

Seymour Hill & Conway
Community Charter

TOGETHER EVERYONE ACHIEVES MORE



Seymour Hill & Conway is striving to develop a more cohesive community, one where there will be:

A common vision for our community and a sense of belonging by all members to our community

Where people's backgrounds, circumstances, values and beliefs will be appreciated and positively valued

Where people will have equal access to opportunities to participate to their full in the social, educational, religious, political and economic life of our community

Strong and positive relationships will be developed between people within our community and with other communities, government and statutory agencies

This vision of Seymour Hill & Conway will be informed by the development of a community charter that will help to improve the quality of life for local residents

Street Cleaning

The following standards of street cleanliness should be expected by residents from the local council:

The Council should maintain streets within the community to a high standard of cleanliness by sweeping and removing litter to meet the standards laid down within the Environmental Protection Act's Code of Practice.

The target for street cleansing is to maintain at least 80% of the streets within Seymour Hill & Conway to standards of cleanliness depicted in pictures

The Council should respond to any report of overflowing litter bins made to the council within forty eight hours.

The Council should respond to any fly-tipping incidents on the main roads within two days.

The Council will investigate incidents of dumping, fly posting, graffiti and litter dropping, with enforcement action taken against offenders whenever possible.

Residents have a responsibility for not dropping litter, cigarette ends or chewing gum on streets or to tolerate others doing so and instead use the facilities provided for such rubbish.

Refuse Collection in Seymour Hill & Conway

The following standards for refuse collection can be expected by residents of Seymour Hill & Conway:

The Council will collect domestic refuse each week on a scheduled by the Council's operators.

The Council will notify residents in advance of any changes to refuse collection schedules. Failed collections, where bins were presented, will be collected within 24 hours of the scheduled day.

The Council will collect bulky household items by appointment and recycle or reuse waste items collected.

Residents have a responsibility to help keep the community clean. Please leave your waste at the designated collection point by 7.30am on bin collection day.

Don't put your refuse out on any other day.





Public Spaces in Seymour Hill & Conway

The following standards of cleanliness for public spaces and Council maintained landscaping should be expected by residents:

The Council will maintain verges, flowerbeds and trees on public spaces to a high standard. Such areas will be regularly attended to keep them free of litter and debris.

The Council will maintain the open spaces to a high standard, ensuring they are attractive and safe places to visit.

The Council will treat the City's footways and alleyways to keep them free weeds during the growth period in the Spring and Summer months.

It is our responsibility to keep the community clean, green and safe by removing your dog's foul and using the facilities provided to deposit the waste.

Road Repairs

The following Standards for road Repairs should be expected by residents in Seymour Hill & Conway:

The DRD Roads Service will respond to any dangerous incidents on the roads reported and make them safe within twenty four hours.

The DRD Roads Service will investigate and respond to any routine Road, footway or verge maintenance query reported within seven days.

The DRD Roads Service will ensure that any routine road repairs are completed within 25 days.

The DRD Roads Service will regularly inspect and maintain all road and street furniture including signs and railings to ensure that they are safe for all users.

It is our responsibility to keep the community safe and bright by reporting any road or street lighting issues that we observe and by being thoughtful to other residents when parking our vehicles.

Street Lighting Repairs

The following standards for street lighting repairs can be expected by residents in Seymour Hill & Conway:

The DRD will inspect all street lights at night to identify lights that are not working. Major roads will be inspected fortnightly and other street lights monthly.

The DRD will ensure that reported street lighting problems are investigated and rectified within eight days from identification of the problem.

It is our responsibility to ensure no damage is caused to property and not to park on footways or verges or obstruct the roads for other users and not to place posters on any lamp columns or signs.

Community Safety

To increase feelings of safety in our community the Council will:

Work with partners like the Police / Health / Probation / Fire and Rescue to ensure crime reduction programmes which tackle local problems are made more effective.

Work with local residents to ensure that local interventions in appropriate areas work correctly.

Target prolific and priority offenders who wreak havoc in the community, and use joint agency group action to catch / convict / prevent / deter and rehabilitate offenders appropriately.

