

COMMUNITY PLAN

BRANKSOME

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 Branksome.

This plan will be in place for two years until March 2025 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 BRANKSOME?

“Open spaces, neighbourliness, amenities close by”

“Everyone gets on”

“Peacefulness, when grass is cut looks nice”

“Easy to get a bus and to the shops. Lived here since 1993”

“Good area, quiet & park for the grandkids”

“Where I grew up so I know a lot of residents here”

“Lived on the estate for years, everyone knows everyone, children are safe & its close to amenities.”

NEIGHBOURHOOD INFORMATION

Number of Council Tenancies on Branksome | 211

Average Length of Tenancy | 10.9 years

YOUR HOUSING TEAM ARE

Estate Manager | Lorraine Robinson & Carol Porteous

Maintenance Inspector | David Barnes

Income Management Officer | Alister Hosmer

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

Instagram @lancaster_city_council_housing

RESIDENTS GROUP

Branksome Good Neighbours



You said we should
do more:

“More community activities
& sport”

“Public bins”

“The traffic goes too fast”

“Community activities for
kids and young people”

“More police patrols”

“Activities for younger
people and people keeping
their gardens tidy”

“Weeds & pathways
maintained”

“Family events, pavement –
improve weeds, cycle track
improvement”

“Stuff for the kids – stop
them going up and down on
motorbikes”

“Disabled services such as
ramps fitted on ground
floor”

“Advertise things better”

“Community funds to
support day trips”

WHAT IS IMPORTANT TO YOU?

We carried out a door knocking exercise in August 2022 during the school holidays in Fun Day week and we carried out 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 | Anti-Social behaviour

*2 | Environment – the appearance of your
neighbourhood and the use of open spaces*

*3 | Repairs & maintenance – the condition of your
home*

4 | Health & wellbeing

*5 | Tenancy success – a community where people are
settled in their homes*



ACTION PLAN

1 | ANTI-SOCIAL BEHAVIOUR ON THE ESTATE

Issue	Action
<p>Anti-social behaviour on the estate – tenants mainly reported issues with drug dealing, dangerous use of mini motorbikes on the estate. This is a cause of concern for the safety of children on the estate.</p>	<ul style="list-style-type: none"> • We will continue to share addresses that are causing concern – please report these to your Estate Managers or our ASB Officer Amanda Gervais. • We will work with the police and other local agencies to gather information about issues. • We will take tenancy action against tenants who are involved with criminal activity. • We currently have an external company helping us to review how we deliver our anti-social behaviour service. • We will invite residents from Branksome to attend workshops to help improve our service. • We will share the reviewed service with all Branksome residents after this work has taken place.
<p>Police presence on the estate</p>	<ul style="list-style-type: none"> • The local police officer is PC3175 Darren Rotherham – you can contact him 01524 596985 or email Morecambe.NPT@lancashire.police.uk • Sergeant Richard Tredennick has committed to work with the local groups on Branksome to support with setting up a Neighbourhood Watch scheme. • We have raised the above issue at our regular fortnightly meeting with operational police. • You can also confidentially report any concerns to Crimestoppers at 0800 555 111 - you can also visit the website https://crimestoppers-uk.org/

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

Issue	Action
<p>Litter Picks / waste management</p>	<ul style="list-style-type: none"> – We will support the Branksome Good Neighbours group in arranging and promoting litter picks, providing equipment, bags, and risk assessments where appropriate. – We will support residents by organising a skip day in Spring 2023. – We have ordered a replacement bin for near the junction of Ennerdale Avenue & Branksome Drive. We will also talk with Public Realm to look at supporting further improvements.



Estate walkabouts	<ul style="list-style-type: none"> - We hold regular Estate Walkabouts which all residents are welcome to attend. The next one is due on Tuesday 16th May at 10am, meeting outside the shops on Windermere Avenue. (to be confirmed and publicised.) - We will publicise the walkabouts in advance. - Between Estate Walkabouts we will arrange for Council staff to attend some weekly coffee morning to discuss issues with residents.
Weeds, grass cutting, and other grounds maintenance	<ul style="list-style-type: none"> - We will work with Branksome Good Neighbours to develop a list of green volunteers from the estate and we'll provide tools and equipment and help support regular 'weed blitzes,' and other grounds maintenance projects. - Our Public Realm Team will be publishing a formal schedule of grass and hedge cutting from Spring 2023.
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. - We will work with the Dog Warden and Public Realm to review how often bins are emptied. - To support an initiative for "pick up your poop" signage on the estate, supported by designs from young residents.
Neighbourhood projects	<ul style="list-style-type: none"> - We will support residents in applying to the Neighbourhood Community Project Fund to deliver small scale improvements.

3 | REPAIRS AND MAINTENANCE

Issue	Action
Some tenants reported that they were waiting for repairs or inspections to be completed.	<ul style="list-style-type: none"> - We have had some delays due to supply of materials and staff shortages. If you are still waiting for an issue to be resolved our Customer Services Team can assist if you contact them on 01524 582929 or email on councilhousing@lancaster.gov.uk.
Planned improvements for the estate.	<ul style="list-style-type: none"> - Re-roofing of outstanding Rosemary tiled roofs in 22/23 on various addresses on Blea Tarn Place, Christie Avenue, Loweswater Drive, Wastwater Drive and Windermere Avenue.

4 | HEALTH AND WELLBEING

Issue	Action
General health and wellbeing amongst residents	<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.
Property adaptation for those with disabilities	<ul style="list-style-type: none"> – If you need aids and adaptations to your property you can make an application through Lancashire County Council 0300 123 6720. If you are a Council tenant they will approach us about carrying this out and we may discuss whether your current property is suitable for your needs. – Private tenants or homeowners can contact our Home Improvement Agency for assistance https://www.lancaster.gov.uk/sites/home-improvement-agency They can also assist with a handy person service.

5 | TENANCY SUCCESS - A COMMUNITY WHERE PEOPLE ARE SETTLED IN THEIR HOMES

Issue	Action
Benefit queries and questions	<ul style="list-style-type: none"> – We are offering a benefit maximisation check for all Branksome 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>
Energy related enquiries or concerns	<ul style="list-style-type: none"> – We are offering a home visit from our Energy Support Officer for all Branksome 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 01524 582929 or email CHReception@lancaster.gov.uk to book your appointment.
Tenants who need extra support at difficult times	<ul style="list-style-type: none"> – We aim to offer extra support to tenants who have support needs. We can signpost to other agencies such as Adult Social Care, Age Concern or other specialist agencies. – We also have a Household Intervention team who can support tenants on a one-to-one basis who are struggling to manage their home.
Supporting new tenants	<ul style="list-style-type: none"> – We can offer short term support to help someone settle into their home and community. – We also offer furniture packages for those struggling to set up their home.





OUR COMMITMENT

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

The Branksome Community Plan will be in place for two years, running until March 2025. The action plan above shows the commitments we have made to tackle some of the issues on Branksome 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 March and September.

The plan is signed off and agreed by the Branksome Good Neighbours who agree that it is clear, understandable, and includes achievable goals to help improve the Branksome 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.





GETTING INVOLVED

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

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:

- Branksome Good Neighbours.
 - The group hosts a variety of events, watch their Facebook page and local posts every month. Staff from the Council will also drop into these sessions regularly.
- Estate Walkabouts: your Estate Manager holds two estate walkabouts per year – a great opportunity to get together on Branksome 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 Branksome.
- 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 councilhousing@lancaster.gov.uk

