

Your neighbourhood

Our local offer to you in Sandfield and Clayfield, Sefton

We want to create good neighbourhoods, offer services that are relevant to you and will help to improve your lives. We've spoken to some customers and asked local teams delivering services how we can improve. Over the next two years we are looking to deliver some improvements to your neighbourhoods working in partnership with local service providers.



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We've listened to the issues you have in your neighbourhood and this is what we've done, and plan to do.

"We want to see improvements made to our surroundings"

Gardening group: as part of the improvements to the estate, we have established a gardening group. To find out more, please contact our Customer Service Centre at info@riverside.org.uk, or by calling **0345 111 0000**, and ask for a call back from your Housing Officer, Louisa Whitby.

Greenspaces: our Environmental Services team are working to improve the appearance of the estate by trimming and cutting back where possible considering local wildlife, for example, nesting birds in summer. Cutting back generally takes place in the autumn.

Clear signage: We have worked with Flair Signs to improve signage around the estate to support residents, contractors and businesses visiting the estate.

Dog fouling: signs have been placed within customers windows to advise of the consequences of dog fouling. If you would like to display a sign in your window, please contact the Customer Service Centre and ask for a callback from your Housing Officer.

Fences: if you have any issues with your fences, please contact our Customer Service Centre (CSC) to log a repair on **0345 111 0000**. The CSC is open 24 hours a day, 7 days a week.



Trees: Riverside is responsible for trees in communal areas, while trees in private gardens are usually the customer's responsibility. We will investigate trees that present a health and safety risk, such as damaged, diseased or dangerous trees, or where branches affect buildings or access routes. When reporting an issue, please provide clear photos from different angles to help us assess it and avoid delays. Trees posing an immediate danger to people, property or roads will be treated as emergencies. We aim to retain trees wherever possible and carry out regular inspections by qualified specialists. Some work may take longer if a tree is protected by a Tree Preservation Order (TPO) or is in a conservation area, as council permission may be needed before work can take place.

Gate keys: Alley gate doors have been installed to increase the safety and security for residents and access is restricted to keyholders only. To report any faults or to request keys, please contact **0151 321 1920**.

Unwanted household items: We have information to help you decide what the best option is to dispose of items responsibly in this leaflet here: **www.riv.org.uk/sefton-recycling-information**

Bulky item collection: Sefton Council provide a paid service for £26 for 3 bulky items - please visit here for more information: **www.sefton.gov.uk/bins-and-recycling/bins-and-recycling/bulky-item-collections**

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**"We want you to tackle
anti-social behaviour (ASB)"**

Around the neighbourhood: We work with key partners such as the police and the council to address any reports of anti-social behaviour. All the action we take is evidence-based, so we can only action it if you report it – so for any instances of ASB that you witness, or are a victim of, please report via our Customer Service Centre, open 24/7, on **0345 111 0000** or email:

info@riverside.org.uk

or **haveyoursay@riverside.org.uk**.

If you are experiencing any sort of nuisance or anti-social behaviour, remember it is important to contact the right people to deal with your case quickly and efficiently.

If you are a victim of a crime or witness a crime:

1. Call **999** if you are in immediate danger or concerned for the safety of any person.
2. The non-emergency police number is **101**.
3. Call **0800 555 111** to report suspicious behaviour to **CrimeStoppers**. You can call Crimestoppers anonymously.



Noise app: is a free smartphone tool to help residents gather evidence for noise complaints. You can use it to make 30-second audio or video recordings of disturbances and submit them directly to us. For more information, please contact our Customer Service Centre.

You can also report any concerns directly to Merseyside Police here:

www.merseyside.police.uk/ro/report.

You can view our taking anti-social behaviour policy on our website at:

www.riverside.org.uk/legal/policies

Partnership working: Our Community Safety Officers work closely with your Housing Officer to support you and working with partner agencies such as the police and the council when you report any issues, enabling us to tackle ASB more efficiently and effectively.

Neighbourhood watch: there is a neighbourhood watch in place across the estate. If you would like to be part of it, please contact your Housing Officer via the Customer Service Centre.

Car park: the estate has signs to inform drivers that it is a private car park for residents only.

Doorbells and solar lights: Customers can purchase and fit their own security doorbells and/or lights that would help at their home.

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“Where can I find more support?”

Housing drop-in surgery: We are holding our next surgery between 11am-12pm on Friday 23 October. Surgeries will then take place every 3 weeks after that, including Friday 13 November and Friday 4 December. This will take place at the South Park Hut, Balliol Road, Bootle, L20 3AB. Partners such as the police and local councillors also attend.

Water butts: We’ve installed two 100-litre water butts, funded externally, to support the new wildlife garden and food-growing area. They collect rainwater, so there are no running costs. We’re also working with United Utilities to seek funding for sustainable drainage planters, which can also store water.

WhatsApp group: There is a neighbourhood WhatsApp group. To be added to the group, please contact our Customer Service Centre at info@riverside.org.uk, or by calling **0345 111 0000**, and ask for a call back from your Housing Officer, Louisa Whitby.

Adaptations: Minor adaptations, such as grab rails, handrails, lever taps and half steps, usually cost under £1,000 and can often be requested through our Customer Service Centre. Major adaptations, such as level access showers, stairlifts, ramps and automatic doors, need an Occupational Therapist assessment before the local authority can arrange the work.



Health support: Sefton's Living Well bus is coming to the estate on Wednesday 11 November from 10am – 4pm to provide Covid and flu jabs and free health checks. No appointments are needed.

Local support: You can find information about local services in the Sefton Support Directory: www.riv.org.uk/sefton-support-directory

Money advice: Our Money Advice Team can help with benefit claims, appeals, Universal Credit, grants and checking you are receiving your full entitlement. **Call 0800 008 6656** or visit www.riverside.org.uk/lets-talk-money

Employment and training: Riverside's Employment and Training team can help with job searching, CVs, interview preparation, confidence building, training, volunteering and reducing isolation. Visit www.riverside.org.uk/community-and-advice/help-finding-work

Damp and mould: Our specialist team will inspect your home when you report damp, mould or condensation, identify the cause and provide advice.

Repairs: For emergency repairs, call **0345 111 0000**. For non-emergency or communal repairs, report them quickly through **My Riverside**, using the app or web version.

Opportunities to get involved

Have your say: We aim to put our customers at the heart of what we do. It is important for us to listen to you about how we can improve. There are several ways for you to talk to us and get involved that can be quick and simple from the comfort of your own home or through more involved routes.

These include:

Local residents group: if you would like to be part of a local resident groups focusing on local issues, please contact your Housing Officer. To find out about local groups or information to set one up please visit our website:

www.riverside.org.uk/contact-and-feedback/get-involved/shape-your-community

LCR regional forum: This is a bi-monthly online meeting with our Head of Housing for customers to consult on policy, strategy and communications and improve neighbourhood issues. If you are interested contact your Housing Officer or email **involvement@riverside.org.uk**

Please find more information here:

www.riverside.org.uk/contact-and-feedback/get-involved or contact us on **involvement@riverside.org.uk**

Access services and get in touch

Online at **www.riverside.org.uk**

By phone on **0345 111 0000**

The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,
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A charitable Registered Society under the Co-operative and
Community Benefit Societies Act 2014 (Reg No 30938R)

Details correct at time of print: September 2026

TRG4121-IGD0826