

## Our local offer to you in Benwell

What else are we doing to improve your neighbourhood?

**Supporting residents** – Our affordable warmth, money advice and employment and training officers can help and advise customers on Universal Credit, money advice and employment and training opportunities.

We're in the process of contacting customers by phone to see if they require help or support with affordable warmth, money advice or employment and training. You can also self-refer by speaking to your housing officer.

Coronavirus has had an effect on many individuals and families finances. Food banks can help you if you are struggling, they give food parcels to people while they get help to sort out their situation.

To receive a food parcel you will need to be referred, by a professional such as a housing officer. Please speak to us if you're struggling.

**Customer enquiries** – During our door knocking exercise in September, we received a number of referrals/enquiries about our services: Community Safety, Affordable Warmth, Employment and Training, Money Advice, Customer Panel, Online Panel and Community Activities. We have made contact with all customers who expressed an interest and provided the appropriate follow up.

## Accessing everything you need is easy



[www.riverside.org.uk](http://www.riverside.org.uk)



Access services anytime, anywhere, from any device. Log in or register for My Riverside at [my.riverside.org.uk](http://my.riverside.org.uk)



@RiversideHousing



Search for 'Riverside Group'



We are happy to accept **Relay UK** calls



## Get involved and give feedback through the iCommunity

The iCommunity is a way for us to get regular feedback from you through online surveys. For each survey you complete you will be entered into a prize draw to win £20. The surveys are quick and simple and can be completed in the comfort of your own home. Visit [www.riverside.org.uk/getinvolved](http://www.riverside.org.uk/getinvolved)

### The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,  
Estuary Commerce Park, Liverpool L24 8RF

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Details correct at time of print: April 2021

 **Riverside**



# Your neighbourhood

## Our local offer to you in Benwell

In September 2020, we spent the day at the Benwell estate 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 Benwell

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

*"There's fly-tipping and vermin in and around the estate"*

**Reporting** – We will remove any fly-tipping on our land within five working days of you reporting to us, and we will work with Newcastle City Council to identify those responsible. You can report fly-tipping on our land to us or to Newcastle City Council on 0191 278 7878

*"The condition / appearance of the estate seems to have deteriorated"*

**Housing officer** – Our dedicated housing officer will be monitoring the estate regularly on their visits and walkabouts.

**Caretaker** – Our caretaker will be on site every week, keeping the estate clean and reporting any issues.

*"Anti-Social Behaviour is an issue on the estate"*

**Safety** – Some of you asked for CCTV to be provided on some areas of the estate. It is difficult to provide communal CCTV due to the lack of a secure space for the cameras and monitoring systems. We can however, where needed, provide it to individual homes and will also provide support to households that are affected by ongoing anti-social behaviour.

**Partnership working** – We continue to share information with our partners Northumbria Police. Our housing officers also attend local joint working groups with the police, fire service and Newcastle City Council.

We have a **dedicated community safety officer** who works alongside our housing officers on high level anti-social behaviour cases where required. Please contact us online or speak to your housing officer to report any issues.



*"We want to see more staff presence on the estate"*

**Estate walks** – We aim to carry out estate walkabouts quarterly. If you would like to join in a walkabout please contact your housing officer.

*"We want more activities for children and young people"*

Some of you asked for play equipment to be provided on the estate. This isn't something we can do due to the costs involved. We will however talk to local community organisations to identify potential projects or activities for your children that we could support financially.



To see what events are happening in **your neighbourhood** follow us on Twitter **@RiversideNorth1**