

A group of people are gathered outdoors at what appears to be a community event. They are standing in a line, and a string of colorful bunting (red, yellow, green, blue) is stretched across the scene. The background shows trees and a building. The overall atmosphere is bright and community-oriented.

COMMUNITY PLAN

RYELANDS

WELCOME TO YOUR COMMUNITY PLAN

We know you take pride in your neighbourhood and we want to make sure the work we do and the services we provide are helping to improve the things that are important to you. This is your community plan, based on what you have told us about living on Ryelands.

This plan will be in place for two years (from October 2022 to October 2024) and we will review it with you at least twice per year to make sure we are making progress in the areas we have agreed

WHAT DO YOU LIKE ABOUT LIVING ON RYELANDS?

“Everyone knows each other.”

“I like my neighbours, everyone has a pet, and it’s great that the school is so close.”

“Friendly neighbours”

“I like the green spaces around it.”

“Neighbours always look out for each other.”

“It’s quiet, the school community is great and my neighbours are really good.”

“It has the park nearby, and lots of wildlife in the park, like birds for example.”

NEIGHBOURHOOD INFORMATION

Number of Council Tenancies on Ryelands | 352

Average Length of Tenancy | 10 years

YOUR HOUSING TEAM ARE

Estate Manager | Graceleanne Higgins

Income Management Officer | Nicola Myles

Community Engagement Officer | Rachael Harland

CONTACT

chreception@lancaster.gov.uk

01524 582929 (Mon, Tues, Thurs, Fri 9-5, Weds 10-5)

Find us on Facebook @LanCityHousing

RESIDENTS GROUP

Ryelands Residents Community Group (run by residents, for residents)

Find us on Facebook

Or email: rrcommunitygroup@outlook.com



You said we should do more:

- Providing Litter bins
- Offer free garden clearing service
- Deal with dog fouling and owners
- Improve the play park and fence around it
- More street cleaning
- More family activity days
- More weeding and grass cutting
- Clean up broken glass
- More Walkabouts
- Help Provide more activities for young people
- Provide more help and support
- More maintenance work

WHAT IS IMPORTANT TO YOU?

When we held our 'green week' in February 2022 half-term we followed this with a survey to find out what things are most important to you. The top five priorities, and the things you said we should be doing more of, were:

1/Repairs and maintenance – condition of your home.

2/Environment – the appearance of Ryelands, and the use of open spaces.

3/Anti-Social Behaviour

4/Health and Wellbeing

5/Financial Wellbeing – debt, cost of living, disposable income





ACTION PLAN

1 | REPAIRS AND MAINTENANCE – CONDITION OF YOUR HOME

Issue	Action
General repairs and maintenance issues in homes	<ul style="list-style-type: none">– Kitchen and bathroom replacement programme to take place during 2022/23 and into 2023/24 to replace 184 kitchen and bathrooms at cost of £870,000– External door renewal to take place to 364 homes between 2023 and 2025 at cost of £491,000

2 | ENVIRONMENT – THE APPEARANCE OF RYELANDS AND USE OF OPEN SPACE

Issue	Action
Litter Picks	<ul style="list-style-type: none">– We will support the Ryelands Residents Community Group in arranging and promoting litter picks, providing equipment, bags, and risk assessments where appropriate
Rubbish Bins	<ul style="list-style-type: none">– We have provided one litter bin for the estate - suggested locations for additional bins: by the side entrance to the school, one at the top of the skate park, and one near Crossgill.– The Housing team are working with Public Realm to deliver additional bins and will report back and discuss with the resident group regularly on this. Possibility of public recycling facilities also being discussed.
Fly Tipping	<ul style="list-style-type: none">– We will run a communications campaign to promote Bulky Matters and encourage take up of the free collection per tenant per year.– We will hold two 'skip days' during the year, with skips available for tenants to use to clear unwanted items. We will agree the location of the skips with residents.– We will increase the work we do to ensure all tenants are aware of their responsibilities around correct / appropriate ways of disposing of waste / rubbish and the impact of fly tipping such as safety issues for children, fire risks, and possible fines– We have put in a request to the Community Payback team to assist in fly tipping clear ups– We will work closely with environmental enforcement to target offenders



