

Your Riverside



Your local update – Colshaw Farm July 2024

Your neighbourhood plan update: Colshaw Farm

In August 2022 we surveyed the Colshaw Farm estate, the responses were added to an earlier survey carried out in March. The survey was to identify **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 April 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.

Inside this update, we have listed some of the things we have delivered on following your feedback.



Your home & neighbourhood

- We have been completing **estate walkabouts every month** to identify any areas of concern on the estate, talking with customers and monitoring our grounds maintenance.
- We continue to work closely with partner agencies and the local police. We regularly attend meetings with them to tackle and resolve **anti-social behaviour (ASB)** on the estate. Current ASB cases are low with the main concern being noise nuisance. Please continue to report any instances of ASB to us via our call centre on 0345 111 0000. 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.
- We started our **kitchen investment** programme in 2023/24, which allowed us to deliver several new kitchens to the estate, this programme of works is due to continue throughout 2024/25.
- Environmental services are currently working across the estate and making good progress, winter work has been completed and the spring/summer schedule has now started. This work includes grass and hedge cutting, pruning and weed control as well as litter picking, fly tipping removal and the emptying of bins.
- Incidents of **fly tipping** on the estate continue to increase despite our efforts to tackle this. Our housing officers are on the estate every week and continue to act on all instances of fly tipping, however we must pay additional costs for all waste that we have to remove and ultimately this has an impact on the service charges that you pay. We continue to work closely with Cheshire East Council and encourage anyone who witnesses fly tipping to report it so we can take action.



Customer focus

- We organised a community event last summer bringing key Riverside staff out into your neighbourhood to **listen to any concerns** about your area. In August we will be carrying out a 'door knock' to talk to customers and raise awareness about the additional support they can access from Riverside.
- Our Housing Officers now hold **drop-in surgeries** every Wednesday 10.30am – 12pm, at Lime Tree Court.
- To keep customers informed, we are working on an estate **newsletter** which will be produced quarterly, the next one is due in August.
- We continue to work with CETRA (the residents association) to get feedback from customers, through attendance at their monthly meetings.
- We have produced a **Support Directory** for Colshaw Farm. The directory outlines services available to you in your local area to give you that extra support you need as we know times are tough. Each one contains information on food support services, help to get online, debt support services, available grants and much more. You can find the directory on our website under 'Your Community'.



Community projects

- The Riverside Foundation has provided community funding to **Hope Central** to deliver a drop-in support service based on the estate. This is run every Friday from the Open Arms Centre from 1pm until 3pm and provides people with access to free food and drinks, activities to tackle social isolation and signposting to their additional support services.
- The Riverside Foundation have also funded the **Well Fed programme**. Well Fed has two elements:
 - The 'Meal Box' programme runs for 12 weeks and has been designed to make cooking from scratch as easy as possible. Each week you will receive 5 recipe packs as well as essential staple items such as bread, milk, eggs, butter and cheese.
 - The 'Slow Cooker' programme is a 4-week cookery course, everyone receives a free slow cooker, a total of 8 recipe packs to cook at home and cookery lessons PLUS lots of useful hints and tips to help you make the most of your slow cooker. You can find further information or sign up to the programme on our website.



Things we are continuing to work on

- We will continue work closely with Cheshire East Council to address fly tipping issues across the area.
- We will continue to seek feedback from customers to help improve our services.
- We will be talking to customers in August about the community activity on the estate, and then work with community groups to develop an offer that meets the needs of the estate.



Customer feedback

We would love to hear what you think of the progress we have made so far, as well as your opinions on any other improvements we can make to your home or neighbourhood. The link below will take you to a survey to provide feedback and should only take a few minutes to complete – the survey consists of 2 questions:

1. How satisfied are you with the progress we have made?
2. Is there anything else Riverside could do to make your neighbourhood a better place to live?

Your feedback will be used to inform new actions in the neighbourhood plan for your area.
<https://forms.office.com/e/k8W2WZ5vYV>.

If you would like to get involved in monitoring the neighbourhood plan for your area, contact us at neighbourhoodplans@riverside.org.uk