



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

NWH's purpose is to make a positive difference in the communities we serve. 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 customer feedback, particularly through our most recent Customer Satisfaction Survey.

Neighbourhood: Bangor and Bethesda

North Wales Housing manage around 600 properties in the neighbourhood. The neighbourhood includes properties in Bangor, Tal-y-Bont, Bethesda, Rachub and Rhiwlas. The range of properties includes general housing properties, supported housing including two homeless hostels, 2 move on units in Llain Deiniol, extra care scheme (Cae Garnedd, Y Gorlan) and sheltered accommodation.

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

As part of the supporting housing service there is an outreach and resettlement service that help resettle 60 rough sleepers, they also offer floating support to general needs residents where needed in order to help them sustain their contracts. We also have the Gwynedd dispersed project in order to match the specific needs of individuals with the appropriate level of support.

We also work in partnership with the Youth Justice Service where Housing Related Support is offered to young people with the aim of reducing offending. We offer floating support in own homes / homelessness for up to 11 young people.

We are committed to partnership working so we can remain in touch with the issues that matter to local people most. We have excellent relationships with Cyngor Gwynedd, the local policing team, other housing providers and many other support services in the area.

We also have Older peoples properties mainly located in the Bangor area with 42 flats in Cae Garnedd Bangor & 30 flats in Y Gorlan Bangor. In the Bangor area they have St Mary's Hostel which has 13 units to house the homeless along with 2 move on units in Llain Deiniol, Bangor. They also have Pendinas Hostel which has 8 units & Caernarfon Road 3 units in partnership with social services.

What customers are telling us....

... About Bangor and Bethesda

Feedback from customers in Bangor and Bethesda gathered from our satisfaction survey revealed that residents feel safe and secure in their homes, and that NWH are easy to deal with and listen to residents views and act upon them. The feedback also revealed that the following topics are most important to customers in the area.



Topic	
Repairs and maintenance services	<ul style="list-style-type: none">• The repairs service overall rated significantly higher than average in Bangor and Bethesda (83%).
Antisocial behaviour (ASB)	<ul style="list-style-type: none">• Two thirds of respondents (65%) in Bangor and Bethesda were satisfied with how NWH deals with ASB which is higher than average.
Trust	<ul style="list-style-type: none">• The majority of Customers strongly agree with the statement “I trust in North Wales Housing”• Customers believe that NWH listen to their views and act upon them and are very satisfied with the final outcome of a query.



Our commitment to you

Using customer feedback gathered from the satisfaction survey, we have agreed the following objectives to help tackle the issues which are most important to customers in Bangor and Bethesda.



Our aims	What we will do
<p>Improve the condition of existing properties</p>	<ul style="list-style-type: none"> • Planned works carried out in our properties – windows, bathrooms, kitchen, facias and guttering. • Improve how communal areas look – new carpets /painting in relevant schemes.
<p>Improve, manage and maintain the environment</p>	<ul style="list-style-type: none"> • Tackle fly tipping. • Community days that includes a skip to residents in fly tipping hot spots i.e. Llawr Y Nant and Bron Bethel. • Enhanced fire safety by keeping communal area clear and monitoring this. • Work closely with internal and external partner agencies to ensure that neighbourhoods are kept clean, tidy and safe for all customers. • Arafa Don - Planters to be installed at the front. • Bron Bethel - Planning for wildflower corners to be added to main lawn behind bungalows. • Cae Garnedd – Rear border at the back of the scheme to be rotovated and grass seeded, remaining shrubs to be planted in other gaps in the scheme. • Llain Deg – Possible wildflower seeds/bulbs at the back row in car park.
<p>Continue to address ASB</p>	<ul style="list-style-type: none"> • Encourage reporting and respond effectively to reports of ASB. • Continue to work with local police and local authority. • Review of all CCTV currently in place and explore this in the event that other schemes are in need of this. • Work with Cyngor Gwynedd to get dog waste bins and more signs for no dog fouling.

Our commitment to you

Our aims	What we will do
<p>Increase customer engagement and build trust with the local community</p>	<ul style="list-style-type: none"> • Continue to have a visible North Wales Housing presence in the neighbourhood. • Promote the work we do in the community. • Maintain relationships with other organisations and contribute more to community events. • Wellbeing visits to residents over 65 years old. • Bron Bethel – Consultations with residents to get feedback on what ideas they have for the scheme. • Cae Garnedd – Community events and local groups use facilities for Clwb y Garnedd, Merched y Wawr and open days. • Cae Garnedd – Occasions will be celebrated with parties such as Valentines, St David’s, Easter, Coronation, Halloween and Christmas. • Community meetings to see what residents want to see in their areas and be able to report issues. • More community events. • 3 yearly audit visit to all residents.
<p>Contribute towards creating a wealthier, more economically active neighbourhood</p>	<ul style="list-style-type: none"> • Work with the Income team to support customers facing 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 customer needing support to sustain their secure contracts. • Energy warden visiting days.

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
- Storiell, Bangor
- Bangor Islamic Centre
- Age Cymru Gwynedd a Mon
- Travellers site - Llandygai



Delivering our commitments

We will provide customers with feedback on progress made in Bangor and Bethesda through newsletters, reports and regular updates on the North Wales Housing 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 North Wales Housing is run, for example our Residents Panel, Tenants 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