

COMMUNITY PLAN

RYELANDS

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 Ryelands.

This plan will be in place for two years from the 2nd March 2026 to the 1st 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 RYELANDS?

“A nice sense of community spirit”

“Everyone comes together and looks out for each other.”

“Being part of a great community that can really come together.”

“The Ryelands Residents Group is a place to get advice and to help others.”

“I was born here, it’s home and I wouldn’t leave.”

“The community is made up of amazing people who are resilient, strong people, who are proud of their community. There is so much good in this community”

NEIGHBOURHOOD INFORMATION

NUMBER OF COUNCIL TENANCIES: 359

AVERAGE LENGTH OF TENANCY (YEARS): 12.62

YOUR HOUSING TEAM ARE:

Housing Officer | Graceleanne Higgins

Income Management Officer | Nicola Myles

Maintenance Inspector | David Barnes

Community Safety Officer | Joanne Perry

Community Engagement Officers:

Rachael Harland

Christian Horrocks

CONTACT:

chreception@lancaster.gov.uk

01524 582929

(Mon, Tue, Wed 10am-5pm, Thurs, Fri 9am-5pm)

Find us on Facebook @LanCityHousing

RESIDENTS GROUP:

Ryelands Residents Community Group

(Find us on Facebook)



YOU SAID WE SHOULD DO MORE:

"Clubs and activities for younger children."

"We need to see less anti-social behaviour, for this the estate needs its own place at the heart of the estate."

"Better Playground, play area catering to all ages."

"Health and well-being for children."

"More local courses, more resources for children with special educational needs and disabilities."

"Help with funding for the community group to finance doing more for young children"

WHAT IS IMPORTANT TO YOU?

We held a joint consultation event at Ryelands Primary School on 8th October which we followed up with a pumpkin carving event and 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 Ryelands

2. Health and Well-Being

3. Financial Well-Being: Debt, Cost of living, Disposable income

4. Repairs and Maintenance: The condition of your home.

5. Tenancy Success: A community where people are settled in their homes



ACTION PLAN

1 | ANTI-SOCIAL BEHAVIOUR ON RYELANDS

Issue	Action
<p>Anti-Social Behaviour on Ryelands:</p> <p>(Tenants mainly reported issues with young children and teenagers causing issues 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. – The Community Engagement Team and Housing Officer will work with the police and other local agencies to assist in organising and promoting events for young people on Ryelands. – 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. – Ryelands Residents Community Group 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 Ryelands Residents Community Group around issues and concerns about antisocial behaviour on Ryelands Estate. – The Community Engagement Team will continue to encourage residents of Ryelands 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. – The Community Engagement Team will continue to be part of and support the Ryelands Task Group to move forward with the three-stage plan to improve the Play Park, Skate Park and develop a Community Centre/space on the estate.
<p>Police Presence on The Estate:</p>	<ul style="list-style-type: none"> – The local police officer is NHPC 6335 Emma Davies – The local PCSO is PSCO 7390 Woody Crook – The local Sergeant is NH Sergeant 4160 Rebecca Hamlett – Report a crime Lancashire Constabulary – 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 | HEALTH AND WELLBEING

Issue	Action
<p>General Health and Well-Being Amongst Residents:</p>	<ul style="list-style-type: none"> – The Community Engagement Team will support Ryelands Residents Community Group 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. – Ryelands Residents Community Group will liaise with the NHS to see if they can provide pop-up events where appropriate around health issues including stopping smoking, blood pressure checks and small lifestyle changes. – The Community Engagement Team as part of the Ryelands Task Group, will continue to work with Ryelands Residents Community Group and residents to move forward with the 3 tier plan to improve the play park, skate park and deliver a Community Centre/space on the estate.
<p>Supporting New Tenants:</p>	<ul style="list-style-type: none"> – Lancaster City Council Housing can offer short-term support to help someone settle into their home and community. – Lancaster City Council Housing can 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.
<p>Litter Picks:</p>	<ul style="list-style-type: none"> – The Community Engagement team will continue to support where appropriate and assist with funding applications for litter pick equipment. – These events will be a social interaction and a chance to discuss other issues of concern with the wider community.
<p>Play Park:</p>	<ul style="list-style-type: none"> – Lancaster City Council Housing will work with Ryelands Residents Community Group, the Ryelands Task Group and Public Realm officers to seek external funding to improve the park. – Lancaster City Council Housing will review risk and maintenance issues raised by Public Realm on park inspections and by residents using the park. These issues will be communicated with residents and meetings – 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.



