



Welcome to your update on the Peel Road Neighbourhood Plan

In October 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 March 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:

- We have been working closely with Capacity and partners across the area, including Sefton Council, Plus Dane and One Vision Housing to engage with people living in the Poets Street area to better understand what needs improving. This included local workshops with all ages including young people, at key local organisations. Work continues on this project.
- We have drop-in surgeries with your housing officer. Neil Bull is available every fortnight at the Kindfulness Cafe to speak to in person. The next drop-in service is on Thursday 6th June. The details are: 164A Knowsley Road, Bootle, L20 4NR, 0151 287 2704, Mandy@kindfulnesscoffeclub.org.uk
- To make every effort to provide support for young people, we have developed a comprehensive support directory containing local services. This can be viewed at www.riverside.org.uk/you-your-home/your-community.
- We also partnered with Tutors United – an organisation that provides Maths and English tuition for pupils in years 4,5 & 6.
- To help with rising food costs, the Riverside Foundation funded the local charity 'Can Cook' to deliver fresh meal boxes to 50 households in North Liverpool/Sefton. One customer said, "Due to a health condition, I often lack energy and enthusiasm to cook, the 'Can Cooks' meals have changed my perception of food, enabling me to cook and eat regularly and has benefited my health."
- The Riverside Foundation has donated £17,008.63 over the last 2 years to support the Food Bank and Pantry and our Helping Hands Fund has supported 97 customers in Sefton with just under £10,000 awarded since April 2023.

On the concerns regarding anti-social behaviour:

- We're working closely with partner agencies and the local police, regularly attending meetings with them, this includes the Police Liaison Meeting.

- 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 the number above to 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:

- The Riverside Foundation Community Fund awarded Regnerus £10,000 for the Taking Root Bootle- Greening Poet Street Project and have supported to complete local environmental projects, including building wooden raised beds, green roof bin shelters, woodcraft workshops and improvements to the Shelley Street Garden, such as creating accessible paths for wheelchair users.
- Other environmental improvements include creating a Peel Road wildflower meadow, the Antony Gormley mosaic and work with local school teams.
- We have continued with our estate walkabouts with partners in the area and the next one is planned for 11th June. If you would like to join please contact Neil Bull, your Housing Officer.
- We are working with Sefton Council on fly tipping and if you are looking to remove items, please contact us for support to prevent any recharges.
- Our Environmental Services team continue with providing grounds maintenance services across Bootle with their summer and winter schedules for Riverside communal green spaces.
- Riverside are now responsible for treating rat infestations within the home. Please report them to us on 0345 111 0000. Sefton Council are responsible for rats in the neighbourhood. Please report them to the pest control team at: www.sefton.gov.uk/environment/pests-pollution-and-food-hygiene/pest-control.

Some of the things we will continue working on:

- 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'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 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

