



Your neighbourhood

Our local offer to you in North Bransholme



In May, we spent a day around North Bransholme asking you what you liked most and least about the neighbourhood – and how we could make it better.

We also asked local teams delivering services how we can improve. This local offer shows what we've done, and plan to do in response.



Our local offer to you in North Bransholme

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 in the grounds maintenance on the estate.”

New flower beds – We've planted wild flower seeds in various areas on the estate and collected the seeds from this year's flowers to be used across other flower beds next year.

Grass cutting – We've upgraded the ride on lawn mower so that we can maintain the grass areas even in poor weather.

Railings around the estate – Our painting contractor Bagnalls will be painting all the railings around the estate over the next four months.



“There's too much litter and fly-tipping.”

New bins – We've worked with Hull City Council to install three extra bins and a further two bins will be provided shortly.

Primary school visit – Our team along with Hull City Council will visit Highland Primary School and Kingswood Academy in the new year to give a presentation on recycling on the estate and to arrange litter pick events.

Removing rubbish – We'll continue to remove any fly-tipping on Riverside land within 24 hours of when it's been reported.

If you spot fly-tipping, report it to us, or
Hull City Council
01482 300 300
info@hullcc.gov.uk

Wheelie bin usage – We are working with Hull City Council to raise awareness of what bins should be used for what. Leaflets are now being included in sign up packs and the council will be sending letters out when contaminated bins are found. We will also follow up if this continues.

Report all contaminated bins to
info@hullcc.gov.uk for collection.



“We want to see you out and about more often”

Dedicated housing officers – We have three officers who are out daily. Customers are always welcome to talk to our housing officers out on the estate or contact our Customer Service Centre 24/7 on 0345 111 000 with any queries.

Customer surveys – During May we spoke to 25 % of customers and the feedback you gave us has formed this offer. We will be carrying out tenancy visits to all customers over the next two years. You can also let us know your views anytime via your housing officer.

Estate walks – We’ll host six walkabouts every year, the first one was in September. We will invite councillors, police and other partner agencies. If you would like to be a part of the walkabout, please keep an eye on the community notice boards or contact your housing officer for more information.

Getting your voice heard – During the URBAN’s Beach Day in August we spoke to you about how to get involved and we were able to sign up 27 of you to our online customer panel. There are a variety of ways you can have your say on our services - speak to your housing officer for more information.

“We want social events”

Luncheons – We will continue to work in partnership with all the community groups to provide lunch groups. Speak to your housing officer for more information.

Activities – We will be working in partnership with our schemes in Hull to offer Zumba and bingo to all customers. More information will be available from your housing officer or look out for the posters on the community boards on the estate.



To see what events are happening in your neighbourhood follow us on Twitter **@RiversideUK** or search on Facebook for **‘Riverside Group’**

Our local offer to you in North Bransholme

What else are we doing to improve your neighbourhood?

“We want more activities for children and young people”

Community events – We’ll continue to support URBAN to deliver events throughout the year such as beach day, bonfire night, festival of light and the Easter event.

School holiday activities – We’ll continue to support the North Bransholme Phoenix Project’s school holiday programme to access funding to support their delivery of activities like arts and crafts.

Supporting community groups – We’ll be partnering with Highland Primary School and The Paul Ingle Boxing club to run sessions on introduction to grounds maintenance, creating a positive environment and litter picking.

Working together

Partnership working – We attend local joint working groups with the police, fire service, Hull City Council and social services to resolve any issues.

Specialist support – Our community safety officers work with our housing officers to support them when you report any issues.

Support to manage your tenancy and help to find a job

Drop in sessions – We’re holding fortnightly drop in sessions on a Wednesday 1pm – 2.30pm at the Community Centre to help and advise on Universal Credit, money advice and employment and training. On Thursdays 10am – 11.30am we’re hosting dedicated work and training opportunities session at the Pennine Centre.

Kickstart course – In May we teamed up with Keepmoat Homes to run a kickstart into construction course with 11 customers completing the course. We’ll be running another two courses before spring next year.

Apprenticeships – We’ve helped six customers find an apprenticeship with local partners.



Find out how you can get involved visit www.riverside.org.uk/getinvolved

Access services and get in touch – you choose how and when



Online at www.riverside.org.uk

Find help and advice on anything from money to using our payment app, report and manage a repair, get in touch, ask a question or chat to us online. Plus, set up a free personalised account in just a few minutes and you can book, rearrange or cancel repairs, view your rent and charges account – and automatically get any new online services we add in the future.

By phone on 0345 111 0000

Call us 24 hours a day, 365 days a year.



In person

When you do need to see someone face-to-face, we can visit you at home or meet somewhere convenient for you. Call and arrange an appointment.

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

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