



accent *regeneration*



ELDON LANE RENEWAL AREA
Mid-term Review: February 2005

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SECTION ONE

Background & Introduction





Background & Introduction

The three villages that make up the Eldon Lane area are Bridge Place, Coundon Grange and Eldon Lane.

They have a strong association with coal mining but since the industry died out in the area in the mid-1940s, the area has been predominantly residential. The villages are in a rural location lying almost equidistant between Spennymoor, Newton Aycliffe, Shildon and Bishop Auckland. The only commercial activity within the area is located on High Street and the middle part of Spencer Street. There is one working men's club, a chapel and doctors' surgery in the area.

The housing stock in the area is largely made up of terraced houses dating before 1919 although there are two areas of newer houses and bungalows built for Wear Valley District Council and a local housing association, and several privately built bungalows dotted around the area.

During the 1970s the majority of properties in the Eldon Lane area were included in a Housing Action Area but this initiative failed due to a lack of funding resources, so in 1998 Wear Valley District Council commissioned Marchaven

Services Ltd (MSL) to carry out a Neighbourhood Renewal Assessment (NRA) of the three villages. The methodology for the NRA is set out in Section 90 of the Local Government and Housing Act 1989 and provides for a broad-based approach to developing an area strategy.

Following the NRA, the Eldon Lane Renewal Area was declared in March 1999. Declaration of the Renewal Area was needed to address the intense socio-economic deprivation and poor housing and environmental problems, in the area.

In 2004, the Council commissioned Accent Regeneration (part of Accent Group) to carry out a Mid-term Review of the Eldon Lane Renewal Area.

This report will:

- Assess progress against the original objectives for the Renewal Area;
- Detail projects undertaken so far;
- Set out a plan for the future of the Renewal Area which will form the basis of all future activities in the area.

SECTION TWO

Starting Point



Starting Point

The NRA study comprised five different types of survey to build a picture of the area – find out what went on in it and what people who lived and worked there thought about it. These surveys were:

- Stock condition surveys (100% of properties were surveyed externally and 10% internally);
- Environmental survey;
- Residents' survey;
- Landlords' survey;
- Commercial Users' survey.

In addition, MSL consulted with a range of individuals and organisations to supplement the information gathered during the NRA surveys. From these surveys, the following facts were established:

- there were a total of 409 dwellings in the area, 388 of which were eligible for survey;
- 79% of all dwellings were privately owned. Of these 20% were privately rented, and of the remainder 16% were owned by a housing association and 5% were owned by the Council;
- 76% of all dwellings were found to be unfit or not in reasonable repair;
- 45% of all households were dependent to a significant extent on means tested benefits;
- 79 dwellings (20% of the area) were considered vacant, with 65 of these having been vacant for more than three months;
- 39% of houses in the Area can be described as being overcrowded and these contained 62% of the population.
- the resident's survey highlighted the need for comprehensive and co-ordinated strategies in relation to housing improvement, crime reduction and promotion of youth and sporting facilities;
- 86% of properties were built before 1919; 1% built in the inter-war years; 5% built between 1945-1964, and 8% built after 1964;
- 97% of the properties are terraced housing;
- Valuations in September 1998 revealed prices ranging from £1,000 for a property in very poor condition to £17,500 for a property in very good condition.

The NRA study also prepared a vision statement and aims and objectives for the Renewal Area:

In March 1999, the vision statement for the area was:

Wear Valley District Council seeks to develop a comprehensive framework in which the residents of Eldon Lane in conjunction with other public bodies, private sector partnerships and the voluntary sector, will benefit from comprehensive improvements to the housing, environmental, economic and social-infrastructure. Above all the aim will be to relieve disadvantage, restore confidence, create prosperity and safeguard the personal security of the community.

Aims and objectives were set out as:

Housing

Secure the position of a good standard of housing for the people living in the Eldon Lane area. In particular the Council wishes to secure a climate in which the appropriate supply of sound and affordable accommodation can be provided and to see a reduction in the number of unfit houses

Environment

Seek an overall improvement in every aspect of the environment and visual appearance including leisure and recreation

Employment

Seek to reduce unemployment and enhance employment prospects for local people (particularly young people) by securing education, training and opportunities.

Economic Regeneration

Seek to stimulate and maximise the involvement and investment of the private sector working in partnership with the public and voluntary sectors in the regeneration of the area and to improve the image of the area.

Community Development

Seeking where possible to raise the aspirations of and create a self-sustaining community within the area and to support initiatives which meet the needs of specific groups

Health

Seek to achieve an improvement in the general health and quality of life in the community.

Crime

Seek to reduce crime and the fear of crime and improve community safety in the area.

SECTION THREE

Objectives v Achievements



Objectives v Achievements

The original strategy drawn up for the area was devised to reflect the sustainable and comprehensive regeneration of the Renewal Area:

- to meet the objectives of the NRA study;
- to address the issues arising in the area as outlined by the NRA study;
- to make best use of public and private sector finance over a realistic timescale;
- to reflect a realistic expectation of the resources which are likely to be available over the life of the Renewal Area;
- to complement the previous and existing regeneration activity in the surrounding area.

This section will assess progress against the original objectives for the Renewal Area.

1. HOUSING

Secure the position of a good standard of housing for the people living in the Eldon Lane area. In particular the Council wishes to secure a climate in which the appropriate supply of sound and affordable accommodation can be provided and to see a reduction in the number of unfit houses.

Clearance

- Clearance of The Hollows in 2000 dealt with those properties in the worst condition. The area has been landscaped and awaits redevelopment. A Development Brief, prepared by Wear Valley's Planning team, sets out key principles for redevelopment of the site. A copy of the Brief is shown at Appendix A.

The terraces demolished were:

- 6 New Brook Terrace
- 1-11 Arthur Street
- 1-10 & 11-19 Moore Street
- 3-7 Elliott Terrace
- 1-6 & 7-15 Brook Terrace

Group repair

- Three phases of group repair schemes have been carried out to eleven terraces. Group Repair deals with unfit and included:
 - re-roofing/roof repairs;
 - rebuilding/repairs to chimneys;
 - rebuilding/repointing/rendering of front and rear elevations ;
 - renewal of external doors;
 - provision of UPVC windows;
 - renewal of rainwater goods.

The majority of participants were owner-occupiers paying a maximum contribution of 25% of the total cost to their property. In some cases this percentage was further reduced subject to a test of resources. The scheme details are set out below.

'Before' and 'after' photos of these schemes are shown in Appendix B

TERRACE	NO. OF PROPERTIES IN SCHEME	FINAL CONTRACT VALUE £	AVERAGE COST £
Phase One		182,824	9,300
1-8 Oxford Street	6		
1-6 Gray Street	5		
1-8 Wilson Street	5		
Phase Two		174,846	6,800
1-8 Regent Street	6		
1-6 Beech Terrace	5		
1-6 Lime Terrace	3		
3 Wilson Street	1		
8-16 Wilson Street	8		
Phase Three		196,038	8,861
1-10 Milbank Terrace	9		
1-8 Oak Street	7		
1-8 Elm Terrace	6		
10 Oxford Street	1		
TOTALS	62	553,708	8,320

Individual Major Repair Grants

- Individual grants have been available to homeowners since the declaration of the Renewal Area. A very small number of residents have applied for grant-aid to improve their homes – only five individual renovation grants totalling less than £50,000 have been awarded since 1999. There are currently no residents from the area on the grants' waiting list.

Minor Repair Grants

- Minor Repair Grants (MRG) have been available to elderly residents with low incomes across the area but so far only eight have been awarded MRG totalling less than £10,000. There are currently two residents from the area on the grants' waiting list for MRG.

Vacant properties

- At the end of November 2004 there were 51 vacant properties in the area – just under 16% of the total housing in the area. A list of the vacant properties in street order is shown at Appendix C

On the face of it this looks like a favourable downturn in the number of vacant properties but it must be remembered that the 1999 figures were based on a total housing stock of 388, and the 79 properties at that time represented 20% of the stock. The 2004 figures are based on a total housing stock of 327 and the 51 properties represent just fewer than 16% of the stock. Also most of the vacant properties in 1999 would have been in The Hollows and not spread around the area as they are today.

Most of these are boarded and have been subjected to differing degrees of vandalism. Until recently, the Council's approach to vacant properties was reactive with an environmental health officer with specific responsibility for dealing with vacant properties that have been broken into. In 2004, the Council appointed an Empty Homes Officer whose role will be to co-ordinate the Council's approach to vacant property across the district.

Private-rented properties

- The number of privately-rented properties in the area has remained the same between 1999 and 2004. The Council has striven to deal with the living conditions of these private tenants and has served 30 legal notices on landlords to improve their properties. All of these have been complied with.

There is a general feeling amongst residents that it is this core of private tenants, which causes a lot of the anti-social behaviour problems in the area (see Section 4). The Council does have a district-wide Anti-Social Behaviour Order policy to deal with 'problem' families and individuals identified as troublemakers.

- There is a Wear Valley Landlords' Forum, which holds regular meetings to discuss issues affecting landlords and their tenants. The landlords themselves arrange the meetings but officers from the Council attend in an advisory capacity. Three landlords who own properties in the Renewal Area are active in the Forum.

Housing Associations

- Accent North East Ltd (part of Accent Group) owns a mixed development of 12 bungalows and 18 houses all built in 1992. Recent improvements to the properties include front garden fencing and security. Future plans include replacement kitchen units and windows in 2005/06 and external decoration in 2006/07.

2. ENVIRONMENT

Seek an overall improvement in every aspect of the environment and visual appearance including leisure and recreation.

Open spaces

- Dene Valley Community Park has been subject to a phased improvement programme led by Groundwork. The Park provides a five-a-side football pitch and play equipment for younger children. There is also a seating area with individually designed benches. Improvement of the Park's facilities has been a long-term project and funding is still required to complete the skateboard and parking facilities. The park is managed and maintained by Wear Valley District Council. A local volunteer inspects the park regularly and reports any problems to the Council through the Community Partnership.
- A tree-planting scheme will begin shortly in the Park, and proposals are being drawn up by Groundwork to replace the boundary fencing between the Park and the adjacent allotments.

