

# Ashton Central, St Peters, Guide Bridge

## Neighbourhood plan

### Contents

- Welcome ➔
- How well is your neighbourhood performing? ➔
- Our commitment ➔
- Your money ➔
- Neighbourhood profile ➔
- Local knowledge ➔
- What can you do? ➔
- A great place to live... ➔
- How will we progress the plan? ➔
- Getting involved ➔



## Welcome to your new neighbourhood plan

At Jigsaw Homes Group we take pride in our neighbourhoods and want to work with residents to achieve our mission of ‘Creating homes. Building lives.’

This plan takes on board feedback from employees and residents looking at key issues like health and employment, financial wellbeing and neighbourhood desirability. This information helps us to identify the main challenges in your neighbourhood and how we can work with our local partners to

make improvements.

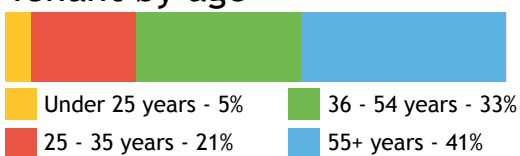
As a result of the findings, we will target resources to areas in need through a range of activities to make you feel happier with your neighbourhood.

We’ve been using neighbourhood plans for eight years in Tameside now and they have helped us to target resources and carry out work in areas most in need. This plan will be in place for three years.

## Neighbourhood profile information

Here are some facts and figures about the people and properties that make up your neighbourhood which we thought you may find interesting.

### Tenant by age



### Properties by type

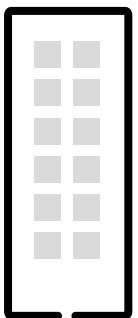
Bungalows  
6



Houses  
234



Flats  
227



Bedsits  
19

Number of Jigsaw Homes properties

**486**

Average length of tenancy

**9 years**

# A great place to live...

Jigsaw Homes has 486 properties in this neighbourhood.

This neighbourhood sits alongside the busy town centre of Ashton-under-Lyne. The neighbourhood is suburban and consists mainly of traditional terraced family houses and flats. St. Peter's is in Ashton and was first developed in the mid-Victorian era. Housing in this area offers flats, terraced houses, 2 and 3 bedroomed houses and pockets of new-build developments. Most properties in St. Peter's are in private ownership.

There are a number of primary schools in the area, including Holy Trinity Church of England Primary School, West End Primary School and St. Peter's Primary School.

There are two colleges within close proximity of the neighbourhood: Clarendon Sixth Form College Ashton and Tameside College Advanced Skills Centre which provide modern learning spaces for students, both are located in the town centre.

There are well established residents associations and active community groups in the neighbourhood who hold a number of events and activities throughout the year, bringing the community together.

Due to the close proximity of the neighbour-



hood to Ashton-under-Lyne town centre, local shops and amenities which meet the needs of the community are easily accessible and include: - a post office, a Primary Health Care facility, major supermarkets, Tameside hospital, several banks, chemists and restaurants. The area benefits from being close to a range of leisure and cultural attractions including: - Active Tameside leisure centre offering swimming and gym facilities, a local library, museums, Town hall and canal network. Ashton Leisure Park is also nearby offering a bowling alley and a variety of good quality restaurants.

The neighbourhood contains green and open spaces such as Oxford Park, West End Park, with a variety of access points to River Tame and the national canal network.

The area has excellent transport options.

Ashton train station is close by and has good transport links to Guide Bridge railway station; providing access to the national rail network, with direct trains to Manchester Piccadilly, Hyde, Glossop and Marple.

There is a local bus service from Ashton where a large modern bus terminal is situated in close proximity allowing easy access to and from Manchester city centre, Oldham, Denton, Stockport and Manchester Airport.

The Metrolink system provides easy access to seven lines which radiate from Manchester city centre.

Although we have been impacted by Covid 19 in 2020, our ambition is still to deliver 800 new homes across the Jigsaw Group per year over the next few years.

