



Welcome to your annual update on the Picton Neighbourhood Plan

In July 2023 we visited your neighbourhood to carry out a survey to find out what matters the most to you and what Riverside can do to improve the area you live in. Acting on your feedback, we developed an action plan, and a summary of the actions were set out in a local offer, in the form of a leaflet, which was shared with customers in December 2023.

Over the past year, we've been working towards improving your neighbourhood through the action plan. We've delivered some good outcomes but recognise that some actions will take longer to deliver than preferred.





Some of the things we've delivered following your feedback:

- To help with rising food costs, we have been working closely with Queen of Greens, a mobile greengrocer, providing a voucher scheme for vulnerable customers to get fresh fruit and vegetables (they also accept Healthy Start cards and Alexandra Rose vouchers at all stops). Find out more about Queen of Greens and where the bus stops across the city here: www.feedingliverpool.org/community-food-spaces/queen-of-greens-bus-stop-map
- To make every effort to provide support for customers, we have developed a comprehensive support directory which contains details of local services. This is on the Riverside website at: www.riverside.org.uk/north-liverpool-support
- We also have an Employment and Training team who will support customers and anyone within the household, please find more information on our website: www.riverside.org.uk/employment-training
- We are part of the local 'Teams Around the Neighbourhood' group with local partners to work together on neighbourhood issues, including Liverpool City Council, Picton Health Centre and Granby Project teams.

On the concerns regarding anti-social behaviour (ASB):

- We're working closely with partner agencies and the local police, regularly attending meetings with them to resolve any ASB concerns that arise in your area, this includes the Police Liaison Meeting.
- We continue to work in partnership with local stakeholders to identify any issues and we are arranging Picton walkabouts in partnership with the local Councillor, local police officers and Streetscene.
- You can also call Crimestoppers anonymously on 0800 555 111. They'll ask questions about the crime but won't ask about you. If you're concerned your call could be traced, dial 141 before 0800 555 111, this will block your phone number. The police can be called on 101 or in case of an emergency 999.
- Please continue to report any instances of ASB to us via our call centre on 0345 111 0000 open 24/7.



On feedback relating to the environment and maintenance issues:

- Liverpool City Council have installed Euro bins in some areas of Picton. Positive feedback has been received so far.
- We have improved information around disposing waste – please find our leaflet here www.riverside.org.uk/liverpool-recycle and more information from Liverpool City Council is available on their website: www.liverpool.gov.uk/bins-and-recycling.
- We have continued with our estate walkabouts with partners in the area; the next walkabout is planned for Spring. If you would like to join us, please contact your Housing Officer.
- Fly tipping is a blight on the neighbourhood and items left in alleyways can prevent essential repairs to rear properties being completed. We are working with Council on this and if you are looking to remove items, please have a look at the information provided or contact us for support to prevent any recharges.
- Our Environmental Services team continue with providing grounds maintenance services across the area with their summer and winter schedules for Riverside communal green spaces. For summer this includes grass and hedge cutting, pruning and litter picking and in winter this includes hedge reductions and grass edging and strimming.
- Liverpool City Council are responsible for rats in the neighbourhood and every home is entitled to a free visit to help deal with a rat infestation in the local area. You can report any instances of pests and infestations at www.liverpool.gov.uk/environmental-problems.
- Riverside are responsible for treating rat infestations within the home. Please report them to us on 0345 111 0000 and we will send a specialist contractor to provide advice and support.

Some of the things we will continue working on:

- We'll continue to work with key partners to improve your neighbourhood, this includes continuous improvement of our processes, for example, when tackling fly tipping.
- We continue to complete our annual gas servicing - when you are contacted about your annual gas safety check, please ensure you allow access, it will only take about 30 minutes to complete and will ensure you and your households safety in your home.
- We now have a specialist damp and mould team who will inspect your property when you report damp, mould and condensation, diagnosing and dealing with the problem and letting you know the cause of the problem and providing you with advice.
- Your Housing Officer, Becky Farrell or Emma Francis, will be available:
 - Second Friday of the month at Picton Health Centre from 11am - 1pm.
 - First Thursday of the month at Frontline Church from 10am - 11:30am.

To find out more or get involved in the neighbourhood plan developed for your area, contact us at:
neighbourhoodplans@riverside.org.uk