Back streets

- The condition of the back streets was a big issue for residents in 1999. Considerable adoption of unmade land/backstreets has already taken place in the Renewal Area invoking criticism from adjacent villages. It is unlikely that any further programme will be adopted.

Landscaping

- There are several small vacant sites in the area (apart from The Hollows) which have been soft landscaped. These include areas in Brook Street, the end of Wesley Street and Johnson Street. These are all prominent sites in the area and although expenditure has been kept to a minimum, the results are good.
- There still remain several smaller eyesore sites not in such prominent positions – e.g. Edward Street, Cumberland Street – which need attention. See Appendix C for full details.

Abandoned vehicles/Fly tipping/Dog fouling/Littering

- The Council has a district-wide scheme for dealing with these issues. There is a 'hot line' where residents can (anonymously, if necessary) report such issues. The Council now issues fixed penalty tickets of £50 for dog fouling and litter offences.

- There are two Council dog wardens – one covering Bishop Auckland and outskirts, which encompasses the Renewal Area. Stray dogs (with or without collars) can be picked up and taken to a central kennels to await collection by their owners.

Streetscene Online Reporting System

- The Council also has an online reporting system for residents to report problems with their street e.g. graffiti, flyposting

3. EMPLOYMENT

Seek to reduce unemployment and enhance employment prospects for local people (particularly young people) by securing education, training and opportunities.

Despite the close proximity of the four large towns of Spennymoor, Newton Aycliffe, Shildon and Bishop Auckland, unemployment and job prospects particularly for young people is still seen as a major problem.

In the Renewal Area there are only five commercial premises: a hairdresser, fish and chip shop, general store, post office and working men's club. The majority of jobs in the Dene Valley area are in manufacturing, distribution and construction and the majority of these are provided on the South Church Enterprise Park, a major employment area of Bishop Auckland.

Employment and Training Initiatives

The Council is committed to attracting new jobs to the district as a whole through its inward investment programme and works in partnership with other agencies.

- New Deal is a part of the Government's Welfare to Work strategy. Personalised programmes of work and skills training opportunities, delivered locally, are aimed at helping unemployed people into work. There are programmes for young people (18-24), 25+, lone parents, disabled people, 50+ and partners of the unemployed.
- Jobcentre Plus gives help and advice on jobs and training for people who can work and the right financial help for those who cannot. The nearest Jobcentre Plus office is in Bishop Auckland.

Local training courses

- The One Stop Shop in High Street provides 'back to work' training courses in conjunction with Bishop Auckland College. Courses have included Basic Food Hygiene, First Aid, various IT course and NVQ in Customer Care. NVQ Levels 2 and 3 in Playworker Skills is currently being planned for the future.

Barriers to employment and training

The Coundon Grange (now Dene Valley) Community Appraisal of January 2002 identified barriers to employment and training through their household survey. These were:

- a lack of childcare locally. A lack of work experience, lack of advice and lack of information about job opportunities area were also important;
- the main factors, which would encourage residents to undertake more or future training, are home learning and childcare support. Local availability of training and the provision of community computers to train are also important. However, 50% of respondents to the survey simply didn't want to train or study;

4. ECONOMIC REGENERATION

Seek to stimulate and maximise the involvement and investment of the private sector working in partnership with the public and voluntary sectors in the regeneration of the area and to improve the image of the area.

The Council undertakes work in both economic development and in the implementation of regeneration programmes.

Economic Development

The Council has a partnership with the Wear Valley Development Agency to deliver business support and advice and to implement a scheme of financial assistance to industry. It has recently developed a new business centre at South Church which will be the new location for the business support delivery

Economic Regeneration

The Council has been successful in bidding for central government regeneration money in the form of yearly grants under the Single Regeneration Budget and **Single Programme** amongst others. In addition, European funding has been attained through funding programmes including the European Regional Development Fund and **Leader+**.

The Council has concentrated its regeneration activity in the most disadvantaged parts of the district and has successfully lead five major schemes of community-led regeneration including the **Dene Valley Settlement Renewal**, Crook and Willington SRB 5 and Bishop Auckland SRB 6

- Eldon Lane benefited under the Dene Valley Settlement Renewal for street improvement works in excess of £200,000;
- With funding from Bishop Auckland SRB 6, the Community Transport Scheme was able to purchase a vacant bus garage for the storage and servicing of their three vehicles.

European Funding is currently being sought for a variety of projects through bids for Objective 2 and LEADER 2 funding. The District has 11 wards eligible for the latest round of Objective 2 Priority 4 Community Economic Development funding – and the Dene Valley (which includes the Eldon Lane Renewal Area) is one of these. The Council has taken a leading role in managing and preparing the action plans and packages required in accordance with European criteria.

Much of the District is included in the West Durham Rural Development Area. The Council continues to identify and implement projects aimed at providing opportunities for employment, tourism and environmental enhancement.

New primary school

- Durham County Council has developed plans to build a new primary school on a site adjacent to Cumberland Street to replace existing ones at Eldon Lane and Dene Valley. Work is due to start in September 05 with completion July 2006. This will be a 210 pupil and 26 nursery place school
- The school will also focus on Sure Start initiatives, community centre facilities and addressing issues of failure in health and language.
- To further stimulate economic growth, the area to the south of the school has been designated for housing use although a development brief has not yet been finalised.
- Existing schools will be retained but no decisions have been made about their future use. An option to retain Eldon Lane as a craft centre is being investigated.

5. COMMUNITY DEVELOPMENT

Seeking where possible to raise the aspirations of and create a self-sustaining community within the area and to support initiatives which meet the needs of specific groups.

Dene Valley Community Partnership

The Partnership, a company limited by guarantee, was formally constituted in March 1999 as a legal entity and has charitable status. With the support of the Council and the local Settlement Regeneration Initiative, the local community undertook responsibility for setting up a more formal partnership body with the aim of co-ordinating future regeneration activities in the area.

Community Transport Initiative

Funding from the lottery enable the Community Transport Group to purchase a bus and appoint a co-ordinator. The initiative provides an important service with four buses, three paid workers and volunteers from the local community.

The One Stop Shop

The One Stop Shop – formerly the Top House public house – was purchased by the Dene Valley Community Partnership in June 2001 to develop a new lifestyle One Stop Shop for the local community. With the help of funding from a number of sources – e.g. Tudor Trust, SRB and the lottery – the Shop opened for business in June 2002. The Shop provides a number of facilities and services including:

- weekly club for the elderly;
- daily breakfast club for school children in the area;
- meeting place for the Dene Valley Residents Association;
- Ladies' Craft Club;
- Girls' drop-in night

The Shop also offers a range of leisure courses e.g. flower arranging and self-improvement course such as self-esteem,

confidence building and equal opportunities with the help of funding from the County Durham Foundation.

6. HEALTH

Seek to achieve an improvement in the general health and quality of life in the community

Group repair schemes

Those residents taking part in these schemes will have benefited from making their homes wind and watertight which will have had a beneficial effect on their health and well being.

7. CRIME

Seek to reduce crime and the fear of crime and improve community safety in the area.

Crime Prevention

Durham Constabulary has a number of campaigns throughout the district for crime prevention and education but none are specifically targeted at Eldon Lane Renewal Area.

Secured by Design

All the group repair schemes carried out in the Renewal Area have adopted the 'Secure by Design' principles for materials used on properties – e.g. using the recommended type of locks for doors and windows

Neighbourhood Watch

There is one very active scheme in the Renewal Area serviced by the local co-ordinator from Bishop Auckland police station. The co-ordinator has close links with the One Stop Shop, the Dene Valley Community Partnership and the Dene Valley Residents' Association.

Anti-Social Behaviour

The Council has adopted an Anti-Social Behaviour policy to deal with problems district-wide whether targeted at, or perpetrated by, owner-occupiers, private tenants or Council tenants.

Street Warden Service

The Wear and Tees Valley Safety Partnership funds this service. Currently the service is limited to specific areas but there are plans (subject to funding and resources) to extend the service and make it a mobile one. This would allow the service to operate district-wide.

Alley Gate Scheme

Alley gates are a method of restricting access to the rear of terraced properties to anyone other than residents. A scheme currently operates in Coundon and is due to be assessed shortly. Such schemes have not been specifically requested by residents of the Renewal Area but may be an option to deal with some of the anti-social behaviour – e.g. drug-related activities, abandoned/stolen vehicles and fly-tipping.

SECTION FOUR

The Way Forward



The Way Forward

This plan has been prepared following three pieces of research in the area:

- 1) consultation with residents, landlords and commercial users in the area;
- 2) consultation with other groups with interest in the area;
- 3) a survey of the area.

1) Consultation with residents, landlords and commercial users

Following clearance of The Hollows, there are 332 properties in the area which includes five with non-residential uses.

■ Residents' survey

Questionnaires were sent to all 327 residential properties in the area. The questionnaire tried to mirror the survey sent to residents during the NRA study so that the change – if any – in residents' opinions could be examined, and included one or two 'up-to-date' questions. 31% of residents took time to complete the questionnaire, which is an exceptionally good return rate for a postal survey. By coincidence, this is the same percentage that replied to the 1999 survey. 52% of residents who completed the questionnaires were of pensionable age. An example of the questionnaire is shown at Appendix D.

■ Landlords' survey

It was very difficult to identify local landlords and reliance was put on tenants letting their landlords know what was going on. However, eight landlords were identified and five questionnaires completed. As these landlords own nearly 50% of property in the area their responses can be considered representative. An example of the questionnaire is shown at Appendix E.

■ Commercial Users

There are only five commercial properties within the Renewal Area – hairdresser, fish and chip shop, general store, post office and the working men's club. Three of these – 60% – returned their questionnaires. An example of the questionnaire is shown at Appendix F.

(a) Residents survey – findings

1. Residents were asked to indicate whether they were in receipt of a means-tested benefit. The results shown below indicate only a slight increase in the number of residents dependant on a means-tested benefit.