## How well is your neighbourhood performing?

We have identified a range of both internal and external indicators that tell us how your neighbourhood is performing in relation to both social economic and environmental factors.

The indicators range from the demand and fuel rating of properties to levels of employment and poverty. You can see them all below with an explanation of what the ratings mean for your neighbourhood.

### Employment, Skills and Training



The neighbourhood scores poorly when compared with other areas locally in terms of employment, skills and training. There are high levels of unemployment and low levels of education and skills. There is also a higher than average number of jobs at risk and employees at risk as a result of Covid 19.

### Health and wellbeing



The neighbourhood scores poorly when compared with other areas locally in relation to health deprivation and the Covid 19 vulnerability index. This index highlights physical vulnerabilities; being able to access shops, social vulnerabilities; loneliness and health vulnerabilities; poor health conditions.

### Financial wellbeing



When looking at the financial hardship in the neighbourhood, the levels of rent arrears and the movement in rent arrears, the neighbourhood performs poorly. It is likely that a larger than average number of households will be at risk of losing their homes and may benefit from additional support.

### Environment and demand



The time it takes to relet a property is too long which indicates a significant number of properties are proving to be unpopular and may have a high level of repair works required. It can also take a relatively long time for people to be able to move into their new homes. Generally the homes in the neighbourhood are in a good condition and are energy efficient, but savings can be made in energy costs through advice being shared with residents.

## Overall summary

The neighbourhood has the potential to be a great place to live but is currently experiencing a number of issues that affect people's overall quality of life and enjoyment. The main aim for this neighbourhood is to identify a range of activities, services and initiatives that will significantly improve people's.

# Local knowledge: What you told us about your area.

Friendly neighbours and a good sense of community

Buildings and communal areas are kept clean and tidy and properties are a good standard

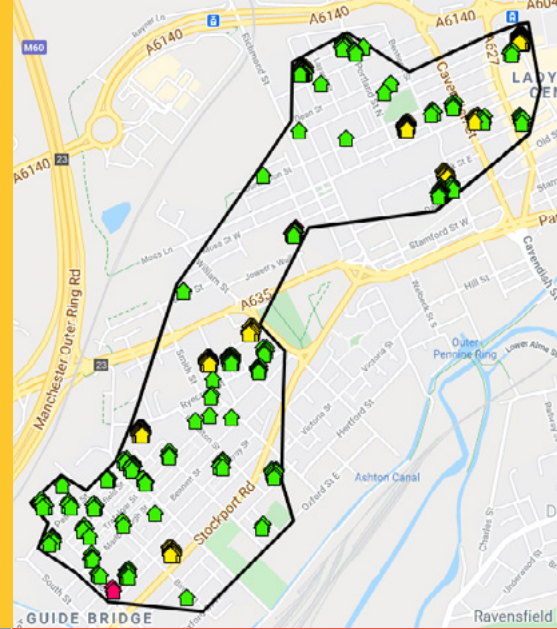
Located close to local shops and amenities including supermarkets some are open 24/7  
Close to countryside and lovely canals for walking and cycling

Excellent access to a variety of public transport options within walking distance

Fly-tipping and litter is a constant problem in some areas

Speeding cars and motorbikes are dangerous

Parking is often difficult as the roads are quite congested and there are a lack of parking spaces



## How will we progress the plan?

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As these plans are an update of the former Neighbourhood plans, work has already begun in your area, as well as in the other twenty five Jigsaw Homes Tameside neighbourhoods.

We will continue to review our performance data frequently over the next three years and we will keep you updated on the progress through our website, social media and newsletter. You will also have the opportunity to be involved so please watch out for advertised activities or requests for feedback.

## Our commitment

We will monitor how residents are managing to pay their rent and continue to offer advice and guidance to those that are struggling financially.

We will work closely with residents to ensure that the community knows where to access help and advice on money management issues.

We will target any properties that are more difficult to let within the neighbourhood and work to resolve any related appearance issues that may affect their popularity.

We will also take action on any other issues affecting the desirability of the area, to ensure a better customer experience.

