

Summary background document
for review of the Local Neighbourhood Centres

It is not intended that this document is a definitive glossary for the term Neighbourhood Centres as this can encompass a wide range of elements, nor is it a description of all of the activity or knowledge of the neighbourhood areas, but for the purposes of the review the following can be included as background information:

- Neighbourhood Shops including the individual shops and employment units are facilitated by SBC Estates in the Finance and Estates Directorate who operate as Landlord for the Council, collecting rent and business rates and keeping a directory of the individual businesses that operate out of them
- Community Centre Buildings, owned by the Council but run by independent Community Associations with oversight and support provided by the Communities and Neighbourhoods Assistant Directorate, Community Development officers and the Neighbourhood teams
- The Cleansing of the Neighbourhood Centre shops, staff from Stevenage Direct Services Assistant Directorate provide this cleansing service
- Maintenance and replacement of the physical infrastructure such as benches, static bins, planters are looked after by SBC Engineers in the Planning & Regulatory Assistant Directorate
- Maintenance of shrubs, grass and flowers at the Neighbourhood Centres is the responsibility of Grounds Maintenance in the Stevenage Direct Services Directorate
- Car Parking sites at the Neighbourhood Centre Shops are the responsibility of SBC Engineers in the Planning & Regulatory Assistant Directorate

Number of Local Neighbourhood Centres in Stevenage provided by SBC Estates & Stevenage Direct Services: Estates record 16 Neighbourhood Centre shopping areas – Stevenage Direct Services cleanse 24 Neighbourhood Centres.

Number of individual shop units that SBC Estates manages: (Information provided by Estates)

	Number of shops
ARCHER ROAD	2
HEPWORTH COURT	1
BEDWELL CRESCENT	11
BROADWATER CRESCENT	23
BURWELL ROAD	4
CANTERBURY WAY	3
GLEBE	24
HYDE	32
HYDEAN WAY	6

LONSDALE ROAD	2
MOBBSBURY WAY	6
OAKS CROSS	12
OVAL	30
POPPLE WAY	6
ROCKINGHAM WAY	6
WILLOWS LINK	8
	176

A description of the physical assets and their maintenance and replacement in each Neighbourhood Centre: (Information provided by Engineers was for car parks only)

Area	Site	Description of car park	Ownership
PIN GREEN	Oval *	All car parks	SBC Owned
	Archer Road	Main car park	SBC Owned
	Lonsdale Road	Side of PH	SBC Owned.
		Main car park	Highway
ST NICHOLAS	Canterbury Way Front		Adopted highway
		Rear 1 Car park	SBC owned
		Rear 2 Car park	Adopted Highway
CHELLS	Glebe	All car parks	Adopted Highway
	Austen Paths	Main car park	Adopted Highway
	Mobbsbury Way	Main Front	Adopted Highway
BROADWATER	Oaks Cross		Adopted Highway
	Roebuck	Side car park	Adopted Highway
	Marymead	Main car park	Adopted Highway
	Kenilworth Close	Main car park	SBC owned
SHEPHALL	The Hyde	Main car park	Adopted Highway
	Oxleys Rd	Main car park	Private
	Peartree	Main car park	Adopted Highway
	Burwell Rd	Main car park	Adopted Highway
BEDWELL	Bedwell Crescent	Main car park	Adopted Highway
SYMONDS GREEN	Filey Close	Front car park	SBC owned
		Rear car park	SBC owned
POPLARS	Sainsburys	Main car park	Private
		Side car park	SBC owned
CHELLS MANOR	Emperors Head	Rear car park	Private

*SBC Engineers have spent approximately £2,500 at the Oval car park.

A description of the cleansing and shrub maintenance regime: (Information provided by Stevenage Direct Services)

Stevenage Direct Services complete a daily litter pick and bin empty service to all the neighbourhood centres (listed below) in town, which also includes the

removal of fly tipped items. In addition they are mechanically swept at least once a week. Beyond the scheduled programme we provide a reactive services responding to issues that may arise on a daily basis.

Rockingham Way
Bedwell
Peartree
Roebuck
Marymead
Sainsbury's
Hertford Road
Oaks Cross
The Hyde
Burwell Road
The Squirrel
The Glebe
Mobbsbury Way
Emperors Head
The Oval
St Nicholas
Lonsdale Road
Archer Road
Newton Road
Popple Way
Whitesmead Road
Albert Street
Fishers Green Road
Filey Close

Shrubs are pruned twice a year. Once between June and September – this is a summer sightline prune, cutting back growth obstructing paths, roads and vision splays. During the winter, between November and March a full prune is completed.

A brief description of the support that Communities & Neighbourhoods provide to the Community Centres and neighbourhood areas: (Information provided by Co-operative Neighbourhood Management)

The Community Development Team are already working in alignment with the Co-operative Neighbourhoods programme designed to place officers in localities

enabling them to work more closely with their communities. This supports the recent Community Centres Review which outlined a new model for the relationship between the Council and Community Associations. This aims to further enhance the co-operative working relationships and augment the social value provided to communities. These combined elements allow officers to support community centres in a tailored and individual basis.

This development also applies to the Neighbourhood Centres in which many community centres are located. The increased officer presence in these areas should result in a more positive relationship with local residents and more agency to solve local issues.

Survey of older People re Neighbourhood Centres:

Scrutiny of the Local Neighbourhood Centres – What do you think about the quality and choice of the shops near to you? What do you think about the public areas that are looked after by the Council? Are the facilities fit for purpose?; in a good state of repair?; does the Community Associations/Centres offer relevant facilities and activities for local needs?

From the 76 survey responses 46 felt that their local neighbourhood centre shops were of a good or reasonable quality, while 20 thought that the shops were poor.

Regarding the areas maintained by the Council 8 said that the Council was doing a good job at maintaining the facilities whilst 6 thought the service was poor and more should be done to keep the areas clean and up to date.

Regarding the Community Centres and the activities on offer in them, 27 felt that the centres offered good facilities and activities whilst just 1 said they were poor.