



Your neighbourhood

Our local offer to you in Salterbeck



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 Salterbeck

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

“We want more for Children, young people and adults to do”

- We have set up a working group with STAR, to focus on bringing needs led activities and services back to the Oval Centre.
- We are investing in new equipment to attract hirers to the Oval, the income from these supports the delivery of community activities.
- We are making large funding applications to provide a wider range of facilities, activities and services.
- Riverside and STAR have secured several small grants to deliver a number of activities and events, that have been offered since April 2022. The most recent is the Warm Hub project, which is open to all Salterbeck residents.
- We have worked with our contractors on the estate to secure social value, this has included contributions to events and activities, and repainting spaces within the Oval Centre.

“We want you to improve the repairs and maintenance, and take action on our complaints”

- We recognise the significant issues you have had with our repairs, maintenance and planned investment services and programmes.
- We have set up a weekly internal meeting with all relevant teams to make sure your complaints are logged properly, addressed and resolved. All complaints or repairs should be reported through the contact centre.
- We will monitor the number of complaints, report progress and identify any learning for Riverside. We will report this monthly to the Salterbeck Tenants and Residents Group (STAR).
- We will improve vetting of new tenants through the development of a new Local Lettings Policy.



“There is too much Litter and Fly Tipping”

- We held a ‘Clean Up / Skip Day in August in partnership with the Allerdale Hu.b
- We aim to remove reported fly tipping within 2 to 3 days.
- We are committed to cracking down on fly tipping, as Fly tipping is a criminal offence and has an impact on service charges.
- We are working closely with Allerdale’s Environmental Crime Team, who can issue fixed penalty charges to identified offenders, so please let us know if you have any evidence or information that could help us catch fly tippers.

Scan the QR code to find out how you can get involved.

Or simply visit www.riverside.org.uk/getinvolved



To see what events are happening in your neighbourhood, search on Facebook for ‘**Riverside Group**’



Our local offer to you in Salterbeck

What else are we doing to improve your neighbourhood?

“We want you to tackle ASB”

Anti-Social Behaviour – If you are experiencing any sort of nuisance or anti-social behaviour in your neighbourhood, remember it is important that you 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**.

Alternatively, contact us to report problems to Riverside or to ask our staff for more advice. You can view our Anti-Social Behaviour Policy on the following link **<https://crowd.in/QB1WaL>**

Partnership working – our housing and customer safety officers have been working closely with the Allerdale Hub, and other partner agencies, to tackle ASB on the estate.

Good to know

Planned Investment Programme – Our Planned Investment programme of works, Riverside's £25m Investment Pledge for the former Impact Housing stock, is due to be completed by 31st March 2023. The original 3 year planned programme was revised to 4 years due to the impact of Covid-19.

New Housing Officer – An additional housing Officer is being recruited to help meet demand on the estate.

Back Field – We are looking at several options for how to improve the backfield area in Salterbeck to tackle the littering and fly tipping, and to enable it be better used by the community. We are currently exploring funding and partnership opportunities to take this forward. We have met with the local council and are identifying options to clean up the area, and have established links with the Environmental Crime Team to enable us to prosecute those who are fly tipping.

Let's Talk, our support offer to you

Times are tougher than ever. We're here to support you. From help with paying your rent and managing your debt, to training and finding your dream job – we're here for you.

www.riverside.org.uk/letstalk



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



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: January 2023

IGD_01/23