We will regularly monitor the property condition, area appearance and management issues related to any properties that become empty. We will identify any challenges early

and make sure any properties that become empty are ready to let as quickly as possible.

We will identify where customers are not happy with the repairs service provided and look to establish any trends in this data. We will establish patterns in the number and costs of repairs and introduce a responsive plan to address areas of concern to sit alongside our targeted investment and planned replacement programmes.

We will work closely in partnership with Greater Manchester Police & Tameside Council at a local level in tackling anti-social behaviour, nuisance and crime.

Address poorly maintained/fly-tipped gardens through joint working with Tameside Council. Make referrals through Tameside Council re-cycling team where larger/extra bins are required and tackle hot spot areas of fly-tipping in the neighbourhood. Distribute

further information on re-cycling and fly-tipping to residents. Alongside partner agencies, we will look at the health of our residents and deliver targeted initiatives to those areas where residents are in need of additional support, advice and guidance.

We will look at the levels of unemployment in the area and guide people to our existing work clubs, where advice, assistance and support can be given to help people into training, volunteering and paid employment.

Work with Green Charter and the Cleancare team to identify and tackle communal area cleanliness.

We will work with residents and partners such as the police to target areas where youths are causing problems, introducing innovative approaches to prevention and intervention depending on the issues identified.

# What can you do?

Familiarise yourself with the money advice services that we and our other agencies provide and tell your neighbours, friends and family about them if you think they may be in financial difficulty. Get in touch with us as soon as possible if you feel you are getting behind on your rent and bills. You can also look on our website for advice on a range of money matters and links to other sources of help and support.

Click here →

Be observant around your neighbourhood and let us know when things do not look great. It may be that the standard of communal spaces can improve, the environment could be improved or when you see something that you don't think is safe. Let us know if you think a property has been abandoned as soon as possible so that we can take action to re-let the property and avoid possible damage.

Report repair issues quickly on 0161 331 2000 and keep an eye on any recurrent problems you notice in your home, or those of others in your community, and let us know. Always

fill in the repairs feedback surveys, this will really help us address any issues in your area and give you the best service.

Get in touch if you experience antisocial behaviour or, if you feel you are seeing a rise in crime in the area, so we can assist and give practical advice. Tell us if you believe properties are being used for illegal purposes. Take pride in your community and regularly maintain your own garden or clean the space outside your flat etc. We can offer low cost support if you need help with this.

Be a great neighbour - top tips

- Introduce yourself to your neighbours and consider your neighbours' lifestyles
- Be aware of the noise you create in your own home, particularly in buildings with communal entrances.
- Be mindful of where you park and be considerate of others
- Let your neighbours know if you are having a celebration
- Maintain your garden and keep your communal areas free of items
- Put your bins out on the right night and bring them in again once collected
- Keep an eye on your neighbour's property



## Get involved

We encourage residents to get involved in improving and shaping our performance and the standard of our services. We understand that not everyone wants the same level of involvement, so we offer a range of ways to get involved.



### Jigsaw Rewards

Jigsaw Rewards is an opportunity for you to give your feedback by completing surveys on our services, mainly from the comfort of your own home. In return you will receive points which can be exchanged for gift vouchers or credits on your rent account.

It is simple and quick to register for Jigsaw Rewards. Just visit [rewards.jigsawhomes.org.uk](https://rewards.jigsawhomes.org.uk) and enter your surname, payment reference number or tenancy reference number and tell us which areas of the business you are interested in. We will

only share with you the activities you have chosen, so you can do as much or little as you like. Activities include feedback surveys, photo tasks, mystery shopping and the opportunity to volunteer for our scrutiny panel. In addition to Jigsaw Rewards you can also have informal involvement by attending community events or following us on social media, our websites and through our newsletters.

If you want to be more involved you can be part of a scrutiny group to discuss different services and attend events and training. You can even become a tenant director on our Board, join/set up a residents' association or local group in your area.