Contribute to the implementation of Programmes aimed at getting offenders out of crime and into appropriate treatment / services.

Take action against anti-social behaviour alongside other partners including NITAP and work with partners to encourage participation of young people in diversionary activities and other appropriate activities.

To enable people to live peacefully without fear of attack, intrusion or intimidation.

It is our responsibility to help tackle crime and enhance community safety by reporting incidents of crime and disorder to the appropriate authorities.

Housing Allocations Policy

The following housing allocation standards can be expected by residents in Seymour Hill & Conway:

The Housing Executive will process all housing applications within thirty working days and will inform non-eligible applicants that they have not been included on the housing register within fifteen working days.

The Housing Executive should send a letter of offer to all successful applicants within seven working days of their decision.





All applicants should have the right to request a review of the decision on their application and should be advised of the outcome within thirty days of the request.

Housing Executive Repairs

If the Housing Executive is your landlord, the following housing repairs standards should be expected by residents in Seymour Hill & Conway:

For each repair reported, the Housing Executive should give you a target completion date as detailed below:

If an operative can't complete your repair or if it needs an inspection prior to completion, the inspection should take place within ten working days and will give you a target completion date.

If the job is non-urgent you may be advised that it is on hold subject to release at a later date. If so you should be kept informed about the progress of your repair.

Housing Executive tenants can report a housing repair by telephone or by visiting the local office.

Respect For Other People

It is the responsibility of every resident to show respect and courtesy to each other and each other's beliefs and values and to respect the rule of law.

It is the responsibility of every resident to demonstrate respect for church and school property and to respect public and private property.

It is the responsibility of every resident to ensure that noise levels are appropriate for the particular time of day. A lot of elderly people live in Seymour Hill & Conway and noise can be frightening.

It is the responsibility of dog owners to ensure that their dog is properly supervised and that dog fouling is properly cleaned,

Key Service Providers

Name	Telephone Number
Schools	
Seymour Hill Primary School	028 / 90301046
Dunmurry High school	028 / 90622828
Mickey Mouse Playgroup	07760284509
Libraries	
Dunmurry Library	028 / 90623007

Churches

St Hilda's Church of Ireland	028 / 90611024
Kilmakee Presbyterian	028 / 90602636
Seymour Hill Methodist	028 / 90627555
Seymour Hill Free Presbyterian	028 / 90628449

Police

Dunmurry Police Station	028 / 90650222
Lisburn North	0845 / 600800

Community Organisations

Name	Telephone No:
Semour Hill & Conway Residents Association	028 / 92600565
Mosside Women's Group	07971044078
Seymour Hill Girls Club	028 / 90600565
Seymour Hill Boys Group	As above
The Dales Community Association	028 / 90614685
Age Concern	028 / 90245729
Kilmakee Activity Centre	028 / 90301545
NITAP	028 / 90461386

Health

Doctors Surgeries	Telephone Numbers
Rowntree Surgery	028 / 90618153

Dental Surgery

Dr Armstrong	028 / 90301925
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Other Services

Ulsterbus	028 / 90333000 or 028 / 92662091
Translink	As above
Citybus	As above
City Airport	028 / 9090939093
Aldergrove International	028 / 94422888
The Housing Executive	028 / 92665222
Dog warden	028 / 92600804
Airport bus	028 / 90333000





Education in Seymour Hill & Conway

Seymour Hill Primary School

Childcare

The Mickey Mouse Playgroup, which is based in Seymour Hill Primary School, seeks to work with parents and children to promote the physical, intellectual, social and emotional development of children, particularly those who are disadvantaged, to ensure they can flourish at home and when they get to school.

The Mickey Mouse playgroup will base its activities and programmes upon evidence of what is successful interventions and will respond imaginatively to the needs of local children based upon our resources.

In order for the Mickey Mouse Playgroup to continue delivering good quality child development it requires the support and cooperation of local parents, it also requires the support of statutory agencies in terms of supporting the developmental needs of children in Seymour Hill and Conway.

The playgroup receives a limited number of free places through the PEAGs scheme and we are seeking to increase this number to meet the needs of local children.

