

# COMMUNITY PLAN

## RIDGE

### 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 Ridge.

This plan will be in place for two years from the 2<sup>nd</sup> March 2026 to the 1<sup>st</sup> March 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

WHAT DO YOU LIKE ABOUT LIVING ON THE RIDGE?

“Love the area. Going to the community centre and helping out there.”

“Community aspect. Community Centre and all the work they do.”

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

“The local amenities”

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

“Community activities.”

“Company at the Community Centre.”

# NEIGHBOURHOOD INFORMATION

**Number of Council Tenancies | 309**

**Average Length of Tenancy | 12.6 years**

**YOUR HOUSING TEAM ARE**

**Housing Officer | Graeme Milce**

**Income Management Officer | Michelle Brennan**

**Maintenance Inspector | David Barnes**

**Community Safety Officer | Alice Aspinall**

**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**

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



You said we should  
do more:

“The area needs to look cleaner and better maintenance.”

“A new park and more council housing.”

“Days out and resident trips”

“Tidying the local area, litterpicks.”

“More one off maintenance so then the residents can take over and keep on top of it.”

“More frequent street cleaning and weeding. Support the Community Centres activities.”

“Enforcing speed limits and creating a one way system following the bus route.”

# WHAT IS IMPORTANT TO YOU?

We held a joint consultation event at the Community Centre in August and followed that with a door knocking exercise and visits to the Ridge Community Centre 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.*

*2|Repairs and Maintenance- the condition of your home.*

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

*4|Health and Wellbeing.*

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



# ACTION PLAN

## 1 | ANTI-SOCIAL BEHAVIOUR.

Issue	Action
<p>Anti-social behaviour on the Ridge – 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.</p>	<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>– Ridge 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 Ridge Community Group around issues and concerns about antisocial behaviour on the Ridge.</li> </ul> <p>The Community Engagement Team will continue to encourage residents of the Ridge 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>
<p>Police presence on the estate</p>	<ul style="list-style-type: none"> <li>– The local police officer is PC 8794 Carly Smith</li> <li>– The local PCSO is PSCO 7307 Martin Miller</li> <li>– The local Sergeant is NH Sergeant 4160 Rebecca Hamlett</li> <li>– The local Inspector is Inspector 410 James Martin</li> <li>– <a href="#">Report a crime   Lancashire Constabulary</a></li> <li>– The Community Safety Team will continue to work with the local Policing Team to tackle any issues raised by the community.</li> </ul> <p>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></p>

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

Issue	Action
-------	--------



<p><b>Planned improvements for the estate.</b></p>	<ul style="list-style-type: none"> <li>– You can find out about what’s happening where you live here <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. This document will be reviewed with residents every year.</li> </ul>
<p>Repairs and Maintenance Steering Group/Scrutiny Panel/ Building Safety Group</p>	<p>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 Ridge estate to this group, the Scrutiny Panel and the Building Safety Panel.</p>

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

Issue	Action
<p>Litter Picks</p>	<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>– The Ridge Community Group will arrange regular litter picks with local members of the community.</li> </ul>
<p>Waste Management</p>	<ul style="list-style-type: none"> <li>– Lancaster City Council Housing will support the Ridge Community Group and the Ridge 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</li> </ul>



	<p>meaningful one for the residents of the Ridge but will try to do smaller events where possible.</p>
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 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.</li> <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>– The Ridge Community Group will work with Lancashire County Council to organise clearing alley ways and pathways on the estate.</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 | 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 Ridge 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 Ridge 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 Ridge Community Group, the Ridge Community Centre and residents to promote and improve the play park and green areas on the estate.</li> <li>– Lancaster City Council Housing will continue to support the Ridge Community Group, the Ridge Community Centre and the Community to have the grass area outside of the Community Centre changed to a more durable and user-friendly surface.</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> </ul>



	<ul style="list-style-type: none"> <li>– Ridge 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>

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

Issue	Action
Benefit queries and questions	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>
Energy Advice	Lancaster City Council Housing are offering a home visit from our Energy Support Officer for all Ridge 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 your appointment
Tenants who need extra support at difficult times	Lancaster City Council Housing aims to offer extra support to tenants who have support needs. Lancaster City Council Housing can signpost to other agencies such as Adult Social Care, Age Concern or other specialist agencies. Lancaster City Council Housing have a Household Support team who can support tenants on a one-to-one basis who are struggling to manage their home. Please speak to your Housing Officer or Income Management Officer for a referral to this service.
Supporting new tenants	Lancaster City Council Housing can offer short term support to help someone settle in their home and community. Lancaster City Council Housing 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.





# OUR COMMITMENT

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

The Ridge Community Plan will be in place for two years, running until 29/03/2028. The action plan above shows the commitments we have made to tackle some of the issues on the Ridge 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 Ridge Residents Group who agree that it is clear, understandable, and includes achievable goals to help improve the Ridge 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 Ridge Residents Group

Date 25<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:

- Ridge Residents Group: a group run by residents and for residents. Find them on Facebook
- Ridge 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 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 Ridge
- 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)