Type of benefit	1999 (%)	2004 (%)
Income Support/ Job Seekers' Allowance	38	38
Other benefits	52	66
Overall	45	52

2. Residents were also asked to indicate their weekly income band to which they belonged in order to assess household incomes

Income band £	1999 (%)	2004 (%)
0-100	35	17
100-199	46	26
200-299	9	7
300-399	3	7
399+		3
Don't know	2	4
Refused	5	36
Total	100	100

As can be seen, in 1999 81% of residents had an income of less than £199 per week. In 2004 the picture is much different with only 43% with an income of less than £199 – almost half of the 1999 figures. However, the percentage of residents who refused to divulge income details for the 2004 survey is six times higher than in 1999 so too much shouldn't be read into this.

3. The following table gives a breakdown by tenure of the respondents to the residents survey

Tenure	1999 (%)	2004 (%)
Owner-occupier	54	52
Council tenant	5	17
Housing Association tenant	23	12
Private tenant	18	17
Other		2
Total	100	100

4. Ethnicity

There have been no changes in the ethnicity of the local community – in 1999 and 2004 the majority of respondents (95%) indicated that their ethnic grouping was white. The remainder being Other (1%).

5. Disability

Over 35% of the households responding to the survey indicated that there was a person who was registered as a person with disabilities. This is a significant number (and a 12% increase in the 1999 figure) if it can be relied upon for the whole area, especially as many people with disabilities are not registered.

6. Vehicles and parking

A total of 45% of the respondents to the survey said that someone in their household owned a car.

7. Crime

29% of households responding to the survey said that someone in their household had been a victim of crime, 46% said that they did not feel safe walking around the area with a further 79% saying that they did not consider there was a good level of policing in the area. These figures are considerably higher than those reported in 1999 when they were 25% and 11% respectively.

21% of residents said they problems with their neighbours and/or their visitors.

8. Stability and tenure

The table below shows the length of residency from 2004 and compares it with the 1999 survey. A picture emerges of a stable community with almost 62% of residents having lived in the area for over five years; many of those have lived in the same property for that time. This is a 3% increase since 1999.

Years at property	1999 %	2004 %
Up to 1 year	20	18
Between 1-3 years	10	12
Between 3-5 years	9	8
Between 5-10 years	22	16
More than 10 years	37	46
No response	2	0
Total	100	100

In 1999 56% of respondents have no intention of leaving the area. In 2004 this had increased to 80% which may be as a result of the improvements in the area over the last five years.

In 2004 62% of respondents said they had previously lived in the Eldon Lane area before moving to their current home. A further 76% said their home was suitable for their family's needs and 70% of respondents said they liked living in the area.

9. Local amenities

Residents were asked to rate the local services on the basis of good through to bad. The results shown in the table below are expressed as a percentage of respondents.

AMENITY	GOOD		FAIR		POOR		BAD	
	1999	2004	1999	2004	1999	2004	1999	2004
Shops	32	41	34	29	14	23	9	7
Schools	45	52	27	43	3	29	0	1
Public transport	45	45	29	45	10	12	2	8
Play areas	10	33	26	43	21	17	21	7
Parks	3	22	15	32	19	32	27	15
Libraries	9	7	12	27	20	29	34	36
Sports facilities	4	6	7	29	21	29	41	36
Community centres	11	27	26	44	16	20	20	9
Police	11	16	29	39	24	29	21	16

There is generally an increase in those amenities classed as 'good' – schools and public transport having the best rating – with the most significant increase in play areas and parks, whilst libraries saw the only decrease.

To make the assessment of the results easier, those of 'good' and 'fair' were taken as 'positive' responses and those for 'poor' and 'bad' as 'negative' responses.

In both 1999 and 2004 the services and amenities which recorded a majority negative response were 'sport, facilities, libraries, parks, play area and police cover.'

Specific issues were raised for residents to indicate whether or not they were considered to be a problem. The biggest problems are shown below. The 1999 figures are shown in brackets ().

Problems	2004 %
Vacant dwellings	66 (92)
Vandalism	62 (75)
Condition of back streets	56 (57)
Crime	54 (49)
Litter	58 (55)
Dogs/dog fouling	69 (49)
Appearance of local shops	8 (32)
Parking	37 (32)
Street lighting	9 (12)
Graffiti	36 (45)

Dogs/dog fouling were considered much more of a problem in 2004 than in 1999 but the appearance of local shops is no longer considered a big problem for the area. Vacant dwellings, vandalism and litter remain of greatest concern.

10. Area Perception

Residents were asked about their perception of their area, street and home. The 1999 figures are shown in brackets ().

Perception	%
Like	70 (53)
Not bothered	21 (22)
Dislike	16 (16)

11. Property condition

The 2004 survey asked residents to prioritise the works they wanted to carry out to their homes. Unfortunately in many cases they chose more than one of the permitted options but the results show priorities as:

Work to be done	Order of priority
Refit kitchen	1
Install damp proof course	2
Install double-glazing	3
Central heating	4
Renew wiring	5
Work to roof	6
Refit bathroom	6
Work to external walls	7
Plasterwork	7

The 2004 survey also asked questions about energy measures. Here are the results:

(a) How do you heat your home?	%
Gas central heating	72
Coal-fired heating	6
Gas fire only	5
Electric fire only	8
Other	5
No response	4

(b) How do you heat the hot water in your home?	%
Immersion heater	72
Boiler	0
Other	5
No response	23

(c) Do you have double-glazed windows and doors?	
YES 80%	NO 20%

(d) Is your loft insulated?	
YES 76%	NO 24%

12. Preferred options

Residents were asked how they thought the Council could help the Eldon Lane area. There was a wide range of responses and some answered more than one of the permitted options.

The following represents the 'Top 10' of what respondents said they definitely wanted done in the area. Rankings from the 1999 survey are shown in brackets ().

PREFERENCE FOR WORKS TO AREA	PRIORITY
Council to provide grants to help people improve their houses	1 (2)
More police officers in area	2 (5)
Clean up back streets	3 (4)
Provide some houses specially built for older people	4 (9)
Knock down houses in area and replace them with new ones	5 (3)
Make some areas where children can play	6 (1)
Provide some larger houses in area	7 (-)
Get pavements/roads repaired	8 (6)
Improve bus service	8 (-)
Employ dog wardens to round up dogs	9 (7)

Obviously the work that has been carried out in the area since 1999 has had an impact on what residents would like to see done. 'Make some areas for children to play' has dropped five places in the ranking but 'Make grants available' has increased in importance. This may be because residents have seen the impact of group repair on Bridge Place and want to see more in the area.

13. Crime and safety

Only 21% of respondents thought there was a good level of policing in the area and 55% felt insecure walking in their street. Both these figures are increases in the 1999 figures.

A further 29% of residents said they or someone in their household had been a victim of crime – unfortunately similar figures are not available from 1999 to compare with.

14. Community profile

Respondents to the social survey were given the opportunity to make general comments on their 'likes' and 'dislikes' of the area. The questions were unprompted and entirely open-ended.

Likes 1999	Likes 2004
Good community spirit	Neighbours/friendly community/know most people
Lived in area long time	My property/size of property
Suitability of housing	Where I was born/ brought up
Refuse collection	Most of my family are around me
Shops	Quiet street
Schools	Open spaces for children to play
Bus service	Easy access to countryside/semi-rural/ not too built up
Neighbours	No desire to live anywhere else Not a lot of crime One Stop Shop Working men's club and what it represents Having a doctor in the village

Dislikes 1999	Dislikes 2004
Number of problem families	Scruffy houses
Attitude of parents	Lack of police presence
Vacant houses	Vacant houses/landlords leaving properties boarded up
State of disrepair	Stray horses/people riding horses in the streets
Litter	Litter
Dog fouling	Dogs/Dog fouling
Condition of back streets	Condition of back streets/ pavements
Lack of range of goods in shops	Stigma still associated with the area
Poor condition of shops	Some of residents
Lack of sports halls	Rundown area/the way the place has changed
Lack of playgrounds	Too far from supermarket
Provide community centre	Drugs
Vandalism	Disrespectful kids/bad language
Graffiti	Unreliable bus service
Lack of police presence	Youths out of control
Fear of crime	Speed of traffic in High Street/Spencer Street/ Brook Street
Stray horses	Noise from working men's club Private accommodation

Residents were also asked to list the best improvements in the area since 1999. They are – in no particular order:

- Knocking down The Hollows
- Revamping the recreation ground
- Bridge Place
- Council adopting front streets
- Group repair to houses and the roads
- New footpaths and lighting

(b) Landlords' survey – findings

The returned questionnaires showed that the majority of landlords preferred to rent their properties to single elderly tenants. Most of the landlords had owned their property for more than ten years.

Respondents were asked to indicate the advantages of renting out properties in the Eldon Lane area. As in 1999, the main advantages were seen as the cheap supply of property and the right sort of property.

The main disadvantages were identified as lack of security of vacant properties, rents too low and properties in a bad state of repair. The table below summarises the advantages and disadvantages of renting in the area identified by the majority of respondents. Results from the 1999 survey are shown in brackets ().

Advantages	% of Responses
Cheap supply of property	40 (38)
Right sort of property	40 (38)
Good return on investment	20 (19)
Right sort of tenant	20 (8)

Disadvantages	% of Responses
Tenants don't look after property	100 (81)
Rents too low	20 (31)
Security of vacant properties	20 (81)
Properties in bad state of repair	20 (62)
No demand	20 (8)

60% of landlords said they had problems letting property with vacancy levels ranging from two weeks to nine months – but averaging just less than five months.

Suggestions by landlords to improve the area were:

- more investment;
- anything to improve take-up of tenancies;
- general area improvement;
- move out some existing tenants/deal with anti-social behaviour;
- landlords made to secure empty property/deal with empty property;
- clean backstreets;
- regular rubbish collection.

These generally reflect some of the suggestions put forward by residents which might suggest that some landlords know what is going on in the area where they own property.

Again landlords' views on what the Council could do to help them in the area reflect those of residents. The results are shown below.

Issues	Priority
Carry out improvements	1
Selective clearance of the worst houses	2
Encourage grant	3
Carry out block repairs	4
More police	5

None of the landlords had any plans to carry out improvements to their properties – and there were two main reasons for this:

- (i) their property had already been refurbished;
- (ii) regular maintenance kept on top of need for major repairs.

60% of landlords said that their preference for their own properties was renovation as opposed to clearance and demolition.

Finally 40% of landlords thought that the area had improved since 1999 – with the new roads and group repair schemes in Bridge Place being a big improvement – but another 40% thought the area had deteriorated.

