



OFFICIAL

Great Park

Neighbourhood Association

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AGM Chair's Report 27.10.24

Introduction

The Great Park Neighbourhood Association (GPNA) is a resident-led organisation dedicated to enhancing the quality of life for all residents of Great Park. This report summarises the GPNA's key achievements during the past year.

Communication and Engagement

- **Improved communication with residents:** The GPNA has significantly improved communication with residents through various channels, including email, newsletters, social media, and committee meetings.
- **Increased resident engagement:** The GPNA has actively sought resident feedback through surveys and meetings, ensuring their voices are heard and their concerns are addressed. A comprehensive resident survey gathered responses from 484 residents, providing valuable insights into community concerns and priorities. We have also worked closely with residents campaigning regarding the bus routes and shared their petition which now has over 3000 signatures.
- **Stronger relationships:** The GPNA has fostered positive relationships with key stakeholders, including the Consortium, Kingston Open Spaces (Managing Agent), Councillors and local authorities, to effectively advocate for resident interests. This includes securing a commitment from the Consortium for quarterly meetings with Councillors and NCC staff to ensure regular dialogue and collaboration.

Service Charge and Accountability

- **Increased transparency regarding service charges:** The GPNA has successfully advocated for greater transparency regarding service charges, ensuring residents are fully informed about how their money is being used. This includes ongoing reviews of service charges and identifying any incorrect charges. We also ensured that all residents no longer have to sign a non disclosure agreement in order to view the service charges.
- **Improved service delivery:** The GPNA has worked with the Consortium and management company to address resident concerns about service delivery, leading to improvements in various areas. This includes better maintenance of the grass areas,

road markings on major junctions and a faster response when raising concerns with the managing agent, although this still needs to improve.

- **Successfully lobbied for a reduction in service charge fees:** The GPNA has secured a commitment from the Consortium to reduce service charge fees by securing the recent subsidy, demonstrating its commitment to ensuring value for money for residents. This needs to continue and is persistently raised in quarterly meetings with the Consortium.

Infrastructure and Amenities

- **Advocated for completion of unfinished infrastructure:** The GPNA has consistently pressed for the completion of unfinished infrastructure projects, such as roads, paths, and streetlights, to improve safety and accessibility for residents. This includes actively pursuing the completion of landscaping and other outstanding works in various areas of Great Park. More recently we have secured a commitment to the adoption of roads by the Consortium with a timeline for completion but are still not satisfied that NCC has also committed to this timeline and that Greenside has not been considered in the plans at all.
- **Successfully lobbied for the removal of live wiring at a bridge crossing:** The GPNA worked with the Consortium to address a safety hazard involving exposed live wiring at a bridge crossing, and have pushed alongside sighting plans for new bridges across the Ouseburn.
- **Promoted the development of amenities:** The GPNA has actively supported the development of much-needed amenities in Great Park Town Centre, including shops, restaurants, and community facilities and advocated for the Muslim community to have a place to worship.

Transport

- **We successfully advocated for the extension of the Q3 bus route:** Following resident concerns, the GPNA successfully lobbied for the extension of the Q3X bus route to include Warkworth Woods and Melbury. Had we not have done this we believe this area would have been cut off from the route. We have also asked for the bridge to be utilised by Taxi's given that the bus routes have been drastically changed, upsetting many residents this year with no consultation with residents. Despite NCC stating that this has been the case.
- **Engaged in discussions with the Consortium regarding the new bus routes:** The GPNA is actively working to address resident concerns regarding the recent changes to bus routes, advocating for improved services and better communication. This has led to the TAB now permitting local councillors to attend and raise resident concerns.

Adoption of Roads and Infrastructure

- **Engaged in discussions with the Consortium regarding the adoption of Melbury:** The GPNA actively participated in discussions with the Consortium and NCC regarding the adoption of Melbury and other areas of Great Park. This led to NCC reappointing an

adoptions officer that had not been in place for some time and the Consortium creating a project manager role which has proven to show some impact when having a point of contact when raising concerns. It also led to the most work between NCC and the Consortium on moving adoption forward especially for the residents of Melbury.

- **Continue to push for the timely adoption of roads and infrastructure:** The GPNA continues to push for the timely adoption of roads and infrastructure, highlighting the need for clear timelines and accountability.
- **Secured a commitment for regular updates on the adoption process:** The GPNA has successfully secured a commitment from the Consortium and NCC to provide regular updates on the adoption process, ensuring residents are kept informed of progress.

Community

- **Played a role in organising community events:** The GPNA supported and promoted various community events, via our social media platform.
- **Engaged with residents on potential community initiatives:** The GPNA has actively engaged with residents on potential community initiatives, such as the establishment of a Parish Council, demonstrating its commitment to empowering residents and fostering community development. We have also pushed for a Kings Orchard which is due to have work commencing over 2025.

Safety and Security

- **Addressed speeding concerns:** The GPNA has worked with local authorities to address speeding concerns within Great Park, advocating for traffic calming measures and increased enforcement. This includes pushing for the installation of repeater speed signs and other traffic calming solutions in areas of concern.
- **Improved pedestrian infrastructure:** The GPNA has successfully pushed for improvements to pedestrian infrastructure, such as safe crossings and well-lit paths, to enhance safety for residents.
- **Successfully lobbied for the installation of new speed information displays:** The GPNA has secured a commitment from the Consortium to install new speed information displays throughout Great Park, further demonstrating its commitment to road safety.
- **Addressed safety concerns along the A1:** We have raised and lobbied for safety along the A1. It was raised by residents that both animals, and people could easily access and cross the A1 from either side of the Great Park. This led to infrastructure being put in place to aid in preventing this happening.

Inclusion and Accessibility

- **Championed accessibility for SEND residents:** The GPNA has been a strong advocate for accessibility for residents with special educational needs and disabilities, ensuring they have equal access to community facilities and services. This includes advocating for improved accessibility in play parks and other community spaces.

Looking Ahead

The GPNA remains committed to its mission of enhancing the quality of life for all Great Park residents. In the coming year, the GPNA will focus on the following priorities:

- Continue to improve communication and engagement with residents.
- Ensure greater transparency and accountability regarding service charges.
- Advocate for the completion of unfinished infrastructure and the development of new amenities.
- Address ongoing safety and security concerns.
- Promote inclusion and accessibility for all residents.
- Continue to work with the Consortium and local authorities on the adoption of roads and infrastructure.
- Advocate for improved bus services and transport links.
- Explore the feasibility of establishing a Parish Council.
- Continue to advocate for the needs of SEND residents.

Conclusion

The GPNA has made significant strides in achieving its goals over the past year. Through its dedicated efforts, the GPNA has helped to make Great Park a more vibrant, safe, and inclusive community for all residents.

Thank you

The GPNA would like to thank all its members and volunteers for their invaluable contributions. Your support has been instrumental in our success.