Education.

The following education standards should be expected by residents in Seymour Hill:

Schools in Seymour Hill will provide good quality primary education to children within the age range 4 – 11+. The full N.I. Curriculum will be taught supported by suitable assessment and enriched and extended with after school activity programmes, visits and trips. The school in the heart of the community seeks to serve it in the fullest way possible and will change to meet the changing needs of the community.

The school will always strive to work in partnership with the parents of its children to secure the best education. Dunmurry High School offers secondary level education to 11-16. Our priority is to provide opportunities for all students to experience success.

The school will teach the prescribed curriculum to a high standard while advancing students' development through the provision of work related courses. We will provide opportunities for our students to develop through sport and the creative arts. As a commitment to the community we will offer life long learning to parents and others through the maintenance of the parents' centre.

The schools in the community will offer a safe, caring and happy environment for all children.

Dunmurry Cross Local Government Electoral Area Colin Glen, Poleglass, Kilwee, Twinbrook, Dunmurry, Seymour Hill and Derriaghy.

Councillor

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Councillor

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Councillor

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Councillor

Veronica Willis (Sinn Féin)
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Your MLA's

Seamus Close
Norah Beare
Jeffrey Donaldson
Edwin Poots
Patricia Lewsley
Billy Bell

Your Member of Parliament

Jeffrey Donaldson

Councillor

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Mobile: 07790 552629

Party

Alliance
DUP
DUP
DUP
SDLP
UU

DUP

Seymour Hill & Conway Council of Churches

The Churches in Seymour Hill & Conway have been serving the community in a variety of ways for nearly 50 years.





St. Hilda's Church of Ireland

OUR WORSHIP: Sunday @ 11.00am & 7.00pm Prayer for healing available at all services.
 KINGDOM KIDS': (Sunday School and Creche) Sunday @ 11.00am..
 CITIZEN'S ADVICE:- Monday Mornings @10.00 – 11.00am. (Advice on welfare benefits, form filling etc.)
 MOTHERS' UNION (Women's Group):- 1st. Monday of Month @ 7.30pm.
 MEN'S GROUP: 2nd. Monday of Month @ 7.30pm. (Snooker, Quizzes, Talks, outings etc.)
 WELLSPRINGS: Addiction Therapy (Alcohol & Drugs) Drop-In Tuesdays 2.00 – 4.00pm;
 Programme on Wednesdays @ 7.30pm. One to One Counselling Phone Rosie: 07770871381.
 INDOOR BOWLING CLUB:- Tuesday & Fridays at 7.30pm
 BIBLE STUDY GROUP: Tuesday @ 8.00pm.
 CHURCH LADS' & CHURCH GIRLS' BRIGADE: Fun Activities, Duke of Edinburgh etc. for Boys and Girls (4yrs to 21yrs) from 6.15 Thursdays.
 CHOIR & WORSHIP GROUP: Thursday @ 8.00pm.
 PRAYER FOR HEALING: Friday @ 8.00pm. Healing Service 1st. Friday of Month. Other 3 Fridays, opportunity for individual prayer with people experienced in healing ministry.
More information available on all these activities from Church Office (Tues 1.30-4.00pm; Thurs & Fri 10.00-12.30am 90611024) or Rev. David Boyland 90610505

Kilmakee Presbyterian Church

OUR WORSHIP: Sunday 11.00am (Creche during Service), 7.00pm (1st & 3rd. Sunday)
 SUNDAY SCHOOL & BIBLE CLASS:- Sunday 11.20am.
 FELLOWSHIP GROUPS: 2nd. & 4th. Sundays @ 7.00pm.
 YOUTH FELLOWSHIP: Sunday @ 7.00pm.
 GIRLS' BRIGADE: Monday @ 6.00pm (Girls3-19yrs)
 KEE KIDS CLUB: Tuesday @ 6.30pm
 KEE TEENS CLUB: Tuesday @ 7.30pm.
 Kee Seniors Lunch club Wednesday Mornings 12:30pm
 P.W.A. (Women's Guild): Wednesday @ 8.00pm.
 'FLAME' (Young Women's Group):- Wednesday @ 8.00pm
 FELLOWSHIP GROUP: Thursday @ 10.30am.
 BOYS' BRIGADE: Thursday @ 7.30pm.(Company Section 11-16yrs); Friday @ 6.00pm (Cabin Boys, Anchor Boys & Juniors) in Methodist Church).
 MUSICIANS/PRAISE GROUP: Thursday @ 8.00pm.
 INDOOR BOWLING CLUB: Friday @ 8.00pm.
 DROP IN/YOUTH CLUB: Saturday @ 7.30-9.30pm.
More information available on all these activities from Rev. Tom Wilson 90602636.