(c) Commercial Users survey – findings

There are a very small number of commercial properties in the area – mostly in Spencer Street. Commercial User questionnaires were sent to all businesses during the NRA study but none were returned so no comparison can be made with the three questionnaires completed during the Review. The information gathered was:

- All of the businesses owned their own premises and employed less than five people – none of whom lived locally;
- All the proprietors had been in the area for at least five years with one up to 20 years;
- The main disadvantages of running a business in the area were:
 - Not enough support from local people;
 - A little remote;
 - The area is still rundown;
 - Not much parking on the main road.
- In general, businesses all experienced difficulty with maintaining their buildings and access for deliveries;
- There was a consensus amongst businesses about what the Council could do to benefit their business:
 - More renovation and new build – stop knocking houses down
 - More shops
 - Move people in – make it a nice place to live
- All of the businesses had flats above them: one was occupied by the proprietor; one let to a tenant and one empty. All would be interested in grant-aid to improve their flats
- One business already had links with local community groups but another said it would be interested in establishing such links.

2) Consultation with other organisations

The following organisations were consulted about problems/improvements etc to the local area

- One Stop Shop
- Dene Valley Residents' Association
- Durham County Council
- Durham Constabulary
- Officers from Wear Valley District Council

3) Visual survey

During November each of the NRA blocks (see Appendix G) was inspected and future works required for each block were assessed.

These assessments were based on:

- condition of the property. The condition of each property in a block was considered and compared to others in the same block;
- position of the block. Renovation of properties in prominent positions can have a greater impact on confidence in an area.

The table below shows the first five priorities for the area. A full list with estimated cost is shown at Appendix H

Randolph Street has been the subject of a Best Course of Action Assessment (BCA) and the schemes put forward here are currently being tendered with work due to start on site in March 2005. The works carried out here will set a standard for future works in the Renewal Area.

PRIORITY	ADDRESS	BLOCK NO	PROPOSALS
1	1 & 2, 4-16, 17-23 24-25 & 26 Randolph Street	18 19 20	<ul style="list-style-type: none"> ■ Enhanced facelift scheme to front and rear elevations ■ Provision of parking area to front street
2	19, 21, 22A, 22 23, 25, 27, High Street	35	<ul style="list-style-type: none"> ■ Group repair including removing shopfronts
3	1-5 Railway Houses, High Street	52	<ul style="list-style-type: none"> ■ Group repair scheme ■ Front wall scheme
4	3-9, 10 & 11, High Street	49 49A	<ul style="list-style-type: none"> ■ Facelift scheme ■ Individual renovation grants
5	1-2 High Street	51	<ul style="list-style-type: none"> ■ Facelift scheme ■ Individual renovation grants

SECTION FIVE

Conclusions & Recommendations



Conclusions & Recommendations

At the beginning of the 'life' of the Eldon Lane Renewal Area there was a considerable amount of activity focused around the demolition of The Hollows, improvement of the Community Park, group repair schemes in Bridge Place and street improvement works. These works have undoubtedly had a huge impact on the area and the lives of its residents but there still remains an awful lot to do. Physical regeneration should remain a priority but other regeneration activities that will impact on residents' lives in other ways should also be considered.

The Preferred Strategy for the physical regeneration of the Renewal Area with estimated costs is shown in full at Appendix H but the first five priorities for the area are shown below. They are all focused on 'gateways' into the area and will have considerable impact on raising confidence in the area.

There are obviously budgetary issues surrounding the Strategy and funding for these proposals will have to be considered. This report merely makes proposals for 'completing' the area, not how they might be funded.

Resident consultation has played a big part in the preparation of this report with over 31% of residents completing a questionnaire. Generally residents are well settled in the area with 62% having lived here for more than five years, including 46% for more than ten years. 80% of residents say they have no intention of leaving the area. This may be due to the fact that over 52% of residents are of pensionable age but should still be taken as an encouraging sign.

In addition to the physical regeneration, there are some further initiatives that may enhance the lives of residents:

(a) Renewal Area Management

There are clearly lots of issues about rubbish, vandalism, graffiti, and empty properties that need to be addressed. One or two officers working in the area could co-ordinate all services and provide a much more hands-on approach to the area's problems. They could also provide a 'one stop' point for Council services and help with the promotion of grants locally.

(b) Landlord Accreditation/Good Tenant schemes

Absentee landlords and 'bad' tenants seem to be a big issue for residents – especially those who have problem neighbours. A Landlord Accreditation Scheme and/or a Good Tenant Scheme could have a big impact on the area. This could be linked to the Renewal Management suggested in (a) above.

Landlord Accreditation could be used as a tool to encourage landlords in the area to take part in the district-wide landlords' forum, or indeed to set up a focus group of landlords in the area.

(c) Handy Person scheme

There seem to be a lot of elderly people living in the area – the questionnaire returns suggest about 52%. A Handy Person scheme could address issues of minor repairs and installation of security measures for certain targeted groups.

PRIORITY	ADDRESS	BLOCK NO	PROPOSALS
1	1 & 2, 4-16, 17-23 24-25 & 26 Randolph Street	18 19 20	<ul style="list-style-type: none"> ■ Enhanced facelift scheme to front and rear elevations ■ Provision of parking area to front street
2	19, 21, 22A, 22 23, 25, 27, High Street	35	<ul style="list-style-type: none"> ■ Group repair including removing shopfronts
3	1-5 Railway Houses, High Street	52	<ul style="list-style-type: none"> ■ Group repair scheme ■ Front wall scheme
4	3-9, 10 & 11, High Street	49 49A	<ul style="list-style-type: none"> ■ Facelift scheme ■ Individual renovation grants
5	1-2 High Street	51	<ul style="list-style-type: none"> ■ Facelift scheme ■ Individual renovation grants

(d) Alley Gate Scheme

Alley gates are a method of restricting access to the rear of terraced properties to anyone other than residents. A scheme currently operates in Coundon and is due to be assessed shortly. Such schemes have not been specifically requested by residents of the Renewal Area but may be an option to deal with some of the anti-social behaviour – e.g. drug-related activities, abandoned/stolen vehicles, fly-tipping

(e) Business development and regeneration

A scheme to focus on helping existing business in the area and wherever possible encouraging diversity in shopping opportunities for local people

(f) Keeping in touch with residents

There was a general feeling that the Council had stopped working in the Renewal Area and residents were very unclear about what – if anything – was going on. A residents' newsletter, regular exhibitions or something similar would help enormously in reassuring residents that the Council was still working in the area and letting them know what types of schemes were being undertaken.

(g) Youth Training scheme

There is an obvious lack of employment in the area and there seems to be an ideal opportunity to link future building works/work on empty property schemes to youth training.

(h) Vacant properties

A scheme to fit decorative screens to the doors and windows of vacant/derelict properties should be given serious consideration. Although it would still be obvious that properties are empty, painted screens would be much more attractive than the plywood boards currently used. The screens could be re-cycled once a property comes back into use. It would be an ideal opportunity to involve local school-children in what is going on in the area – they may even be reluctant to vandalise a property if they designed the screen!

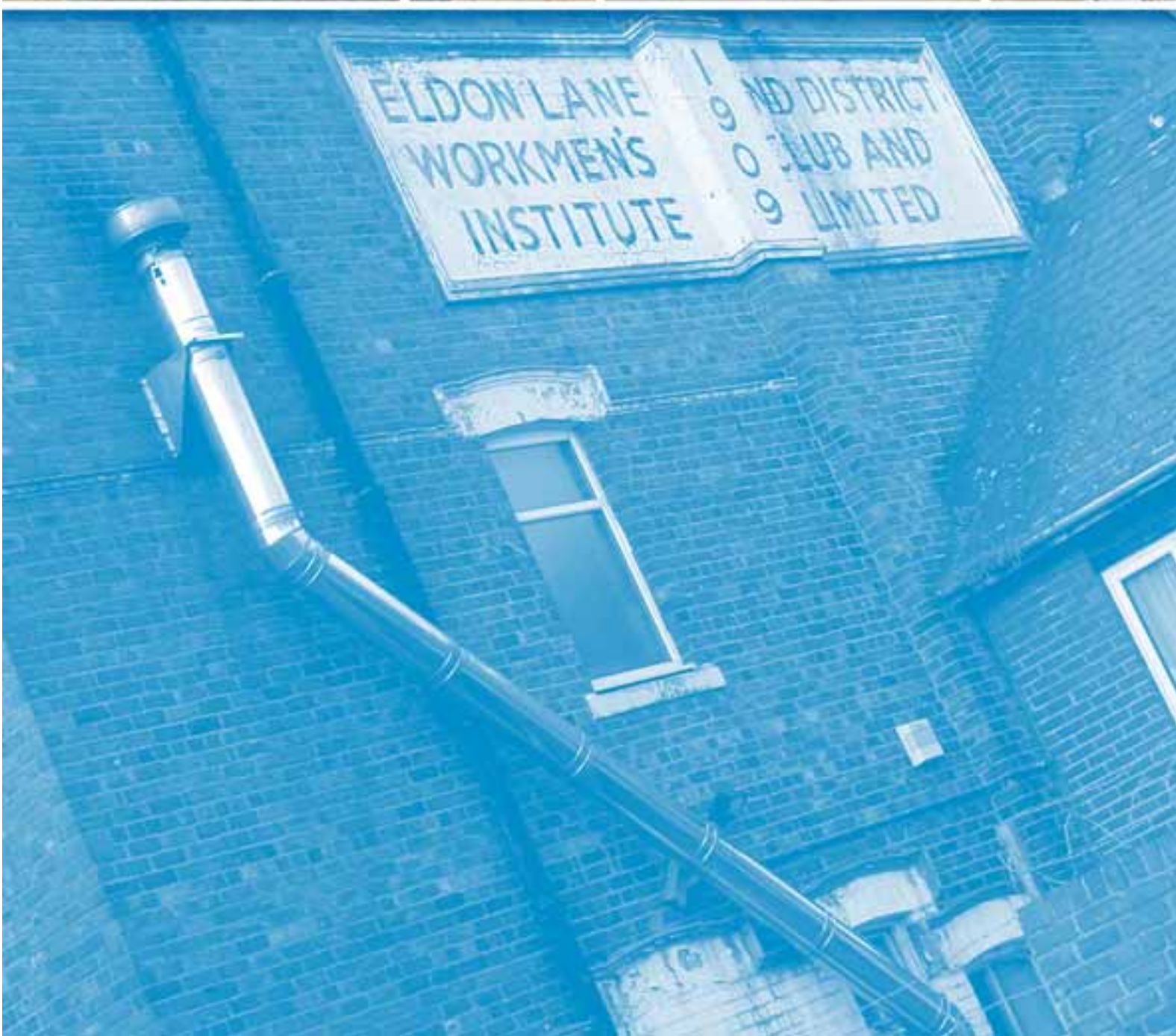
(i) Development of The Hollows

There are still some legal issues surrounding ownership of several plots within The Hollows which are:

- Preventing onward sale of the site for redevelopment. The Hollows is prominent within the Renewal Area and if it is to continue to be a success and to be a place where people want to live, these legal issues must be resolved as a matter of priority
- Eldon Lane is clearly a place where people like to live. Most of the properties in the area are small but they are still capable of providing adequate and comfortable accommodation at modest cost in a community where 80% of residents say they have no plans to move away. The majority of residents highlight the rural situation of the area as a major bonus but it is the attitude and behaviour of a small minority which is causing the major problems.
- A combination of both physical and socio-economic measures as indicated above should provide an excellent platform for the sustained improvement of the area, and give further confidence in the 'turn-round' of this part of Wear Valley.

