



Your

neighbourhood

Our local offer to you in Anfield/Everton

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 Anfield/Everton

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

“There's too much rubbish – we want to see improvements made to our surroundings”

Community action/skip days – we are working with Liverpool City Council (LCC) to provide local community action/skip days to support customers dispose of any unwanted items. We will keep you informed of any future dates for this.

Rubbish and street cleaning – We have reported the issues you have raised (especially on match days) and Liverpool's Streetscene will be working to improve this. To report issues, please contact them directly at www.liverpool.gov.uk/environmental-problems

Euro Bins – Did you know you can request an assisted collection if you live alone and are unable to get to the euro bins because of ill health or disability? Please find more information here: www.liverpool.gov.uk/bins-and-recycling.

Thirlmere Park – Planned improvements to the equipment for toddlers at Thirlmere Park are due to take place in Spring, as part of a multi-agency project with LCC. Further improvements planned for the coming year and if you would like to be involved in this project, please contact your Housing Officer.

Community Garden – The space between Rydal Street and Stockbridge Place has had some improvements including a clean-up day and flowers planted. If you like to be involved in this project, please contact your Housing Officer.



Dog fouling – We are working with LCC to promote positive pet ownership and are exploring options to provide more dog waste bins in the area.

Tackling infestations – LCC are responsible for rats in the wider environment. Please report them at www.liverpool.gov.uk/environmental-problems. If you have rats inside your home, please contact us on **0345 111 0000** to report. Some advice to tackle this issue includes:

- Place wheelie bin handles to the wall.
- Ensure bins are fully closed.
- Clear up any animal waste.
- Fly tipped areas and untidy gardens provide warm home for rats – please report these areas and ensure your own garden is kept clear.



Our local offer to you in Anfield/Everton

“We want you to tackle anti-social behaviour (ASB)”

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:

1. Call **999** if you are in immediate danger or concerned for the safety of a neighbour.
2. The non-emergency police number is **101**.
3. Call **0800 555 111** to report suspicious behaviour to CrimeStoppers. You can call Crimestoppers anonymously. Visit their website here: **www.crimestoppers-uk.org**

You can view our Tackling Anti-Social Behaviour Policy here: **www.riverside.org.uk/our-policies**

We are working with key partners such as the police and the council to address reports of anti-social behaviour. It is important that you report any instances of ASB that you witness, or are a victim of, via our Customer Service Centre, open 24/7, on **0345 111 0000** or email: **info@riverside.org.uk** or **haveyoursay@riverside.org.uk**.

Police – We have regular monthly liaison meetings with the police called DISARM, where we tackle anti-social behaviour, organised crime groups and other nuisance behaviours. Our Community Safety Officers work closely with your Housing Officer, the police and council when you report any issues to us, enabling us to tackle ASB more efficiently and effectively.

Match days – We have reported the misuse of parking on match days to the council. They are aware of this and are investigating the use of fraudulent disabled badges and illegal car parks. All households are allocated one parking and one visitor parking permit. Please find more information here: www.liverpool.gov.uk/parking-roads-and-travel

Local cameras – Liverpool’s CitySafe Partnership monitor cameras across the city and if any are broken/damaged, an engineer is sent out to fix them.

Traffic, street lighting and pavements – We are working closely with the council to focus on these issues. Please report any problems to the council directly.

Estate walkabouts – We continue to work in partnership with local stakeholders to identify any issues and we are arranging regular walkabouts in partnership with the local Councillor, police and Streetscene. Please contact your Housing Officer if you are interested in finding out more.

Our local offer to you in Anfield/Everton

“We would like to see more local groups/ support, especially for young people”

Housing surgery – Your Housing Officer, Trish Jacobson, holds a surgery fortnightly on a Tuesday from 10-12pm at the Breckfield Centre.

Councillor surgery – Your local Councillor holds a drop-in surgery on the first Friday of every month from 9:30-3:30 at Breckfield Centre.

The Breckfield Centre – a community based voluntary organisation that provides practical support including welfare advice, a baby bank and a food bank. For more visit their website: www.thebreckfieldcentre.com or call **0151 288 8400**.

Liverpool Lighthouse – an arts and community centre that offers activities to improve wellbeing and mental health, alongside practical support with a fresh food pantry and a warm place to have a cuppa. English language classes for speakers of other languages are also on offer!

Visit www.liverpoolighthouse.com for more info.

Kitty’s Launderette – a community launderette based at 77 Grasmere Street offering accessible social space for people to talk and learn alongside laundry services. More information at www.kittyslaunderette.org.uk

New Beginnings, Improving Lives – a community store offering a host of other activities at 63 Rocky Lane. Check out www.nbil-community.org for more information.



Anfield Sports Centre – Providing sport/education/recreation and social activities for young people at Lower Breck Road.

St George’s Pantry – a Food Membership Club for people living in Everton. Based in St George’s church and open every Friday 8.45am-11am. Visit their website for more info: www.stgeorgeseverton.com/st-georges-pantry

Anfield Listen Network – A local group set up to focus on improving the area. If you are interested in finding out more or how to join, please contact your Housing Officer.

Support directories – For information on local support services, please have a look at our Support Directory on our website: www.riverside.org.uk/north-liverpool-support

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 – This is a local resident group which focuses on issues within your area.

LCR regional hub – This is a bi-monthly online meeting with our Head of Housing for customers to consult on policy, strategy and communications and address neighbourhood issues.

Set up your own community group – Did you know that you can even set up your own local community group? Visit our website

www.riverside.org.uk/customer-groups for more information.

Your opinion matters, so why not get involved? You can read more about this on our website **www.riverside.org.uk/have-your-say** or to discuss more, just give us an email on **involvement@riverside.org.uk** or a call us on **0345 111 0000**.

Links to our services

Damp and Mould **www.riverside.org.uk/damp-and-mould-policy**

Employment and training **www.riverside.org.uk/employment-training**

Money advice/affordable warmth advice **www.riverside.org.uk/you-your-home**

Repairs **For emergencies call 0345 111 0000**

My Riverside App **www.riverside.org.uk/myriversideguide**

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



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

By phone on **0345 111 0000**

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



The Riverside Group Ltd

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