

# COMMUNITY PLAN

MARSH

## 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 the Marsh.

This plan will be in place for two years from the 20<sup>th</sup> February 2026 to the 19<sup>th</sup> February 2028 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](mailto:chreception@lancaster.gov.uk)

WHAT DO YOU LIKE ABOUT LIVING ON THE MARSH?

“A nice sense of community spirit”

“Green spaces, Community Centre to get to know people, good councillors.”

“Friends, everyone watches out for everyone and close to town.”

“Local shops, good bus service, nearby green spaces”

“Community, the center for the children and the school.”

# NEIGHBOURHOOD INFORMATION

**Number of Council Tenancies | 246**

**Average Length of Tenancy | 12.08 years**

**YOUR HOUSING TEAM ARE**

**Housing Officer | Janine Camm**

**Income Management Officer | Alister Hosmer**

**Maintenance Inspector | David Barnes**

**Community Safety Officer | Jo Perry**

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

**CONTACT**

**[chreception@lancaster.gov.uk](mailto:chreception@lancaster.gov.uk)**

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

**Find us on Facebook@LanCityHousing**

**RESIDENTS GROUP**

**Marsh Residents Group based at Marsh Community Centre  
Find us on Facebook**



You said we should  
do more:

“Community meals and picnics. Allotments. Bring people together to stop division and fear.”

“More community orientated activities, allotments, clearing off the rubbish, clamp down on drug dealing, antisocial behaviour.”

“More on offer for school holidays.”

“More visible police patrols in the area.”

“More training workshops for people of all ages. More rubbish clearances being made available to avoid people fly tipping. More trips for children of all ages.”

# WHAT IS IMPORTANT TO YOU?

We held two joint consultation events at the Marsh Community Centre in May and October 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 | Repairs and Maintenance- the condition of your home.*

*2 | Tenancy Success – a community where people are settled in their homes.*

*3 | Environment- the appearance of your neighbourhood and the use of open spaces.*

*4 | Anti-Social Behaviour.*

*5 | Health and Wellbeing.*





# ACTION PLAN

## 1 | REPAIRS AND MAINTENANCE - THE CONDITION OF YOUR HOME.

Issue	Action
Planned improvements for the estate.	<ul style="list-style-type: none"> <li>- You can find out what's happening where you live here.</li> <li>- <a href="#">Home Improvements - Lancaster City Council</a></li> <li>- 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</li> </ul> <p>This document will be reviewed with residents every year.</p>
Repairs and Maintenance Steering Group/Scrutiny Panel/ Building Safety Group	<ul style="list-style-type: none"> <li>- There is now a group of engaged tenants that are part of the RMS Steering Group which has been formed after a Scrutiny exercise where communication with residents was highlighted as an issue within this service. The Community Engagement Team will actively seek to enroll more members from the Marsh estate to this group, the Scrutiny Panel and the Building Safety Panel.</li> </ul>

## 2 | TENANCY SUCCESS - A COMMUNITY WHERE PEOPLE ARE SETTLED IN THEIR HOME.

Issue	Action
Benefit queries and questions	<ul style="list-style-type: none"> <li>- 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 <a href="mailto:CHIncomeManagementTeam@lancaster.gov.uk">CHIncomeManagementTeam@lancaster.gov.uk</a></li> </ul>
Supporting new tenants	<ul style="list-style-type: none"> <li>- We can offer short term support to help someone settle in their home and community.</li> <li>- We also offer furniture packages for those struggling to set up their home.</li> <li>- 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.</li> </ul>
Tenants who need extra support at difficult times	<ul style="list-style-type: none"> <li>- We aim to offer extra support to tenants who have support needs.</li> <li>- We can signpost to other agencies such as Adult Social Care, Age Concern or other specialist agencies.</li> </ul>



	<ul style="list-style-type: none"> <li>– We also have Household Support Officers who can support tenants on a one-to-one basis who are struggling to manage their home. To be referred to the Household Support Officers please speak to your Housing Officer or Income Management Officer.</li> </ul>
Energy related enquiries or concerns	<ul style="list-style-type: none"> <li>– We are offering a home visit from our Energy Support Officer for all Marsh 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 <a href="mailto:CHReception@lancaster.gov.uk">CHReception@lancaster.gov.uk</a> to book an appointment.</li> <li>–</li> </ul>

### 3 | ENVIRONMENT-THE APPEARANCE OF YOUR NEIGHBOURHOOD AND THE USE OF OPEN SPACES.

Issue	Action
Litter Picks	<ul style="list-style-type: none"> <li>– The Community Engagement team will continue to support where appropriate and assist with funding applications for litter pick equipment.</li> <li>– These events will be a social interaction and a chance to discuss other issues of concern with the wider community.</li> </ul>
Community Garden	<ul style="list-style-type: none"> <li>– Lancaster City Council Housing will continue to support the Community Garden Group to expand and promote the community garden.</li> </ul>
Waste Management	<ul style="list-style-type: none"> <li>– Lancaster City Council Housing will support the Marsh Community Group and the Marsh Community Centre 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. Lancaster City Council Housing will liaise with the payback team and arrange for them to come and clear brambles and cut back hedges where possible.</li> <li>– Lancaster City Council Housing 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.</li> <li>– Lancaster City Council Housing will provide equipment, guidance and a risk assessment for this event.</li> <li>– Lancaster City Council Housing will promote this event.</li> <li>– Lancaster City Council Housing plan to do one Big Community Cleanup a year due to the resources required to make this event a meaningful one for the residents of the Marsh but will try to do smaller events where possible.</li> </ul>
Fly Tipping	<ul style="list-style-type: none"> <li>– Lancaster City Council Housing will increase the work we do to ensure all tenants are aware of their responsibilities around</li> </ul>



