, with the majority being in Caernarfon, and the rest located in various surrounding areas. In terms of supported housing, Gwynedd Dispersed has accommodation to provide housing to individuals with various support needs. The Outreach and Resettlement team is working with up to 60 rough sleepers.

We experience average demand for homes in this area and there is a low turnover of our properties.

We are committed to partnership working to stay connected with the issues that matter most to local residents. We have excellent relationships with Cyngor Gwynedd, local policing teams and other support services in the area. We aim to improve links with the local community and make improvements that will benefit residents in Caernarfon and Llŷn Peninsula areas.

What customers are telling us....

... About North Wales Housing

Our Resident Satisfaction Survey results indicate that safety and security ratings have improved in Caernarfon and Penllyn. Most residents express trust in North Wales Housing, and overall satisfaction remains high.

The feedback also revealed that the following topics below are most important to residents in the area.



Topic	
The Service Overall	76% of residents were happy with the overall service from NWH
The Home	78% of residents were satisfied with the quality of their home 84% of residents were happy with the safety and security of the home
Value for money	77% were satisfied with value for money with their rent 66% were satisfied with value for money with their service charges
Repairs and Maintenance	84% were satisfied with how repairs and maintenance are dealt with 86% were satisfied with the attitude of workers 90% felt that our staff took their individual needs into account
Neighbourhood services	87% were happy with their neighbourhood as a place to live 72% were happy with the grounds maintenance service
Dealing with Anti-Social Behaviour (ASB)	11% of residents have reported an incident of ASB 71% were satisfied with how this was dealt with overall

Our commitment to you

Using resident feedback gathered from the satisfaction survey, we have agreed the following objectives to help tackle the issues which are most important to NWH residents.



Our Aims

Improve the condition of existing properties

What we will do

- Community safety officers attending blocks on a regular basis to ensure communal areas are safe and clear.
- Planned works to be carried out in our properties
- We have successfully recruited and established an internal cleaning team.

Improve, manage, and maintain the environment

- Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy, and safe for all residents.
- Host a Community Day that included a skip to encourage residents to get involved in maintaining the neighbourhood where needed e.g. Cae Bold as this was identified as a fly tipping hot spot.
- Arrange scheme allotments to encourage community engagement and improve the area.

Continue to address Anti-Social Behaviour (ASB)

- Neighbourhood officers have a good working relationship with the local police and attend weekly Gwynedd Demand Reduction meetings to discuss repeat offenders in the area and also review any ASB cases.
- We work in partnership as needed with various agencies in relation to support and enforcement where needed.
- Review CCTV systems to ensure they are fit for purpose
- Support residents who have experienced ASB by encouraging reporting and facilitating effective case management

Our commitment to you

Our Aims	What we will do
Contribute towards creating a more economically active neighbourhood	<ul style="list-style-type: none">•Continue to have a visible NWH presence in the neighbourhood and promote the work we do in the community.•Work with the Income team to support residents facing financial hardship, debt in order to assist them in sustaining their contracts and finances.•Work closely with surveyors and the Income team to identify residents who are experiencing fuel poverty and are unable to heat their homes.
Increase resident engagement and build trust with the local community.	<ul style="list-style-type: none">•Completing wellbeing visits to residents that are over 55 years old•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.•Undertaking follow up visits to residents that have reported damp and mould in their properties.

Strong partnership and community spaces

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

- Caernarfon offers a wide range of services with regular bus routes to the area e.g. leisure centres, schools, shops, ex-service club, credit union, local council offices
- Caernarfon Citizens Advice Centre
- Substance misuse services
- Across Gwynedd the Youth Justice Service provides support to young people with the aim of reducing reoffending



Delivering our commitments

We will provide residents with feedback on progress made in Gwynedd through newsletters, reports and regular updates on the NWH website and social media pages.

Getting involved and having a say

We offer a variety of ways to get involved and have your say on how NWH is run, 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 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 residentservice.mailbox@nwha.org.uk