



Welcome to your annual update on the Halton Brook Neighbourhood Plan

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 March 2024.

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 so far:

- We have supported local groups with funding to hold events and Christmas parties bringing the community together, including Right to Succeed, Holidays and Activities (HAF) Programme, Cradle to Career, Grangeway Hike and 4Estates.
- We continue to work alongside our involved customers in Halton Involved Residents and the Halton Brook Residents Association. If you are interested in joining or finding out more please call into the Community Centre Cafe to speak with Tracy.
- We hold regular housing surgeries for you to talk with your Housing Officer at the Community Centre every other Wednesday 10:30-12pm. The next one will take place on Wednesday 26 March.
- 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: www.riverside.org.uk/halton-support.

On feedback relating to the environment and maintenance issues:

- We have improved information around disposing waste – please find our leaflet here: www.riverside.org.uk/halton-recycle and more information from Halton Borough Council here: www.halton.gov.uk. If you are looking to remove items, please have a look at the information provided or contact us for support to prevent any recharges.
- We have arranged local skip and action days to help customers dispose of rubbish appropriately in partnership with Halton Borough Council.
- We have continued with our estate walkabouts with partners in the area and the next one is planned for **Thursday 17 April from 2pm**. If you would like to join us, please contact your Housing Officer.
- We have completed several projects improving safety and the appearance of the neighbourhood including:
 - Replacing security lighting around the community centre.
 - Removing the wooden statue and replacing fencing around Meadway.
 - Completed cutbacks to hedges and trees improving sight lines and preventing litter being disposed of in the shrubbery.
 - Increased litter picking to twice per week.
 - Plans to provide additional bins around the shops.
- Our Environmental Services team continue to provide 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.
- Halton Borough Council provide free rats treatments to all residents in the borough. Other nuisance pests will be charged for. Please find more information on the Halton Borough Council website: www.halton.gov.uk. 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.

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 Halton Problem Solving Group.
- We continue to work in partnership with local stakeholders to identify any issues and we are arranging estate walkabouts in partnership with the local Councillor, local police officers and our Environmental Services team.
- We have successfully funded work for a local football pitch on the field behind Brookers play area (following customer consultation) to help provide local activities for young people. We will be working with local teams/grassroots clubs to use the pitch. Work will begin in March.
- We've installed metal fencing in the grass area behind Meadway following reports of regular fires being started in this area, alongside replaced security lighting around the community centre.
- Please continue to report any instances of ASB to us via our call centre on 0345 111 0000 open 24/7. 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.

As we continue to deliver the action plan, we are committed to delivering the improvements you have spoken to us about:

- 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 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.
- We will continue to provide a newsletter to update on the services you already receive and what is happening in Halton Brook.
- Your Housing Officer, Stef Voss, will be available every other Wednesday at 10:30-12pm at the Community Centre if you wish to speak to a member of the team in person. The next drop-in service is on Wednesday 26 March.

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