	<p>correct/appropriate ways of disposing of waste/rubbish and the impact of fly tipping such as safety issues for children, fire risk and possible fines.</p> <ul style="list-style-type: none"> <li>– Lancaster City Council Housing will put in a request to the Community Payback Team to assist in fly tipping clear ups.</li> <li>– Lancaster City Council Housing will work with environmental enforcement to target offenders.</li> </ul>
Weeds, grass cutting and other grounds maintenance	<ul style="list-style-type: none"> <li>– Lancaster City Council Housing will put in a request to the Community Payback Team to assist with weeding and cutting back hedges and brambles.</li> <li>– Lancaster City Council Housing will work with the Marsh Gardening group to extend the Community Garden if required and help with funding applications for the community garden.</li> </ul>
Litter and dog poo	<ul style="list-style-type: none"> <li>– Lancaster City Council Housing will work with the community to produce posters which will be made in to signs around the estate to reduce litter and encourage dog owners to pick up after their dogs.</li> </ul>

## 4 | ANTI-SOCIAL BEHAVIOUR

Issue	Action
Anti-social behaviour on the Marsh – tenants mainly reported issues with drug dealing and parking around the school area. This is a cause of concern for the safety of children on the estate.	<ul style="list-style-type: none"> <li>– Lancaster City Council Housing will continue to share addresses that are causing concern – please report these to your Housing Officer or Community Safety Officer.</li> <li>– Lancaster City Council Housing will work with the police and other local agencies to gather information about issues.</li> <li>– Lancaster City Council Housing will take tenancy action against tenants who are involved with criminal activity.</li> <li>– 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.</li> <li>– Marsh Community Group will invite the Community Safety Officer, Housing Officer and Police to attend residents’ meetings where appropriate.</li> <li>– The Community Safety Officer will liaise with the Community Police Officer and Marsh Community Group around issues and concerns about antisocial behaviour on the Marsh.</li> <li>– The Community Engagement Team will continue to encourage residents of the Marsh 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.</li> </ul>
Police presence on the estate	<ul style="list-style-type: none"> <li>– The local police officer is PC 8794 Carly Smith</li> <li>– The local PCSO is PSCO 7102 Mark Wood</li> <li>– The local Sergeant is NH Sergeant 4160 Rebecca Hamlett</li> <li>– <a href="#">Report a crime   Lancashire Constabulary</a></li> </ul>



	<ul style="list-style-type: none"> <li>- 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 <a href="https://crimestoppersuk.org">https://crimestoppersuk.org</a></li> <li>-</li> </ul>
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## 5 | HEALTH AND WELLBEING

Issue	Action
General health and wellbeing amongst residents	<ul style="list-style-type: none"> <li>- Lancaster City Council Housing will support the Marsh Community Group and the Community Centre to apply for funding to deliver health and well-being-related projects on the estate. This could be around healthy eating, exercise and healthy lifestyle, mindfulness, or loneliness support, for example.</li> <li>- The Marsh Community Centre as part of a Service Level Agreement will continue to liaise with the NHS to provide pop-up events where appropriate around health issues including stopping smoking, blood pressure checks and small lifestyle changes.</li> <li>- Lancaster City Council Housing will continue to work with the Marsh Gardening Group and residents to promote and improve the community garden on the estate.</li> <li>-</li> </ul>
Energy Advice	<ul style="list-style-type: none"> <li>- 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.</li> <li>- Marsh Community Group and Community Centre will ask Green Rose to attend events where appropriate to help residents with energy-related concerns.</li> </ul>
Property adaptation for those with disabilities	<ul style="list-style-type: none"> <li>- If you need aids and adaptations to your property, you can make an application through Lancashire County Council 0300 123 6720.</li> <li>- 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 <a href="#">Adaptations - Lancaster City Council</a></li> <li>- Private tenants or homeowners can contact our Home Improvement Agency for assistance <a href="https://www.lancaster.gov.uk/sites/home-improvement-agency">https://www.lancaster.gov.uk/sites/home-improvement-agency</a> They can also assist with a handyman service</li> </ul>

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



	advice. Simply ring the Income Management team on 01524 582541 or email <a href="mailto:CHIncomeManagementTeam@lancaster.gov.uk">CHIncomeManagementTeam@lancaster.gov.uk</a>
Tenants who need extra support at difficult times	<ul style="list-style-type: none"> <li>– We aim to offer extra support to tenants who have support needs.</li> <li>– 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.</li> </ul>
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# OUR COMMITMENT

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

The Marsh Community Plan will be in place for two years, running until 17/02/2028. The action plan above shows the commitments we have made to tackle some of the issues on the Marsh 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 Marsh Residents Group who agree that it is clear, understandable, and includes achievable goals to help improve the Marsh 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.

Signed off and agreed by: Friends of the Marsh Residents Group

Date: 20<sup>th</sup> February 2026

Review Dates : February 2027  
February 2028





# 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:

- Marsh Residents Group: a group run by residents and for residents.
- Marsh Community Centre: 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. As a Lancaster City Council Tenant, you should receive a text message reminder about estate walkabouts a week before they take place. They will be advertised on Facebook and in the monthly newsletter as well as a calendar of walkabouts on our website
- 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 the Marsh
- 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
- Reading Panel- Be part of changing the way Council Housing Services are delivered from wherever you are whenever you have time. No in person meetings. You can comment and put forward recommendations regarding policies, complete surveys and check communications to residents at your own convenience.
- 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](mailto:chengagement@lancaster.gov.uk)