Weeds, grass cutting, and other grounds maintenance	<ul style="list-style-type: none"> - We will work with the Ryelands community to develop a list of green volunteers from the estate and we'll provide tools and equipment and help arrange regular 'weed blitzes,' and other grounds maintenance projects - We will support the Green Gang on Ryelands who will represent the community in highlighting issues and help us deliver solutions
Dog waste	<ul style="list-style-type: none"> - We will provide poo bags in bulk to the resident's association, who can make these available to the community in whatever way is appropriate
Play park	<ul style="list-style-type: none"> - The play park is on the list of parks across the district identified for improvement works and is on the waiting list – the date of these works still to be confirmed. The Housing team will update residents regularly on the progress of this. - We will support residents in applying to the Neighbourhood Community Project Fund and the environmental budget to deliver small scale improvement e.g. new benches. - Any immediate safety issues to be inspected by the Estate Manager and the Public Realm Team Leader responsible.
Skate park	<ul style="list-style-type: none"> - There is no quick, short term solution to making best use of the skate park/MUGA area in the centre of the estate. Over the coming months we will begin to consult with residents about a better long-term use for this area - Any immediate safety issues to be inspected by the Estate Manager and the Public Realm Team Leader responsible.

3 | ANTI-SOCIAL BEHAVIOUR

Issue	Action
General anti-social behaviour on the estate	<ul style="list-style-type: none"> - We currently have an external company helping us to review how we deliver our anti-social behaviour service. We will share the outcomes of this with all Ryelands residents and explain the areas of the service we will be looking to improve - We will work closely with other agencies including the Police in response to reports of ongoing anti-social and criminal behaviour on the estate



4 | HEALTH AND WELLBEING

Issue	Action
<p>General health and wellbeing amongst residents</p>	<ul style="list-style-type: none"> - We will support any community application through the Neighbourhood Community Project Fund to deliver a health and wellbeing related project on the estate. This is open to groups of residents who can deliver small projects (with our support, if needed). This could be around healthy eating, exercise and healthy lifestyle, mindfulness, or loneliness support, for example. Contact the housing team for an application form, or with any queries or questions

5 | FINANCIAL WELLBEING – DEBT, COST OF LIVING, DISPOSABLE INCOME

Issue	Action
<p>Benefit queries and questions</p>	<ul style="list-style-type: none"> - We are offering a benefit maximisation check for all Ryelands tenants. Our Income Management Team can help you make sure you are receiving all the benefit you are entitled to and can offer expert advice. <p>Simply ring the Income Management team on 01524 582541 or email CHIncomeManagementTeam@lancaster.gov.uk to book your slot</p>
<p>Energy related enquiries or concerns</p>	<ul style="list-style-type: none"> - We are offering a home visit from our Energy Support Officer for all Ryelands tenants, with a range of advice, guidance, and practical support around gas, electricity, switching suppliers, smart meters, heating tips, energy efficiency, and more. Simply ring 01523 582929 or email CHReception@lancaster.gov.uk to book your appointment.





OUR COMMITMENT

HOW WILL WE USE THIS PLAN? | WHEN WILL WE REVIEW IT? | HOW WILL WE INVOLVE YOU WITH THE PLAN?

The Ryelands Community Plan will be in place for two years, running until October 2024. The action plan above shows the commitments we have made to tackle some of the issues on Ryelands which you've told us are important to you. We will review the plan twice a year. We will check our progress on delivering the action plan with a 'you said, we did' update every January and July.

The plan is signed off and agreed by the Ryelands Residents Community Group who agree that it is clear, understandable, and includes achievable goals to help improve the Ryelands estate. You do not have to be a member of the Community Group to have your say on the contents of the plan – you can contact your Estate Manager, or the council's Community Engagement Officer, at any time to discuss this.

Signed off and agreed by: Ryelands Residents Community Group

Date: 10/10/2022

Review Dates:

January 2023

July 2023

January 2024

July 2024



“We want everyone to have the chance to have a say on how we deliver our services”

GETTING INVOLVED

We want everyone to have the chance to have a say on how we deliver our services. We also understand that not everyone wants to get involved in the same way or has the same amount of free time to do so, and so you can get involved in many different ways:

- Ryelands Residents Community Group: a group run by residents and for residents. Email rrcommunitygroup@outlook.com, or find them on Facebook
- Estate Walkabouts: your Estate Manager holds two estate walkabouts per year – a great opportunity to get together on Ryelands and report and discuss any burning issues
- Scrutiny Panel: join our independent scrutiny panel and work with your fellow residents to influence the policies and decisions made by the council housing team
- Green Champions/projects: become a voice for green issues and to improve the environment on Ryelands
- Carbon zero community champions: support your community, with help and training from the council, to work towards lowering the carbon footprint of your fellow residents
- Neighbourhood Community Projects Fund Assessor: join our panel of tenants who meet to discuss and approve applications from community groups to deliver projects across the district to benefit council housing tenants
- District Wide Tenants’ Forum: this regular tenant meeting brings together tenants, housing staff, Councillors, and others to make sure tenants are fully represented and heard by the Council

Contact the housing team to find out more about any of these opportunities: on 01524 582929, or at chreception@lancaster.gov.uk

