



Welcome to your annual update on the Netherley, Belle Vale and Lee Park 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:

- Supported local groups with funding to hold events and Christmas parties bringing the community together, including Netherley Youth and Community Initiative providing food packages for local residents.
- Working alongside our partners as part of the Belle Vale Forum led by Liverpool City Council's Neighbourhood Manager and Liverpool South Advisory Group. The Belle Vale Forum is attended by various local partners to tackle issues in the area such as environmental issues and anti-social behaviour. Brian Dimmick, our Housing Services Manager is a panel member.
- Holding regular housing surgeries for you to talk with your Housing Officer. We are at:
 - Joseph William Mews every Wednesday from 11-12:30pm in the community cafe (2 Braehurst Way, L25 2NB)
 - Childwall EMB office every Wednesday from 10am-12pm (172 Hartsbourne Avenue, L25 1NE)
 - Netherley Youth and Community Initiative every Wednesday from 10am – 12pm (41 Damson Road, L27 8XR)
- Organising local face-to-face contact: We will be visiting different parts of the area each month to speak with customers to understand any concerns. Alternatively, please visit one of our housing surgeries above.



On 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 included a recent action day in the local area led by Merseyside police after an increase in reports of ASB.
- The 'Teams Around the Neighbourhood' group (TAN) has established a subgroup to look at antisocial behaviour in the area. Representatives from the local authority, police and housing providers attend.
- We continue to work in partnership with local stakeholders to identify any issues and we are exploring the most effective ways to increase our presence in partnership with the local Councillor, local police officers and our Environmental Services team.
- Please continue to report any instances of ASB:
 - You can 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.
 - You can also report to us via our call centre on 0345 111 0000 open 24/7.

On feedback relating to the environment and maintenance issues in your neighbourhood:

- Widmore Road – We are working with plot holders and a local community group to improve and make better use of this site. If you would be interested in obtaining a plot, please contact Housing Services Manager Brian Dimmick via our call centre.
- Middlemass Hey – The play equipment or "MUGA" on the Middlemass Hey site has sadly been subjected to continued serious vandalism. On grounds of safety, we are very reluctantly having to consider removal of all equipment. We would however like to establish a group of local residents to work with us on managing this situation and we will be contacting local residents about this.
- Fly tipping – to report any instances of fly tipping please visit Liverpool City Council's website <https://liverpool.gov.uk/environmental-problems/rubbish-and-litter/flytipping/>
- Ringway Road land - a third-party developer has begun building on privately owned land adjacent to Ringway Road that caused issues in the past. Our housing team reported concerns from customers about fly tipping. A housing development is now underway by a third party.
- St Gregory's - A successful application to Riverside Sustainability Fund has provided a polytunnel to grow their own vegetables. The project is currently underway, and growing season is in full swing.
- Household Items - We have improved information around disposing household items. Please find our leaflet here: www.riverside.org.uk/liverpool-recycle with more information from Liverpool City Council at www.liverpool.gov.uk/bins-and-recycling. If you are looking to remove items, please have a look at the information provided or contact us for support to prevent any recharges.

On feedback relating to the environment and maintenance issues in your neighbourhood (continued):

- 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 provide services relating to pest control, please find more information here: www.liverpool.gov.uk/environmental-problems/pests-and-infestation.
- 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

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 your area.
- If you wish to speak to a member of the team in person, your local Housing Officer is at the housing surgeries mentioned above. Do get in touch if you want to be more involved locally in your area.



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