



Welcome to your update on the Murdishaw Neighbourhood Plan

In May 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 December 2022.

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 were part of the Gorsewood Green community event last summer bringing key Riverside staff out into your neighbourhood to listen to any concerns about your area.
- We are supporting the Tea Tree Cafe, which has held a winter warmth event and has a programme of events taking place, including activities for those with Special Educational Needs. You can keep up to date with community events and the Tea Tree cafe's activities via the Facebook group – please search for 'Murdishaw Matters to Residents' to find out more or a link to the page will be included below:
www.facebook.com/groups/971814352872856
- We have completing estate walkabouts.
- We have begun drop-in surgeries with your housing officer at Tea Tree Cafe every Wednesday morning from 10:30am. The address is Mooring Close, Murdishaw, Runcorn WA7 6DA.
- There are also volunteering opportunities at the Tea Tree Café. If you are interested, please contact Jane Smith on 07881 857965.

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 Safer Halton and the Halton Problem Solving Group.
- We've worked with the police on the 'Street of the Week' programme encouraging residents to report any ASB concerns improving safety in the neighbourhood.

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 continued with our local inspections
- Our Environmental Services team will be making major reductions of foliage and shrubbery to maintain this area and continue with their grass cutting and weed spraying services and hedge cutting resumes in May.
- Next winter 2024/25, we will remove several shrubs/bushes, creating more space for the residents and making the area safer.
- Litter picking continues and occurs once every 2 weeks for the same area, the bins are emptied 3 times a week, in each area, usually Mondays-Wednesdays-Fridays.
- We have repainted parking bays to make them clearer.

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
- We are working toward future events with partners
- We'll continue to work with customers who enquire about charging electric vehicles. Please speak with us before purchasing an electric vehicle to go through your specific circumstances if you are wishing to install an electric charging point as we are only able to give permission in certain types of properties.

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

