

COMMUNITY PLAN

BRANKSOME

WELCOME TO YOUR COMMUNITY PLAN

We know you take pride in your community, 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 from the 28th August 2025 to the 27th August 2027 and we will review it with you at least once a year to make sure we are making progress in the areas we have agreed

Lancaster City Council Housing | chreception@lancaster.gov.uk

WHAT DO YOU LIKE ABOUT LIVING ON BRANKSOME?

“There is a great community spirit. Everyone is friendly”

“Great neighbours. Its peaceful and pretty.”

“The council is responsive. It’s generally a nice place to live.”

“There is a renewal of Community Spirit. Its great to see events going on.”

“Security, friends and support”

“Handy for shops and Transport. Quiet mostly. My large outside space”

“Committee meetings with Branksome Good Neighbours, litter picks (with residents and children) Pop up events”

NEIGHBOURHOOD INFORMATION

Number of Council Tenancies | 209

Average Length of Tenancy | 11.15 years

YOUR HOUSING TEAM ARE

Housing Officer | Janine Camm

Income Management Officer | Alister Hosmer

Maintenance Inspector | David Barnes

Community Safety Officer | Mark Hinchliffe

**Community Engagement Officers | Rachael Harland
Christian Horrocks**

CONTACT

chreception@lancaster.gov.uk

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

Find us on Facebook @LanCityHousing

RESIDENTS GROUP

Branksome Good Neighbours

Find us on Facebook

Or email: branksomegoodneighbours@gmail.com



You said we should
do more:

“Community Safety needs improving.”

“We need more swings in the playground and a teen area.”

“More police presence and tidier gardens.”

“Keep the fun days going.”

“I feel lots gets done already, just need more people involved.”

“Carry on as it is with litter picks and skip days.”

“More gardening outside communal flats.”

“Grass cutting more often.”

“Days out like Ryelands.”

“Road sweeper more regularly.”

“Police patrols.”

“Stuff for the children, better park for both older and younger kids.”

“surrounding areas cleaned up better.”

“Child friendly activities.”

“More bins and empty then regularly.”

“Tackle antisocial behaviour.”

“The rubbish that’s flytipped to be picked up quickly.”

WHAT IS IMPORTANT TO YOU?

We held a joint event with Branksome Good Neighbours in April 2025 which we followed up with a door knock to complete a survey with as many residents as possible; 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. The Community Safety Team and the Police should be more visible on Branksome.

2|Environment- The appearance of Branksome and the use of open spaces.

3|Repairs and Maintenance. The condition of your home.

4|Health and Wellbeing.

5|Financial Wellbeing -debt, cost of living and disposable income.



ACTION PLAN

1 | ANTI-SOCIAL BEHAVIOUR ON BRANKSOME.

Issue	Action
<p>Anti-social behaviour on Branksome – 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 and older people 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 Housing Officer or Community Safety Officer. – 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. – The Community Safety Officer and Housing Officer will attend residents’ meetings, coffee mornings or pop -up events to help tackle antisocial behaviour and deal with any concerns monthly but occasionally this may not be possible due to holidays/sickness. – Branksome Good Neighbours will invite the Community Safety Officer, Housing Officer and Police to attend residents’ meetings where appropriate. – The Community Safety Officer will liaise with the Community Police Officer and Branksome Good Neighbours around issues and concerns about antisocial behaviour on Branksome Estate. – The Community Engagement Team will continue to encourage residents of Branksome to get involved in resident engagement and promote all the groups and activities being held to promote the voice of residents in shaping Council Housing Services.
<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 – The local PCSO’s are Terry Rodden and Angela Hall. – The Community Safety Team will continue to work with the local Policing Team to tackle any issues raised by the community. – You can also confidentially report any concerns to Crimestoppers at 0800 555 111 - you can also visit the website https://crimestoppersuk.org/

