



Your neighbourhood

Our local offer to you in Cannon Hill and Mount, Park Road South, Wirral



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.



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

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

— **Around the neighbourhood** – 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**. 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 also report anything you've seen or heard directly to Merseyside Police here: **www.merseyside.police.uk/tua/tell-us-about/soh/seen-or-heard**



- **Noise App** – This is a free smartphone tool to help residents gather evidence for noise complaints. You can use it to make 30-second audio or video recordings of disturbances and submit them directly to us. For more information, please contact your Housing Officer.

You can also view our Tackling Anti-Social Behaviour Policy on our website at:

www.riverside.org.uk/our-policies

- **Partnership working** – Our Community Safety Officers work closely with your Housing Officer to support you and working with partner agencies such as the police and the council when you report any issues, enabling us to tackle ASB more efficiently and effectively.

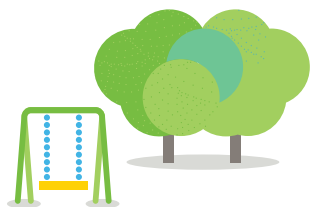


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“Where can I find more support?”

— **Well Fed** – The Well Fed programme is launching in Wirral to help residents access affordable, healthy food and build confidence with cooking. Funded by The Riverside Foundation, it includes a mobile shop, free cookery sessions and a Meal Box programme. Wirral residents can receive meal boxes free of charge for the first four weeks. The mobile shop is open to everyone across Wirral and offers everyday food, ready meals and family-friendly meal boxes close to home. Ready meals cost £2.25, while cook-at-home slow cooker bags and recipe packs cost £4.50 to £7.50 to feed four people.





Mobile shop weekly schedule:

Every Tuesday starting from Tuesday 2 June:

10am to 10:45am

Blair Court, Prenton, CH43 1UR

11am to 12pm

Bushell Court, Oxtown, CH43 1UX

12.15pm to 1pm

Hobhouse Court, Birkenhead,
CH43 4YJ

1.15pm to 2.15pm

Poulton Vale, Rankin St, Wallasey, CH44 5TQ

Every Thursday starting from Thursday 4 June:

10am to 10.45am

St Peter's Court, Rock Ferry,
CH42 1RW

11am to 11.45am

Penshurst Close, Birkenhead, CH42 2EH

12pm to 12.45pm

Woodchurch Court, Birkenhead, CH42 9QQ

1pm to 2.30pm

St James Centre, Birkenhead,
CH41 7AL

Please find more information here

www.riverside.org.uk/lets-talk/well-fed-programme

or speak with your housing officer.

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- **Support directories** – For information on local support services, please have a look at our Support Directory on our website:
www.riverside.org.uk/wp-content/uploads/2026/04/Knowsley-Support-Directory-April-26.pdf
- **Employment and training** – The team provides free tailored support to anyone living in a Riverside home. Whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term, we are here to help. Please visit
www.riverside.org.uk/you-your-home/employment-training/
- **Damp and mould** – 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.
- **Repairs** - Is it an emergency? Call us immediately on **0345 111 0000** – our Customer Service Centre is open 24/7. Want to report a non-emergency repair? The quickest and easiest way to report a repair is through our app. Need to report a communal repair? You can do this on **My Riverside** either via our app or the web version.



“We want to see improvements made to our surroundings”

- **Litter/fly tipping** – We are looking into how we can alleviate the concerns about litter and some fly tipping in the area. We will keep you updated.
- **Clear signage for flat numbers** – We are exploring the possibility of having signage at the site in line with conservation area guidelines.
- **Communal areas** – We are working closely with our Home Response team and cleaning contractors to ensure communal areas meet the need of our customers
- **Unwanted household items** – We have information to help you decide what the best option is to dispose of items responsibly I this leaflet here: <https://www.riverside.org.uk/wp-content/uploads/2024/08/Wirral-Recycle-Info.jpg>
- **Bulky Item collection** – Wirral Council also provide a paid service - please visit here for more information: www.wirral.gov.uk/bins-and-recycling/large-item-collection or alternatively please find Junk Removal Wirral information here: www.junkremovalwirral.co.uk/2020/11/20/bulky-household-waste-collection-wirral

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** – if you would like to be part of a local resident groups focusing on local issues, please contact your Housing Officer. To find out about local groups or information to set one up please visit our website:
www.riverside.org.uk/you-your-home/have-your-say/local/customer-groups
- **LCR regional forum** – This is a bi-monthly online meeting with our Head of Housing for customers to consult on policy, strategy and communications and improve neighbourhood issues. If you are interested contact your Housing Officer or email **involvement@riverside.org.uk**

Please find more information here:

www.riverside.org.uk/have-your-say

or contact us on **involvement@riverside.org.uk**

Access services and get in touch

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

By phone on **0345 111 0000**

The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,
Estuary Commerce Park, Liverpool L24 8RF

A charitable Registered Society under the Co-operative and
Community Benefit Societies Act 2014

Details correct at time of print: July 2026 TRG4112-IGD0726