SECTION SIX

Appendices



Appendices

Appendix A

Development Brief for Eldon Lane Redevelopment site

Appendix B

'Before' and 'after' photos of Bridge Place Group Repair Schemes

Appendix C

Vacant properties by street

Appendix D

Example of residents' questionnaire

Appendix E

Example of landlords' questionnaire

Appendix F

Example of commercial users' questionnaire

Appendix G

NRA block map and description of each block

Appendix H

Preferred strategy in priority order

APPENDIX A

Development Brief for Eldon Lane Redevelopment site



DRAFT DEVELOPMENT SITE APPRAISAL

Site:	Eldon Lane Redevelopment Site
Existing use:	Vacant (formerly housing)
Total Site Area:	0.85 hectares
Re-use Options:	Housing and public open space
Background:	<p>The appraisal site is located within the settlement limits of Dene Valley. The site is now vacant, and formerly accommodated a series of terraced dwellings which have recently been demolished.</p> <p>The site is flat, and its surroundings are predominately residential. The site lies in close proximity to the services and facilities of Dene Valley.</p>
Site Assets:	<p>Site Status The site is a previously developed site within the settlement limits of Dene Valley. There are limited brownfield opportunities within Dene Valley. The development of the site for housing, in principle fully complies with PPG3. Its development will have regeneration benefits for the settlement as a whole.</p> <p>Permeability The site is well accessed by surrounding footpaths and lanes providing opportunities for good pedestrian and vehicular links to surrounding amenities.</p> <p>Relationship to amenities The site is located centrally within the settlement of Dene Valley. It lies close to local shops, services and recreational facilities. Surrounding footpath links facilitate this relationship.</p>
Site Constraints:	<p>Environmental quality of surroundings The eastern boundary of the site is delineated by the rear lane and rear elevations of dwellings on Spencer Street. This gives a 'backland' appearance to this section of the site.</p> <p>Relationship with surrounding uses The site surroundings are predominately residential. Several dwellings share a close relationship with the site. It will be necessary when designing a scheme for the development of the site to consider the position of these dwellings, and protect the residential amenity of their occupiers.</p>

**Opportunities &
Development Concept:**

Key principles:

- Provision of approximately 30-50 dwellings providing a mix of housing types and unit sizes.
- Fostering permeability and links with surrounding services and facilities.
- Respecting surrounding open spaces, and including them within the development.
- Providing strategically located public open spaces / landscaping through planning gain.

High density surroundings

The surrounding built form is typically high density. There is an opportunity to create an innovative, high density scheme offering visual improvements and a quality living environment. This could take the form of a system of 'courts', incorporating simple hard and soft landscaped environments.

Open space and regeneration

Formal and useable public open space is limited in the immediate surroundings. Opportunities exist in a site of this size to provide a secure, central 'community garden', benefiting from natural surveillance and useable by future and existing Dene Valley residents.

Improvements to access

Access to the site lies adjacent to a small area of informal open space which could be enhanced as part of the comprehensive development of the site.

Improvement to rear of Spencer Street

The scheme should consider the relationship with existing dwellings on Spencer Street.

Enhancement of boundaries – landscaping

The western boundary of the site is weak, characterised by sporadic areas of fencing and shrubs / trees. There is an opportunity to link any new development with adjoining open space to the west, with strategic landscaping, and maximising views of the Dene Valley community forest.

Photographs



A – Rear of Spencer Street & North East boundary of the site.



B – The Old Orchard Bungalow & North West boundary of the Site.



C – New Development adjacent to the site – St Marks Court.



D – Rear of Spencer Street.



E – 9 Elliott Terrace & Southern boundary of site.



F – Footpath to north of site.

Photographs



G – Views of west boundary of site, greenspace & community forest to the west.

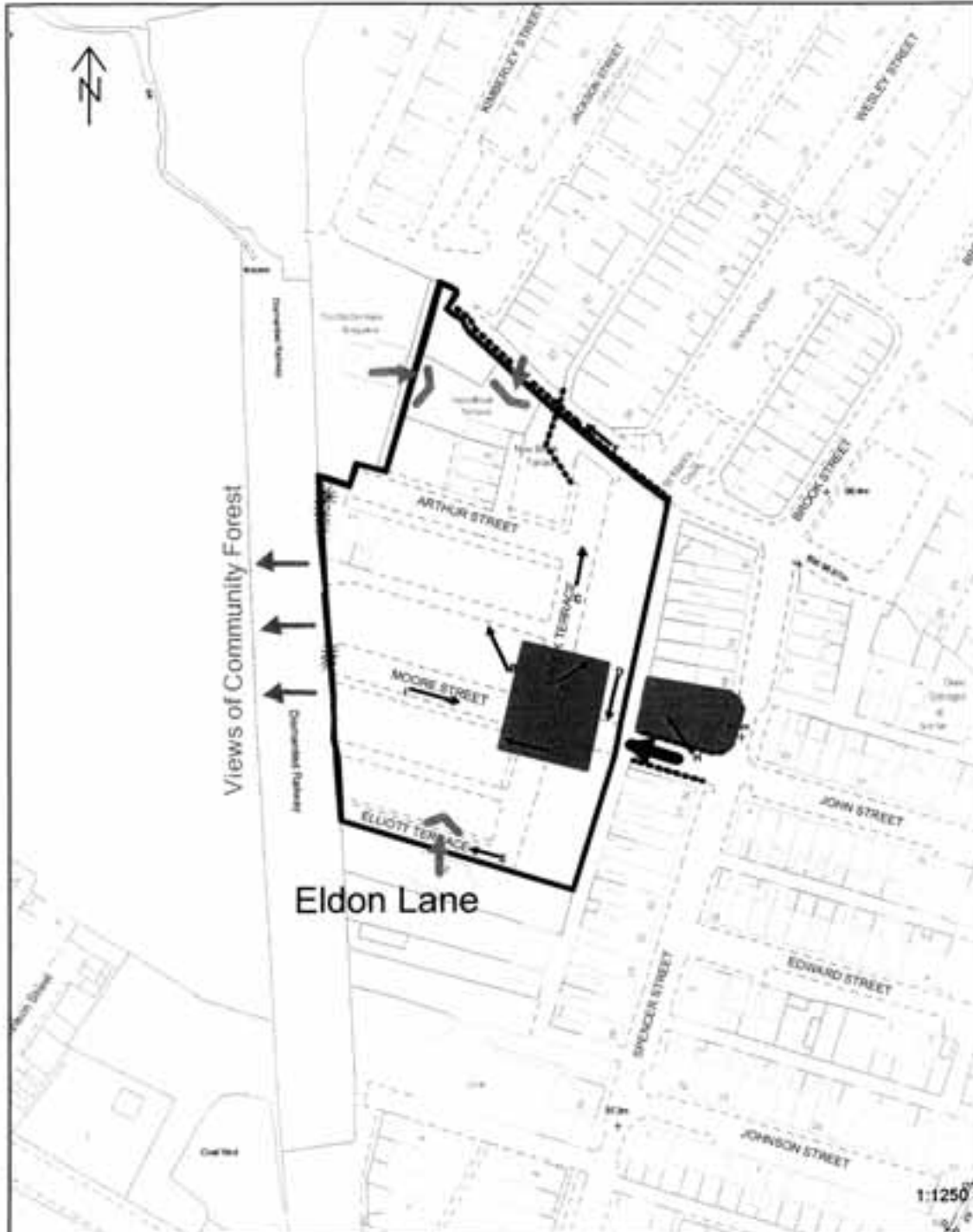


H – Views of site from access and informal open space at site entrance.



I – Views out of site entrance.