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

Issue	Action
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Litter Picks	<ul style="list-style-type: none"> - We will support Branksome Good Neighbours in arranging and promoting litter picks. The group now have their own equipment, but the Community Engagement team will continue to support where appropriate. - We will use posters recreated by children on the estate to be turned into signage to discourage dropping litter and promoting recycling.
Waste Management	<ul style="list-style-type: none"> - We will support Branksome Good Neighbours to apply for funding to pay for either skips or the hire of a cage van and operatives as part of a Big Community Clean up. We will liaise with the payback team and arrange for them to come and clear brambles and cut back hedges where possible - We will work with Public Realm to incorporate education around waste and recycling and any changes in this service. We will make sure this event is well planned, involving as many council officers and residents as possible to make sure the event has a meaningful impact on the appearance of the estate. - We will provide equipment, guidance and a risk assessment for this event. - We will also promote this event. - We plan to one Big Community Clean up a year due to the resources required to make this event a meaningful one for the residents of Branksome but will try to do smaller events where possible.
Fly Tipping	<ul style="list-style-type: none"> - 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 will put in a request to the Community Payback team to assist in fly tipping clear ups. - We will look at a stickering system to start to monitor how effective the clearance of fly tipping is from the point of reporting. - 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 put in a request to the Community Payback team to assist with weeding and cutting back hedges and brambles. - 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 arrange regular 'weed blitzes,' and other grounds maintenance projects. - We will support the creation of a Green Gang on Branksome who will represent the community in highlighting issues and help us deliver solutions. - We will look at areas on land on Branksome and see if they are suitable for the creation of a community garden and if there is enough buy in from the community to move this forward.
Dog waste	<ul style="list-style-type: none"> - We will provide poo bags in bulk to Branksome Good Neighbours, who can make these available to the community in whatever way is appropriate.



Play Park	<ul style="list-style-type: none"> – We will work with Branksome Good Neighbours and Public Realm officers to seek external funding to improve the park. – We will review risk and maintenance issues raised by Public Realm on park inspections and communicate this with residents – to make sure we all agree what the issues are with the park, and how we might tackle them together – We will support residents in applying for external funding to deliver small scale improvement e.g. new benches, small pieces of equipment (basketball nets)
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3 | REPAIRS AND MAINTENANCE

Issue	Action
Planned improvements for the estate.	<ul style="list-style-type: none"> – We now have 2025/26 Council Housing Investment: What’s happening where you live? This document can be accessed via the Council Housing Website, or you can ask for a paper copy if required. This document has been produced in partnership with engaged residents and has been signed off by the Tenants Voice Group. – Home Improvements - Lancaster City Council

4 | HEALTH AND WELLBEING

Issue	Action
General health and wellbeing amongst residents	<ul style="list-style-type: none"> – We will support Branksome Good Neighbours to apply for funding to deliver health and wellbeing related projects on the estate. This could be around healthy eating, exercise and healthy lifestyle, mindfulness, or loneliness support, for example. – We will liaise with the NHS to see in they can provide pop-up events where appropriate around health issues including stopping smoking, blood pressure checks and small lifestyle changes. – We will continue to work with the Branksome Good Neighbours and residents to move forward with the idea of a community garden on the estate.

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

Issue	Action
Benefit queries and questions	<ul style="list-style-type: none"> – Our Income Management Team can help you make sure you are receiving all the benefit you are entitled to and can offer expert advice.



	<ul style="list-style-type: none"> – Simply ring the Income Management team on 01524 582541 or email CHIncomeManagementTeam@lancaster.gov.uk
Energy related enquiries or concerns	<ul style="list-style-type: none"> – We will share contact and referral information details for Green Rose with the Branksome Good Neighbours group. Green Rose offers a home visit with a range of advice, guidance, and practical support around gas, electricity, switching suppliers, smart meters, heating tips, energy efficiency, and more. – Branksome Good Neighbours will ask Green Rose to attend events where appropriate to help residents with energy-related concerns.
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 handyperson 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"> – Our Income Management Team can help you make sure you are receiving all the benefit you are entitled to and can offer expert advice. Simply ring the Income Management team on 01524 582541 or email CHIncomeManagementTeam@lancaster.gov.uk
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. – Your Housing Officer will visit a new tenant 4 to 6 weeks after they move in to check they have settled in and have no issues. The Housing Officer will also ask if you would like to be an engaged tenant.
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.



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 26/08/2027. 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 annually. We will check our progress on delivering the action plan with a 'you said, we did' update every 6 months.

The plan is signed off and agreed by the Branksome Good Neighbours Group 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 Housing Officer, or the council's Community Engagement Officer, at any time to discuss this.



GETTING INVOLVED

“We want everyone to have the chance to have their voice heard 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: a group run by residents and for residents. Email: branksomegoodneighbours@gmail.com, or find them on Facebook
- Estate Walkabouts: The Housing management Team are now reviewing how estate walkabouts are organised and want to make sure they work better for both tenants and officers. This includes looking at:
 - How often they should take place
 - What issues they should focus on
 - How tenants can be more involved in shaping them
- 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
- Tenants Voice Group: this regular tenant meeting brings together tenants, housing staff, Councillors, and others to make sure tenants are fully represented and heard by the Council
- Building Safety Panel: Join our panel to influence how we communicate with tenants about all things building safety.
- Repairs and Maintenance Panel: Join the team to improve the services tenants receive from the repairs and Maintenance Service.

Contact the Community Engagement Team to find out more about any of these opportunities: on 01524 582929, or at chengagement@lancaster.gov.uk