We also recognise that everyone has skills, capability and drive to improve their neighbourhoods and this is happening with great success in a number of places. We're keen to promote this and whether it's a small project near to your home or something more ambitious, we want to hear your ideas and help you to make this happen. Our

neighbourhood team will support you to do this wherever possible so please get in touch if you have any ideas on how to improve your neighbourhood.



### Jigsaw Foundation

The Jigsaw Foundation offers funds for local projects which make a difference to the lives of our residents and their communities. The fund is open to charities, resident and community groups, voluntary organisations, social enterprises and local partner agencies. Entries will be able to bid for a share of £500,000 towards local projects that help to improve people's lives. For more information and an application form, visit [foundation.jigsawhomes.org.uk](https://foundation.jigsawhomes.org.uk). Grants of £24,999 and under will be voted on by tenants through Jigsaw Rewards. Anything above this will be voted on by Jigsaw's executive team.



## Your Money

### Welfare benefits

If you need to make a claim for welfare benefits, you need to do it as soon as possible. Don't delay as you could miss out on money you are entitled to. We have a benefits calculator and budgeting tool available to all tenants in the Jigsaw Homes Group.



We have a number of benefit calculators available as well as a household budget tool - why not try them out

Please visit

[jigsawhomes.entitledto.co.uk](http://jigsawhomes.entitledto.co.uk)

If you are concerned about debts or would like advice on benefits, contact us on: 0161 331 2000 or 0300 011 1144  
tameside@jigsawhomes.org.uk

### Getting ahead with your rent

It may not come as a surprise to you that a high level of the UK households have little or no savings. When there is a financial issue at home, this can have a real impact. By paying a little extra with your rent each

week, you can build a buffer which will help when money is a bit tight. This can also help if you are moving on to Universal Credit and you are waiting for your first payment. If you need extra cash, do not be tempted to use a loan shark - they are not your friend.

**STOP LOAN SHARKS**  
Intervention . Support . Education

### Loan sharks

Loan sharks are illegal money lenders who use intimidation and often violence to recover loaned funds. If you can answer yes to one or more of these questions you might be borrowing from a loan shark:

- Did they offer you a cash loan?
- Did they not give you paperwork?
- Did they add huge amounts of interest or APR to your loan?
- Have they threatened you?
- Are you scared of people finding out?
- Have they taken your bank card, benefit card, passport, watch or other valuables from you?

If you are affected by a loan shark, don't suffer in silence. The Illegal Money Lending Team can help. You can contact the team anonymously on 0300 555 2222 to report a loan shark and get the help you need.

### Payment facilities

Direct debit - these can be set up weekly, fortnightly, 4 weekly or monthly and can be on any date in the month



Recurring card payment - you can set a recurring card payment and can cancel or amend this with us at any time. If you did not have the funds when we attempt to take a payment you would not incur any bank charges.

Allpay payment card - Look for the Pay-Point or e-pay sign and pay your rent with your allpay card at the till.

Through our website- You can pay on our website with your Debit card and allpay swipe card using our online services. This service is available 24 hours a day, 365 days a year.

Standing order - Payments can be made directly from your Bank or Building Society on a weekly, fortnightly or monthly basis. To use this payment method please contact us and we will send you a Standing Order form for you to complete and return to us. Over the telephone - You can pay your rent over the phone using our 24 hour automated service. Please phone connect on 0300 111 1144. Please note that you will need

your allpay card along with a valid debit or credit card to use this service.

If you pay your rent on a monthly basis please be aware that your rent is charged on a weekly basis and that you must meet all your weekly rental obligations within that current financial year (1 April to 31st March). Therefore we expect you to have one week credit balance on 31st March of each year. This is to reflect the 1st week in advance payment you will have been asked to make when you signed your tenancy.

## Home contents insurance

It is recommended that all tenants purchase home contents insurance. Contents insurance protects your personal belongings from scenarios such as, damage caused by fire, break-ins, natural disasters or accidental. If something happens to destroy or damage your possessions, it can cost a lot of money to replace them items, some of which may be essential. There are a number of options and suppliers for contents insurance which can be found on-line.