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Key			
	See Boundary		Weak boundary - Informal agreement
	Outlook of habitable frontage		Access
	Opportunities for possible using existing Public Rights of Way		Existing lines / tracks
	Proposed public and private roads		Footpaths

APPENDIX B

'Before' and 'after' photos of Bridge Place Group Repair Schemes

PHASE I PROPERTIES



Land end of Oxford St



Land adjacent Gray St



AFTER :

- 1 Oxford Street
- 2 Oxford Street
- 3 Oxford Street
- 4 Oxford Street
- 5 Oxford Street
- 6 Oxford Street
- 7 Oxford Street
- 8 Oxford Street



Oxford Street



AFTER :

- 1 Gray Street
- 2 Gray Street
- 3 Gray Street
- 4 Gray Street
- 5 Gray Street
- 6 Gray Street



View from Gray St



AFTER :

- 1 Wilson Street
- 2 Wilson Street
- 3 Wilson Street
- 4 Wilson Street
- 5 Wilson Street
- 6 Wilson Street
- 7 Wilson Street
- 8 Wilson Street



8 Wilson Street



ONE STOP SHOP



WORKING IN PARTNERSHIP TO IMPROVE YOUR ENVIRONMENT

Page 1

- SCHEME WORKS INCLUDED:**
- RE-BUILDING OF CHIMNEY STACKS
 - REPLACEMENT OF FASCIAE AND GUTTERS
 - REPLACEMENT WALL TIES AND CLEAN CAVITIES
 - NEW UPVC WINDOWS

- RE-ROOFING
- CLEAN BRICKWORK, REPOINT AND COAT WITH WEATHER PROTECTION SHIELD
- NEW FRONT AND REAR DOORS

PHASE II PROPERTIES



Land end of Regent St



Open space adjacent Lime Terr



AFTER :

- 1 Regent Street
- 2 Regent Street
- 3 Regent Street
- 4 Regent Street
- 5 Regent Street
- 6 Regent Street
- 7 Regent Street
- 8 Regent Street



No. 1 Regent Street



AFTER :

- 1 Beech Terr
- 2 Beech Terr
- 3 Beech Terr
- 4 Beech Terr
- 5 Beech Terr
- 6 Beech Terr



No. 4 Beech Terrace



AFTER :

- 1&2 Lime Terr
- 3 Lime Terr
- 4 Lime Terr
- 5 Lime Terr
- 6 Lime Terr



AFTER :



View from Beech/Lime Terr & Gray St

ONE STOP SHOP



WORKING IN PARTNERSHIP TO IMPROVE YOUR ENVIRONMENT

SCHEME WORKS INCLUDED:

- RE-BUILDING OF CHIMNEY STACKS
- REPLACEMENT OF FACIAS AND GUTTERS
- REPLACEMENT WALL TIES AND CLEAN CAVITIES
- NEW UPVC WINDOWS

- RE-ROOFING
- CLEAN BRICKWORK, REPOINT AND COAT WITH WEATHER PROTECTION SHIELD
- NEW FRONT AND REAR DOORS

PHASE III PROPERTIES



No. 4 Oak Street

- 1 Milbank Terrace
- 2 Milbank Terrace
- 3 Milbank Terrace
- 4 Milbank Terrace
- 5 Milbank Terrace
- 6 Milbank Terrace
- 7 Milbank Terrace
- 8 Milbank Terrace
- 9 Milbank Terrace
- 10 Milbank Terrace



No. 2 Elm Terrace



BEFORE :

- 1 & 2 Oak Street
- 3 Oak Street
- 4 Oak Street
- 5 Oak Street
- 6&7 Oak Street
- 8 Oak Street



AFTER :



BEFORE :

- 1 Elm Terrace
- 2 Elm Terrace
- 3 Elm Terrace
- 4 Elm Terrace
- 5 Elm Terrace
- 6&7 Elm Terrace
- 8 Elm Terrace



AFTER :

- 10 Oxford Street



ONE STOP SHOP



WORKING IN PARTNERSHIP TO IMPROVE YOUR ENVIRONMENT

Page 2

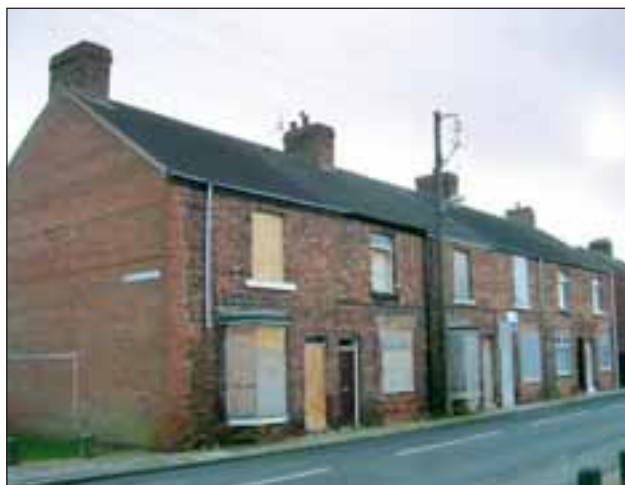
- SCHEME WORKS INCLUDED:**
- RE-BUILDING OF CHIMNEY STACKS
 - REPLACEMENT OF FASCIAS AND GUTTERS
 - REPLACEMENT WALL TIES AND CLEAN CAVITIES
 - NEW UPVC WINDOWS

- RE-ROOFING
- CLEAN BRICKWORK, REPOINT AND COAT WITH WEATHER PROTECTION SHIELD
- NEW FRONT AND REAR DOORS

APPENDIX C

Vacant properties by street as at 26 November 2004

Street	Number of vacant properties
Addison Street	3
Beech Terrace	2
Brook Street	4
Dean Cottages	2
Edward Street	5
Gray Street	1
John Street	2
Johnson Street	5
Kimberley Street	8
Randolph Street	6
Spencer Street	4
Wesley Street	7
Wilson Street	2
TOTAL	51





Example of residents' questionnaire

SECTION A: ABOUT YOUR HOME

Property Address:

Please tick the box that applies to your answer.

1. Do you

Own your home outright	
Buying your home with a mortgage	
Rent it from the council	
Rent it from a housing association	
Rent it from a landlord	
Other, give details	

2. How long have you lived here?

Up to 1 year	Between 1 & 3 years	Between 3 & 5 years
Between 5 & 10 years	More than 10 years	

3. Where did you live previously?

Elsewhere in the Eldon Lane area	
Elsewhere in Wear Valley	
Elsewhere in the United Kingdom	
Elsewhere in the world	

4. Is your home suitable for your household's needs?

YES NO

If NO, please say what you think needs changing with your home by ticking the appropriate boxes that apply.

Too small	
Too large	
Needs repairs	
Too cold	
Heating too expensive	
Needs a garden	
Not close enough to the shops	
Other reasons, give details below.	

2




Residents' Questionnaire

Eldon Lane Renewal Area Mid-term Review

Wear Valley District Council wants to find out what its residents think about the improvements carried out in Eldon Lane since the Renewal Area was declared in 1999; what they would like to see done over the next couple of years and generally what they think about living in the area.

The questionnaire will not take long to complete and most questions can be answered by ticking the box that applies to your answer . If you do not wish to answer a question for personal reasons just cross it out.

Your answers will be treated in the strictest confidence and will only be used to produce statistics for the study report - neither individuals nor households will be identified in the report.

The questionnaire can be posted back to us in the envelope provided (you don't need a stamp). If you want to ask any questions about the form or would like more information about the survey please ring us on 020-8534-5043.

5. Do you have any plans to move away from the area?

YES NO

If YES, please say when you think you might move away by ticking the box that applies

Within next 6 months
Within next year
In more than one year
In more than five years
Don't know when
Other, please give details below:

>ENERGY DETAILS

6. How do you heat your house?

Gas fired central heating
Coal fired central heating
Gas fires only
Electric fires only
Other, give details below:

7. How do you heat the hot water in your house?

Immersion heater
From a boiler
Other, please give details below

8. Do you have double-glazed windows and doors?

YES NO

9. Is your loft insulated?

YES NO

>IMPROVEMENTS AND REPAIRS

10. What type of improvements or repairs have been carried out by you (or your landlord if you are a tenant) in the last FIVE years?

Type of work	Renew	Major repair	Minor repair	None
Roof				
House walls				
Windows				
Damp proofing				
Electrical				
Refit kitchen				
Refit bathroom				
Plasterwork				
Double glazing				
Central heating				
Wall cladding				
Yard walls				
New extension built				
Other, please give details below				

11. Please indicate which improvements you think still need to be carried out to your home. Please put them in order of priority by ranking them 1 – 13 with 1 being your highest priority

Type of work	Ranking
Roof	
House walls	
Windows	
Damp proofing	
Electrics	
Refit kitchen	
Refit bathroom	
Plasterwork	
Double glazing	
Central heating	
Wall cladding	
Yard walls	
New extension built	
Other, please give details below	

SECTION B: YOU AND YOUR FAMILY

12. Please provide information about each person living in the household.

Relationship to head of household	Sex	Age	Marital Status	Ethnic Origin
	Male/ Female		1= single 2= married 3= widowed 4= divorced 5= separated	1= UK (inc. Irish) 2= European 3= Indian 4= Pakistani 5= Bangladeshi 6= African 7= West Indian 8= Chinese 9= Other
Head of household				

13. Is anyone in the household a disabled person or suffering from a long-term illness?

YES NO

14. Does anyone in your household own a car?

YES NO

How many cars in total does your household own?

Where is the car kept at night?

Outside the house/in the street

In a garage at the property

In a garage nearby

Other, please give details below

SECTION C: ABOUT ELDON LANE

15. What do you think about local services? Please tick as many boxes as apply.

	GOOD	FAIR	POOR	BAD
Shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please give details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Do you think that any of these are a problem in your area?

	No problem	Little problem	Big problem
Appearance of local shops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacant properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of back streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dogs/Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other, please give details below	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Have you, or anyone in your household, ever been a victim of crime?

YES NO

If YES, please give brief details

18. Do you have problems with other residents or their visitors?

YES NO

If YES, please give brief details

19. Do you think there is a good level of policing in the area?

YES NO

20. Do you feel safe walking around the area?

YES NO

21. What do you think about where you live (your home, the street, Eldon Lane)?

Like	Dislike	Not bothered
------	---------	--------------

SECTION D: FINANCIAL DETAILS

In order to understand the financial circumstances of the people within the study area we would be grateful if you could answer the following financial questions. As with the rest of this questionnaire all your answers will be treated in the STRICTEST CONFIDENCE. They will only be used to provide figures about the study area as a whole, not about individual households.

>YOUR INCOME

22. What is the total weekly income of you and your partner after deductions of any tax?

£	£
0-99	100-199
200-299	300-399
More than 399	Don't know
Would rather not say	

23. Do you or your partner receive any of the following benefits?

BENEFIT TYPE	YOU	PARTNER
Income Support		
Job Seekers Allowance		
Council Tax /HousingBenefit		
Carer's Allowance		
Working Tax Credit		
Disability Working Allowance		
Incapacity Benefit		

SECTION E: AREA IMPROVEMENTS

The Council has carried out lots of improvements in the Eldon Lane Renewal Area since it was declared in March 1999 – for example, group repair schemes in Bridge Place, clearance of properties in The Hollows and New Brook Terrace.