Seymour Hill Methodist Church

OUR WORSHIP:- Sunday @ 11.30am & 7.00pm.
 SUNDAY SCHOOL/BIBLE CLASS/CHILDREN'S CHURCH:- Sunday @ 11.30am.
 GIRLS' BRIGADE:- Monday @ 6.30pm.
 M.W.I. (Women's Group):- 2nd. & 4th. Monday of Month @ 8.00pm.
 JUNIOR CHRISTIAN ENDEAVOUR:- Wednesday @ 6.15pm.
 CHOIR PRACTICE:- as arranged
 MID-WEEK FELLOWSHIP:- Wednesday @ 8.00pm.
 MOTHERS & TODDLERS GROUP:- to be confirmed
 BOYS' BRIGADE:- Thursday in Presbyterian Church @ 7.30pm & Friday @ 6.00pm (Cabin Boys, Anchor Boys & Juniors).
 JUNIOR BADMINTON CLUB (11-16yrs.): - Saturday @ 6.00pm.
 SENIOR BADMINTON CLUB:- Saturday @ 7.30pm.
More information available on all these activities from Rev. Bill Lavery 92679068



Seymour Hill & Conway Community Network provide a range of activities and programmes within the community

Residents Association – 9 Elm Corner provide advice on:

Housing issues and are a point of contact with PSNI, Local Councillors and the NIHE and have a surgery on the 1st Friday of every month

Residents Association organise activities in relation to:

Festivals-July 2 days 1x Seymour Hill 1x 1 Dunmurry
 August week long festival
 Christmas 2 days Pensions dinner, children's party
 Halloween fancy dress party, fireworks display
 They also lobby on road safety and community safety issues

Seymour Hill & Conway Girls Club provide activities on Tuesday evenings

2 sessions on Arts, crafts and sports with two age groups
 We have organised cross border trips and monthly outings
 Seymour Hill & Conway Boys Club provide activities on Monday evenings
 2 sessions involving table tennis, football and pool
 They have also organised monthly outings

Mosside Women's Group-28 Hornbeam Road now provide:

A drop in facility, IT facilities
 Training courses on IT, community development and community leadership, healthy eating and women's self-defence. cancer awareness programmes, smoking cessation, women in politics and conflict resolution



Seymour Hill & Conway Network Resource Centre 7 Elm Corner

has a meeting facility, an IT training suite and a drop in facility.

Seymour Hill Youth Committee organised activities in relation to:

Youth development, cross community programmes and organises events- disco's on St Valentines and Halloween nights.

Seymour Hill over 60's & Age Concern now organise:

Tea dances, community safety initiatives and trips out.

Lagan Valley Conservation & Angling Society organise

A river cleanup and cross community fishing trips
Competitions and area litter picks
Queensway band now organise
One off fundraising events and cultural awareness for youth

Seymour Hill Ulster Scots Society are organising:

Weekly Ulster Scots dance classes for girls and boys
Yearly Lambeg drumming competition
Yearly Ulster Scots Cultural event and the removal of unwanted murals
Seymour Hill Safe and Well Where You Live project is organising:
Health fares
Education on health
Social functions
Identify vulnerable people/pensioners
Befriending

The Hill Hapkido Club now have:

Friday night sessions 8pm-10pm
Saturday morning 9am-11am

The Dales Community Association

now have weekly meetings dealing with Housing and conservation issues

Dunmurry Somme Association

are organising battlefield trips and discussing the up keep of war memorials.



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