



# Your neighbourhood

## **Our local offer to you in Harraby, Carlisle**



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.



## Our local offer to you in Harraby, Carlisle

*“There are not enough parking bays, resulting in grass verges being churned up and causing potholes”*

We recognise that parking is limited in some areas of the estate, however there are no current plans to add in additional parking bays.

We have submitted the suggestion for consideration in any future redevelopment of the area and will continue to discuss the issue with our partners and other stakeholders.

*“We want you to deal with Anti-Social Behaviour”*

You raised a number of concerns around anti-social behaviour in your neighbourhood, particularly substance misuse and youth ASB.

We know that anti-social behaviour can be upsetting and stressful for all those who are affected by it, so if you are experiencing any sort of nuisance or anti-social behaviour in your neighbourhood, remember it is important that you contact the right people to deal with your case quickly and efficiently.



## Contacts for Anti-Social Behaviour

- Call **999** if you are in immediate danger or concerned for the safety of a neighbour.
- The non-emergency police number is **101**.
- Call **0800 555 111** to report suspicious behaviour to **CrimeStoppers**.

Alternatively, contact us to report problems to Riverside or to ask our team for more advice. You can also report anti-social behaviour on our website.

## Partnership working

Our Customer Safety Officers have been working closely with the Housing Officers 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.

## Education

Our Housing Officers work closely with the local PCSO and are looking to deliver talks in the local schools to raise awareness of Anti-Social Behaviour and how it can have an impact on the community.

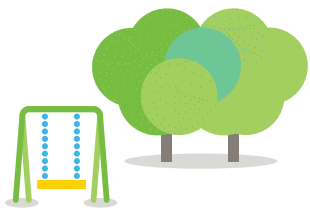
## Our local offer to you in Harraby, Carlisle

*“We want you to invest in our properties – especially doors, windows, and fences”*

Work has already started in the Harraby area on our planned window and door investment programme. We have started these works this year and hope to continue into the next budget year.

We are working with our internal teams to determine our investment offer in the coming years, and the order of its delivery. Customers will be informed in advance of any planned works to their property that will take place.





With regards to repair and maintenance to boundary fencing and gates, this should be managed in the usual way by contacting our repair service and logging it as a repair item via the Customer Service Centre.

*“Some of the cuts on the estate have led to overgrown hedges covering the footpaths and poor lighting, making you feel unsafe”.*

We have now identified the areas of the estate which you told us were overgrown and impacting on the footpaths. Our grounds maintenance contractors will now be ensuring that these are regularly maintained. Some of the areas which you raised as concerns belong to the council and they are responsible for maintaining them. We will continue to work with them to try to ensure that all areas of concern are addressed. Lighting on the estate was also raised as an area of concern, we will work with the council and other external stakeholders to try to resolve these issues.

## Our local offer to you in Harraby, Carlisle

*“We want more activities/  
facilities for children and young  
people”*

Riverside have a community fund which can support local projects. We are currently mapping what provision is in place for children and young people and talking to local organisations who can access the funds, to help establish what additional activities or projects we can support in your community.

### **Customer Involvement**

We 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 a number of ways for you to talk to us and get involved, either from the comfort of your own home or through more involved routes.

We also support local groups across Riverside neighbourhoods to give customers a voice. Your local group is Riverside Customer Voice, Cumbria (based in Carlisle). If you wish to join, please contact the Customer Engagement Team by email: **[involvement@riverside.org.uk](mailto:involvement@riverside.org.uk)** or through the contact centre. You can also find out more about getting involved on our website.



## Let's Talk – our support offer to you

Our Let's Talk campaign has so far supported over 37,000 customers. If you need help with paying your rent, managing your debt or help finding your dream job, "let's talk."

### There are five key services which can help:



If you're struggling with **rent payments**

For advice and support on **benefit claims, grants and debt**



For support with **jobs, career and CV building**

For support with getting you upskilled and **prepared for work**



For support with rising **energy costs, grants and energy bill debt.**

Just visit [www.riverside.org.uk/letstalk](http://www.riverside.org.uk/letstalk) to get started or call us and ask to speak to one of the teams.

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

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

By phone on **0345 111 0000**

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



## To see what events are happening in your neighbourhood follow us on Facebook

Search for '**Riverside Group**'



## Let's Talk – our support offer to you

If you need help with paying your rent,  
managing your debt, finding your dream job  
and more, turn to page 7 to find out how we can  
support you.

### **The Riverside Group Ltd**

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