Which of all the improvements carried out do you think has had the biggest impact on the area?

The Renewal Area still has four years left to run, what do you think should be the Council's priorities in that time? Please choose the five most important issues you think the Council should deal with and put them in order of priority by ranking them 1-5 with 1 being your highest priority.

	Order of importance
Knock down houses in area and replace them with new ones	
Keep most of the houses in area and make sure everybody does them up	
Provide some larger houses in area	
Promote some houses specially built for older people	
Council to provide grants to help people do up their homes	
Provide more houses for rent	
Provide houses for better off people	
Make some areas where children can play	
Provide areas where people can sit down	
Plant trees in streets	
Get people to tidy up gardens	
Clean up back streets	
Get roads repaired	
Get pavements repaired	
Have better street lighting	
Employ dog wardens to round up dogs	
Get rid of prostitutes in area	
Have more police officers in area	
Increase number of times dustbins are emptied	
Increase number of times streets are swept	
Make sure all people who live in area can stay in area	
Stop traffic driving through area	
Make more parking spaces	
Have parking for people who live here only	
Improve bus service	
Increase number of shops in area	
Get shopkeepers to improve appearance of shops	
Get shops which sell a wider range of goods	
Get rid of all businesses in area	
Provide a community centre	
Provide a sports hall	
Get rid of students from area	

24. Please list the three things you like most about living in Eldon Lane

1
2
3

25. Please list the three things you dislike most about living in Eldon Lane

1
2
3

25. Please note below any other comments you would like to make about living in Eldon Lane

--

THANK YOU FOR YOUR HELP WITH THIS SURVEY

Please return in the envelope provided to :

Accent Regeneration Ltd
Unit 217 Channelsea House
Canning Road
Stratford,
London E15 3ND

Example of landlords' questionnaire

PROPERTY ADDRESS:
 ABOUT YOU
 NAME
 ADDRESS
 TELEPHONE NO.

YOUR PROPERTY

1. What are the advantages of renting out property in Eldon Lane?

	Main advantage	Some advantage	No advantage
Cheap supply of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right sort of tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Right type of property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good return on investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What are the disadvantages of renting out property in Eldon Lane?



	Main disadvantage	Some disadvantage	Not a disadvantage
Too many other landlords	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tenants don't look after property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Too many regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No demand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rents too low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Properties in bad state of repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security of vacant properties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How long have you owned your property in Eldon Lane?

Up to 1 year	Between 1 & 3 years	Between 3 & 5 years
Between 5 & 10 years	More than 10 years	

4. How many properties do you own in Eldon Lane?

Only one	Between 3 & 5
Between 5 & 10	More than 10

Landlords' Questionnaire

Eldon Lane Renewal Area Mid-term Review

Wear Valley District Council wants to find out what residents and landlords think about the improvements carried out in Eldon Lane since the Renewal Area was declared in 1999; what they would like to see done over the next couple of years and generally what they think about living in the area.

The questionnaire will not take long to complete and most questions can be answered by ticking the box that applies to your answer . If you do not wish to answer a question for personal reasons just cross it out.

Your answers will be treated in the strictest confidence and will only be used to produce statistics for the study report - individuals or households will not be identified in the report.

The questionnaire can be posted back to us in the envelope provided (you don't need a stamp). If you want to ask any questions about the form or would like more information about the survey please ring 020-8534-5043

5. What type of tenant do you prefer?

Single professionals	Students
Families	Single elderly
Single other, please give details below	DSS

6. Have you ever had difficulty letting a property?

YES NO

What is the longest period you have ever had an empty property?

7. What suggestions would you make that might make the area or properties more attractive to prospective tenants?

1.
2.
3.
4.

8. What works, if any, do you intend to carry out to your properties and when might these take place?

Works
 Time-frame

9. Please indicate what you think the Council could do to make the area more attractive. Please put them in order of priority by ranking them 1 – 11 with 1 being your highest priority

	Ranking
Carry out improvements	
Encourage grant	
Carry out block repairs	
Buy-out landlords	
Environmental Improvements	
Better image for the area	
Selective clearance for the worst houses	
More community facilities	
Comprehensive clearance and redevelopment	
Better refuse collection	
More security	
More police	
Other, please give details below	

10. What would be your preference for your own property? Please put them in order of priority by ranking them 1 – 3 with 1 being your highest priority

	Ranking
Renovation	
Clearance	
Demolish	

THE ELDON LANE AREA

11. In your opinion over the last five years has the area....

Deteriorated Stayed the same
 Improved

Please provide further details:

12. Have you any specific comments regarding improving the Eldon Lane area or the local rented property market?

THANK YOU FOR TAKING THE TIME
TO COMPLETE THIS QUESTIONNAIRE

PLEASE SEND IT BACK TO US IN THE PRE-PAID ENVELOPE PROVIDED TO:

Accent Regeneration Ltd
Unit 217 Chameisea House
Canning Road
Stratford
London
E15 3ND

(No stamp required)

APPENDIX F

Example of commercial users' questionnaire

2

5a. Are you satisfied with the site/location?
(Please tick one box)

YES NO

5b. If No, are you interested in finding an alternative site?

YES NO

6. How many people do you employ?
TICK ONE BOX ONLY

a. Less than 5	
b. 6 - 20	
c. 21 - 40	
d. 41 - 100	
e. 101 - 200	
f. More than 200	

7. How many of your employees live locally?
(i.e. within walking distance)

No. of Employees	% of Workforce

8. Do you have any of the following difficulties?
(Please add comments/explanations as necessary - additional space on Pg. 4)

Problems	Yes	No	Comments
Parking for employees			
Access for delivery vehicles			
Complaints from neighbouring residents concerning noise/pollution/traffic etc.			
Waste disposal			
Lack of well-qualified labour/workers/training facilities			
Improving or adapting the premises			
General maintenance of the property			

COMMERCIAL SURVEY

NAME OF BUSINESS _____

TYPE/NATURE OF BUSINESS _____

ADDRESS _____

NAME OF PERSON FOR FUTURE CONTACT _____

TELEPHONE NO. _____

PLEASE ANSWER ALL THE QUESTIONS

1. Does the Business:

TICK ONE BOX ONLY

a. Own the property/site	
b. Rent the property/site	
c. Lease the property/site	

2. How long has your business been at this address?

TICK ONE BOX ONLY

a. 0 - 5 years	
b. 6 - 10 years	
c. 11 - 15 years	
d. 16 - 20 years	
e. More than 20 years	

3. What are the advantages of this location?

9. What improvements could the Council make to the area which would benefit your business?

10. Would you be interested in a scheme to improve the outside of the property with some financial assistance from the Local Authority?

YES NO

11a. Is there any part of the property which could be used or is used for residential purposes? (i.e. flats)

YES NO

11b. If YES, please show below what it is currently used for.

(Please add comments/explanations as necessary - additional space on Pg. 4)

If NO, please go to question 12a

Tick One Box Only	Comments
Owner or family lives there	
Let out as a flat	
Used for storage	
It is empty	
(Other please specify)	

12a. Are you interested in improving the flat(s) with grant aid?

YES NO DON'T KNOW

12b. Do you have any links with Local Community Groups?

YES NO

12c. If not, would you be interested in developing such links?

YES NO

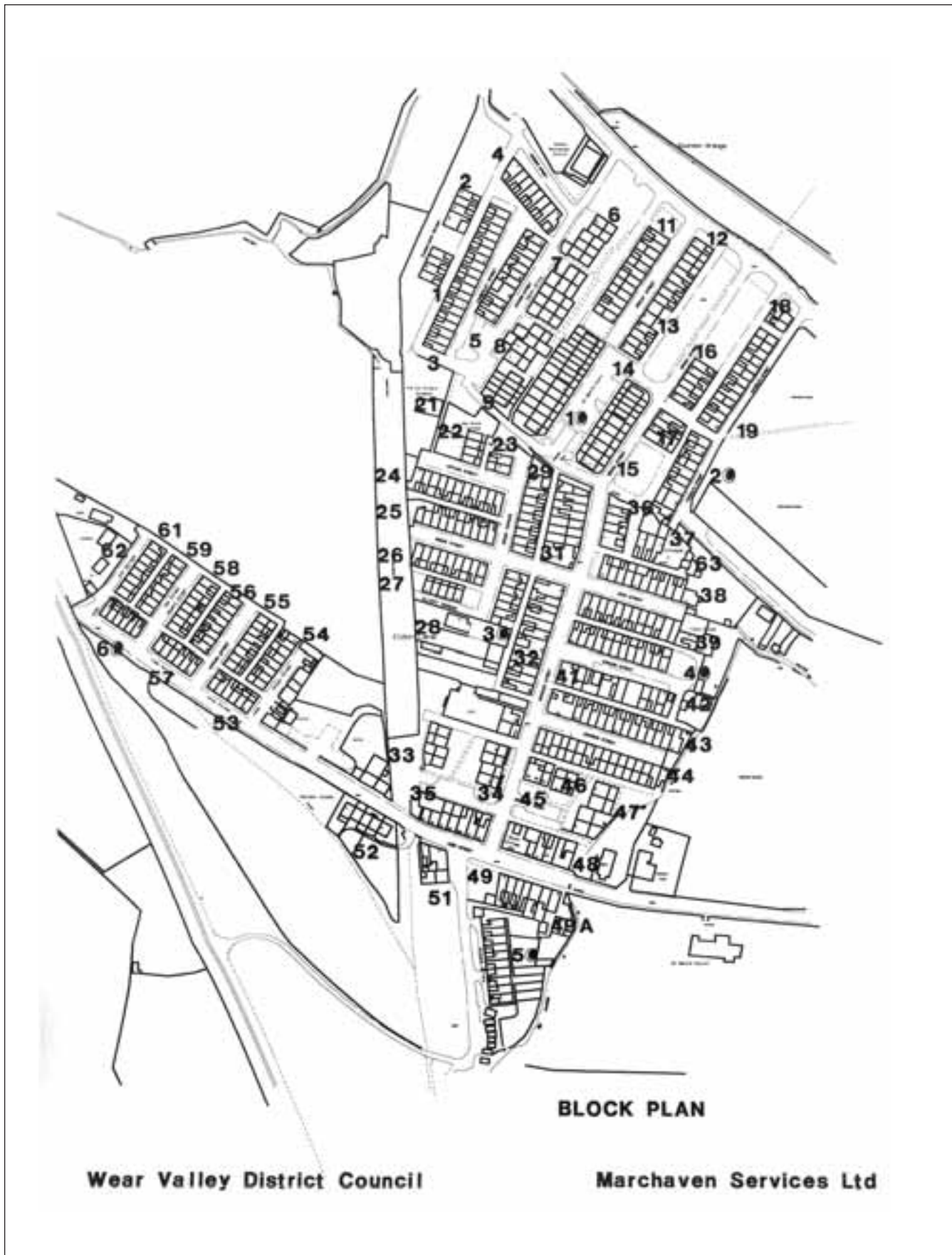
Thank you.

