



Welcome to your update on the Toxteth 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 we shared with you in September 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:

- Holding regular housing surgeries for you to talk with your Housing Officer. We are at:
 - Café on ground floor at Crawford House, 2 Gwent Street, Liverpool, L8 8DN on the first Tuesday of every month from 10am to 12pm.
 - FireFit Hub, 115 Upper Warwick Street, Toxteth, Liverpool, L8 8HD on the second Thursday of every month from 1.30pm to 3.30pm
 - St Brides Church for the Canning coffee mornings on the first Wednesday of every month from 10-12pm - this session includes Liverpool parenting groups/family hubs/police etc.
- Working alongside our partners as part of the Teams Around the Neighbourhood meetings by Liverpool City Council's Neighbourhood Manager. It is attended by various local partners to tackle issues in the area such as environmental issues and anti-social behaviour. Louise Keeley, your Housing Services Manager
- Local walkabouts have taken place in September, and the next one is planned for Thursday 12 March 2026 from 11-12pm. Please speak to your Housing Officer if you'd like to join us.
- Supported local groups with funding through Riverside's Community Fund, including local customers to improve the community garden space on Hillaby Close with benches, plants and pots, and a local charity Queen of Greens, a mobile greengrocer who visits the below sites with affordable food:
 - Princes Park Health Centre, Kingsley Road Entrance, Liverpool L8 0SY, UK: Monday, 10:30am to 11:15am
 - Matthew Arnold Primary School, 164 Dingle Ln, Dingle, Liverpool L8 9UB- Monday 11:30am to 12:30pm
 - Please visit here for more information: www.queenofgreens.co.uk

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. Our Community Safety Officer attends the local DISARM meetings, a multi-agency group to tackle incidences of crime in the area.
- Liverpool City Council are aware of the concerns about the street lighting around Carter Street and are working to rectify the issue.
- 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.

On feedback relating to the environment and maintenance issues:

- **Trees:** a number of trees have been cut back in the area following an assessment of the risk they posed. Please speak to your Housing Officer about any tree concerns via our call centre on 0345 111 0000, open 24/7.
- **Local park:** Liverpool City Council have led on park improvements, and an open event took place on Sunday 21st September. This was a well-attended event with support from local customers and their families.
- **Litter and bins:** a third eurobin has been provided at Warwick Court for customers.
- **Fly tipping:** we continue to tackle fly tipping in the area, especially around Hillaby Close. Please report any instances of fly tipping to our call centre or Liverpool City Council via this form on their website: www.liverpool.gov.uk/environmental-problems/rubbish-and-litter/flytipping
- **Household items:** We have improved information around disposing household items. Please find our leaflet here www.riverside.org.uk/liverpool-recycle and 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.
- **Greenspaces:** 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.
- **Pest control:** Liverpool City Council provide services relating to pest control, please find more information here: www.liverpool.gov.uk/environmental-problems/pests-and-infestation and to book a pest control appointment, please call 0151 233 3001. Alternatively, you can report them to us on 0345 111 0000 and we will organise an appointment with our specialist contractor.

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 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.