## Need help saving and managing your money?

Cashbox Credit Union is a community savings and loan co-operative, where members pool their savings to lend to one another.

You can join Cash Box if you live or work in Tameside.

Cash Box offers secure savings and affordable loans at low rates of interest.

More information is available on the Cash Box website [www.cashbox.org.uk](http://www.cashbox.org.uk) or by telephoning 0161 342 3266.

**CASH BOX**  
credit union

Cash Box Credit Union is authorised by The Prudential Regulation Authority and regulated by The Financial Conduct Authority and The Prudential Regulation Authority. FRN 213528

## Water Bill reduction schemes

You may qualify for one of United Utilities water bill reduction schemes.

Simply call them on 0800 072 6765

## Energy advice

There are a number of ways in which you can run your home for less, as well as producing fewer harmful CO2 emissions.

Turning your room thermostat down by just 1°C, this could cut your heating bill by 10%, which is an average saving of £75 per year.

Drying clothes on radiators blocks heat from warming the room and causes condensation. Dry on a clothes horse instead.

15% of heat loss occurs through draughts. Draught proof your window frames, doors, keyholes and letterboxes.

Our homes contain an increasing number of appliances and gadgets, all of which consume electricity - increasing our bills and emissions. Much of this usage is unnecessary and with efficient purchase, use and maintenance we can reduce our bills with minimal effort. Check you are with the cheapest energy supplier. Visit the Uswitch website <https://www.uswitch.com/>

Switching from a 60W bulb will save you £5-£10 a year on your electricity energy bill.

In the UK we waste £140 million a year by leaving lights on unnecessarily. Remember to turn the lights off when you leave a room, no matter what kind of bulb you have, this can save you £7.50 per year.

Don't leave appliances on standby, turn things off at the mains when not in use or fully charged, especially overnight.

The average person uses 150 litres of water of water per day for hygiene, drinking, washing and flushing. The energy used in transporting and treating water is energy intensive and generates significant carbon emissions. It is important that we are not wasteful with this vital resource.

Don't overfill the kettle, boiling the right amount of water is one of the easiest ways to cut your energy usage and you could save as much as £25 per year.

Save water by avoiding letting taps run when brushing your teeth or shaving. 10 minutes of running water a day would waste 22,000

litres per year at a cost of £30.

A dripping tap can waste 140 litres a week, almost enough to fill two baths. Get leaks fixed, report them to our Jigsaw Connect team on 0300 111 1144 or 0161 331 2000.

We can save money on our food budget by reducing waste. You might be surprised at the level of emissions generated by the food you eat.

If you cook too much, make sure you use the leftovers and store them in airtight containers. See recipe ideas at [www.lovefoodhatewaste.com/recipes](http://www.lovefoodhatewaste.com/recipes).

If you have garden space you could try growing your own. Put your garden to work and save money. Even if you don't have a garden you could still grow foods such as beetroot, radish and lettuce on your windowsill.

Transport is the biggest source of personal emissions for many people, especially if you drive, or fly regularly. Your driving style can have a big impact on fuel consumption and therefore what you spend on fuel.

You can save money on driving through monitoring your speed. Driving at 50mph uses 30% less fuel than at 70mph.

Removing excess weight if not needed e.g. a roof rack will reduce your fuel consumption. Recycling reduces the Carbon footprint of your waste and promotes wider environmental benefits. Every year in the UK, we send around 23 million tonnes of household waste to landfill, 60% of which could be recycled. Landfills are particularly bad sources of greenhouse emissions because waste is buried, which causes it to break down and release methane, which is 33 times more potent than carbon dioxide.

The average person receives 19kg of junk mail a year. To opt out of unsolicited direct mailing lists, register with the Mailing Preference Service at [www.mpsonline.org.uk](http://www.mpsonline.org.uk) or by phone on 0845 703 4599 or write to them at MPS, Freepost, London, W1E 0ZT.

Recycling has never been easier. Recycle at home using your recycling bins or communal facilities.

For a full list of energy advice saving tips read our leaflet [click here](#).