On 8. Additional comments/explanations...
Please category:

On 11b. Additional comments/explanations...
Please category:

APPENDIX G

NRA Block map and description of each block



BLOCK NO.	ADDRESS	DESCRIPTION
1	16,17,18,19 Cumberland Street	Pre-1919 single storey miners' cottages
2	8,9-10, 11-12 Cumberland Street	Pre-1919 single storey miners' cottages
3	1-23 Kimberley Street	Pre-1919 single storey miners' cottages
4	1-8 Addison Street	Pre-1919 single storey miners' cottages
5	12-34 Jackson Street	Pre-1919 single storey miners' cottages
6-8	1-6, 7-16 Valley Grove	Post 1964 Wear Valley DC properties
9	27-31 Valley Grove	Post 1964 Wear Valley DC properties
10	St Marks Court	1992 housing association properties
11	5-27 Wesley Street	Pre-1919 terraced properties
12	2-18 Wesley Street	Pre-1919 terraced properties
13	20-32 (not 24) Wesley Street	Pre-1919 terraced properties
14	St Marks Court	1992 housing association properties
15	Vacant plot	-
16-17	19-29, 33-39 Brook Street	Pre-1919 terraced properties
18-20	1-2, 4-16, 17-26 Randolph Street	Pre-1919 terraced properties
21-30	The Hollows	Demolished
31	8-15 Spencer Street	Pre-1919 terraced properties
32	16-28 Spencer Street	Pre-1919 terraced properties
32A	Working Mens Club, Spencer Street	
33	1-4 Deanery Court	Post 1964 properties
34	5-8 Deanery Court	Post 1964 properties
35	19-27 High Street	Pre-1919 terraced properties
36	3-7 Spencer Street	Pre-1919 terraced properties
37	Dean Cottages	Pre-1919 terraced properties
38	11-21 John Street	Pre-1919 terraced properties
39	1-10 John Street	Pre-1919 terraced properties
40	4-15 Edward Street	Pre-1919 terraced properties
41	2 Spencer Street, 1-3 Edward Street	Pre-1919 terraced properties
42	The Bungalow, Edward Street	Post 1964 bungalow
43	17-32 Johnson Street	Pre-1919 terraced properties
44	1-16 Johnson Street	Pre-1919 terraced properties
45	8A-8C Deanery Court	Pre-1919 terraced properties
46	9-10 Deanery Court	Pre-1919 terraced properties
47	11-14 Deanery Court	Pre-1919 terraced properties
48	15-17, 18 and One Stop Shop High Street	Pre-1919 terraced properties
49	3-9 High Street	Pre-1919 terraced properties
49A	10-11 High Street	Pre-1919 terraced properties
50	1-10 Milbank Terrace	Pre-1919 terraced properties
51	1-2 High Street	Pre-1919 terraced properties
52	1-5 Railway Houses	Pre-1919 terraced properties
53	1-6 Gray Street	Pre-1919 terraced properties
54	1-8 Wilson Street	Pre-1919 terraced properties
55-56	1-10 Oxford Street	Pre-1919 terraced properties
57	1-6 Lime Terrace	Pre-1919 terraced properties
58	1-8 Regent Street	Pre-1919 terraced properties
59	1-8 Oak Street	Pre-1919 terraced properties
60	1-6 Beech Terrace	Pre-1919 terraced properties
61-62	1-8 Elm Terrace	Pre-1919 terraced properties
63	Sub-station	-

APPENDIX H

Preferred strategy in order of priority

Preferred strategy in order of priority Eldon Lane Renewal Area

PRIORITY	ADDRESS	BLOCK NO	PROPOSALS	ESTIMATED COST £
1	1&2, 4-16, 17-23 24-25 & 26 Randolph Street	18 19 20	<ul style="list-style-type: none"> Enhanced facelift scheme to front and rear elevations Provision of parking area to front street 	220,000
2	19, 21, 22A, 22.23, 25, 27, High Street	35	<ul style="list-style-type: none"> Group repair including changing shopfronts 	87,500
3	1-5 Railway Houses, High Street	52	<ul style="list-style-type: none"> Group repair scheme Front wall scheme 	55,920
4	3-9 10&11 High Street	49 49A	<ul style="list-style-type: none"> Facelift scheme Individual grants 	65,068
5	1-2 High Street	51	<ul style="list-style-type: none"> Facelift scheme Individual grants 	16,338
6	1-4, 5-8, 8A-8C, 9-14 Deanery Court & 15-17 High Street	33 34 45 48	<ul style="list-style-type: none"> Rear wall/fencing scheme Front wall scheme/low maintenance garden treatment Security to rear alleys Facelift scheme Individual grants 	92,513
7	19-29 Brook Street 33-39 Brook Street	16 17	<ul style="list-style-type: none"> Facelift scheme (19-29) Group repair scheme (33-39) Rear wall scheme (all) 	99,350
8	16-28 Spencer Street	32	<ul style="list-style-type: none"> Group repair Shopfront scheme 	121,500
9	8-15 Spencer Street	31	<ul style="list-style-type: none"> Facelift scheme Rear wall scheme Individual grants Treatment of vacant space: garden extensions/parking 	64,975
10	2 Spencer Street 1-3 Edward Street Land between 1-3 Edward & 2 Spencer Land at side of 3 Edward Street	41	<ul style="list-style-type: none"> Facelift scheme (2 Spencer) Group Repair scheme (1-3 Edward) Treatment of vacant space: garden extensions/parking 	47,400
11	4-15 Edward Street Land at side of 4 Edward Street	40	<ul style="list-style-type: none"> Group repair Treatment of vacant space: garden extensions/parking 	87,806
12	1-16 Johnson Street	44	<ul style="list-style-type: none"> Group repair scheme Front wall scheme 	144,000

**Preferred strategy in order of priority
Eldon Lane Renewal Area**

PRIORITY	ADDRESS	BLOCK NO	PROPOSALS	ESTIMATED COST £
13	17-32 Johnson Street	43	<ul style="list-style-type: none"> Group repair scheme 	135,000
14	2-18 Wesley Street 20-32 Wesley Street 5-27 Wesley Street Land at side of 27 Wesley Street	11 12 13	<ul style="list-style-type: none"> Group repair scheme Treatment of vacant space: garden extensions/parking/turning circle 	204,780
15	1-8 Addison Street	4	<ul style="list-style-type: none"> Group repair scheme 2 into 1 conversion Create front garden area Treatment of vacant spaces at side of 8 	63,934
16	16,17,18,19 Cumberland Street 8,9-10, 11-12 Cumberland Street	1 2	<ul style="list-style-type: none"> Group repair scheme 2 into 1 conversion Create front garden area Treatment of vacant spaces at side of 12 & 16 	68,144
17	12-34 Jackson Street	5	<ul style="list-style-type: none"> Group repair scheme 2 into 1 conversion Create front garden area 	82,868
18	1-23 Kimberley Street	3	<ul style="list-style-type: none"> Group repair scheme 2 into 1 conversion Create front garden area 	140,522
19	Dean Cottages Land at side of 1 Dean Cottages/rear of Spencer Street 3-37 Spencer Street Land at side of 7 Spencer Street	37 36	<ul style="list-style-type: none"> Facelift scheme Rear wall scheme Treatment of vacant space: garden extensions/parking Adopt road 	66,869
20	1-10 John Street	39	<ul style="list-style-type: none"> Rear wall scheme Facelift scheme 	95,306
21	11-21 John Street	38	<ul style="list-style-type: none"> Rear wall scheme Facelift scheme 	81,081
22	1-6 Valley Grove 7-16 Valley Grove NB Wear Valley DC properties	6 7 8 9	<ul style="list-style-type: none"> Fencing scheme Garden extension 	16,812

**Preferred strategy in order of priority
Eldon Lane Renewal Area**

PRIORITY	ADDRESS	BLOCK NO	PROPOSALS	ESTIMATED COST £
23	Bridge Place NB previously group repair schemes	53-61	<ul style="list-style-type: none"> • Rear wall scheme • Alleygating scheme 	99,600
24	St Mark's Court	10 14	<ul style="list-style-type: none"> • Accent Homes properties – subject to their own maintenance programme 	0
TOTAL				2,154,326

NB All of these costs are based on prices at March 2005 and are exclusive of VAT and professional fees

In addition there are three further sites which require attention:

1. Brook Street
 - Landscaping: £24,000
2. Chapel against Addison Street
 - Landscaping: £3,495
 - Parking: £8,865
 - Gardens: £11,387
3. Land to sides of 12-16 Valley Grove
 - Landscaping: £28,125
 - Parking: £65,313
 - Gardens: £17,650



The Eldon Lane Renewal was declared in March 1999. In 2004, the Council commissioned Accent Regeneration (part of Accent Group) to carry out a Mid-term Review of the Eldon Lane Renewal Area.

This report assesses the progress made so far against the original objectives for the Renewal Area; detail projects undertaken so far and sets out a plan for the future of the Renewal Area which will form the basis of all future activities in the area.

The future plan has been prepared following three pieces of research in the area – consultation with residents, landlords and commercial users in the area; consultation with other groups with interest in the area and a survey of the area.

Eldon Lane is clearly a place where people like to live. Most of the properties in the area are small but they are still capable of providing adequate and comfortable accommodation at modest cost in a community where 80% of residents say they have no plans to move away. The majority of residents highlight the rural situation of the area as a major bonus but it is the attitude and behaviour of a small minority which is causing the major problems.