



Welcome to your update on the North Liverpool Neighbourhood Plan

In July 2022 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 January 2023.

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 following your feedback:

- Provide funding and support to the Blue Base Pantry with Everton in the Community (EITC) and we are there on a weekly basis on Thursdays from 10am.
- Deliver a weekly drop-in surgery the second Monday of the month from 11:00 to 1:00 providing housing support at Holy Trinity Church.
- Developed a support directory which contains details of local services for younger people: www.riverside.org.uk/wp-content/uploads/2024/02/North-Liverpool-Support-Directory-.pdf
- Have an Employment and Training team who will support young people and anyone within the household, please find more information on our website www.riverside.org.uk/you-your-home/employment-training/
- Partnered with Tutors United, an organisation that provides Maths and English tuition for pupils in years 4,5 & 6.
- The Riverside Foundation funded the local charity 'Can Cook' to deliver fresh meal boxes to 50 households in North Liverpool and food hampers organised and delivered by Kirkdale Boxing Club.
- Support the Blue Base Pantry – customers said their £3.50 worth of shopping provides at least 3 meals per week for their family and they no longer find themselves having to choose between food or gas.
- Partnered with LEAP who provide a free support service to customers to obtain white goods, provide fuel vouchers, help people who are in debt with their energy supplier, improve energy efficiency within the home.
- Supported over 70 families via the Riverside Foundation Helping Hands Fund, an impressive £6000 has helped our customers in North Liverpool since April 2023.
- Support Our House Walton, a community hub offering support and services to combat poverty, social exclusion, disadvantage and discrimination. They provide access to their Hope Pantry – phone/email 0151 521 7722 info@ourhouse-walton.co.uk

On the concerns regarding anti-social behaviour:

- We work closely with Merseyside Police, Liverpool City Council, and other Housing Providers e.g. in Thirlmere Park.
- We installed additional lighting, funded by the Riverside Foundation, around the Kirkdale area to make people feel safer, especially where lighting is poor. We have worked with Merseyside Police to provide ring door bells to customers who have reported anti-social behaviour.
- We have strong links with Walton Lane police station enabling crime and ASB to be tackled much quicker and more efficiently.

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:

- We have made improvements to the Athol Village canal walkways.
- The area around the Blue Base pantry been improved into a garden space.
- Our Environmental Services action day cleared waste, fly tipping and cut back large trees and clearing garden areas in Kirkdale.
- Housing Officers complete monthly patch walkabouts.
- Riverside continue to work closely with Vergo and Liverpool City Council's Streetscene to resolve pest issue complaints.

Some of the things we will continue working on:

- We'll continue to work with key partners to improve your neighbourhood
- 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

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