3 | 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. Simply ring the Income Management team on 01524 582541 or email CHIncomeManagementTeam@lancaster.gov.uk – Your Income Management Officer will attend a drop in every 6 months to discuss individual issues with residents.
Energy-Related Enquiries or Concerns:	<ul style="list-style-type: none"> – Ryelands Residents Community Group will ask Green Rose to attend events where it is appropriate to help residents with energy-related concerns – 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 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.

4 | REPAIRS AND MAINTENANCE - THE CONDITION OF YOUR HOME

Issue	Action
Planned Improvements for The Estate:	<ul style="list-style-type: none"> – Lancaster City Council Housing now has 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 – This document will be reviewed with residents every year.
Repairs And Maintenance Steering Group/Scrutiny Panel/ Building Safety Group:	<ul style="list-style-type: none"> – 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. There is a member of Ryelands Residents Community Group on this group, but the Community Engagement Team will actively seek to enroll more members from the Ryelands estate to this group, the Scrutiny Panel and the Building Safety Panel.



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

Issue	Action
<p>Benefit Queries and Questions:</p>	<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. – 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 – Your Income Management Officer will attend a drop in every 6 months to discuss individual issues with residents.
<p>Energy Related Enquiries or Concerns:</p>	<ul style="list-style-type: none"> – Lancaster City Council Housing will share contact and referral information details for Green Rose with the Ryelands Residents Community 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. – Ryelands Residents Community Group will ask Green Rose to attend events where appropriate to help residents with energy-related concerns. – Lancaster City Council Housing 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 01524 582929 or email chreception@lancaster.gov.uk to book your appointment.
<p>Property Adaptation for Those with Disabilities:</p>	<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: http://www.lancaster.gov.uk/sites/home-improvement-agency – They can also assist with a handy person service
<p>Tenants Who Need Extra Support at Difficult Times:</p>	<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





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 01/03/2028. 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 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 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 Housing Officer, or the council's Community Engagement Officer, at any time to discuss this.

Signed off and agreed by:

Ryelands Residents Community Group

Date:

17th February 2026

Review dates:

February 2027

February 2028





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 (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 Ryelands.

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

“We want everyone to have the chance to have their voice heard on how we deliver our services”





YOU SAID...WE DID...

What positive changes have you seen on Ryelands since the start of the first community plan in October 2022?

YOU SAID: *“We don’t know what planned works are due to take place on our estate”*

WE DID:

- We worked with residents to co-produce Council Housing investment: “What’s Happening Where You Live?”

YOU SAID: *“There is rubbish all over our estate and there aren’t any rubbish bins”*

WE DID:

- We got two new bins on the Estate one by the shop and another one by Crossgill car park.
- The Community Engagement Team supply litter pick equipment and the Ryelands Residents Community Group organise regular litter picks.
- New recycling bins have been delivered to the estate, these have replaced the boxes and reduced rubbish blowing everywhere.

YOU SAID: *“There is an issue with flying tipping on the estate and some residents are unable to dispose of unwanted items”*

WE DID:

- The Community Engagement Team (with the assistance of the Ryelands Residents Community Group) organised and promoted two skip days a year, with two skips supplied at each event.

YOU SAID: *“There is an issue with dog poo on the estate”*

WE DID:

- The Community Engagement team held a competition for residents on the estate to design their own “clean up after your dog” posters.
- These were made into metal signs and displayed around the estate.

YOU SAID: *“The skate park and play park needed up grading and the ramp on the skate park was dangerous”*

WE DID:

- The Community Engagement Team are part of the Ryelands Task Force to move the ambitions for a new park into a reality.
- After escalating the dangerous skate ramp, it was removed and the area was made safe.



In October 2025 residents were asked the question “What positive changes have you seen on Ryelands over the last two years?”

Here is a selection of the positive feedback we received:

- *“Trips out and litter picks.”*
- *“The bushes have been cut and there is not much litter.”*
- *“The residents’ group has made a massive impact on the estate especially with the litter picking.”*
- *“In the last two years we have seen more events going on which are supported by the engagement team at Lancaster City Council whether it’s litter picking, bulb planting, Christmas fairs. A big thank you to the engagement team as they work extremely hard.”*
- *“A lot tidier, more bins, double yellow lines near the school. The Ryelands Residents Community Group do so much for the children, trips, events, days out. It’s brilliant and lovely to see.”*
- *“I have seen a decrease in ASB and littering. The council have dealt with weeds and I have seen the road sweeper frequently.”*
- *“Nice when the council come round and clean the back alleys, they do a great job.”*
- *“Litter picking and road sweeper coming out. Relations seem to have improved.”*
- *“It’s great to see the community taking pride in it’s community. Thank you to the engagement team for the brilliant work they do with us.”*
- *“The community group taking children on trips and encouraging litter picks.”*
- *“Community Spirit.”*
- *“Cleanliness.”*
- *“Good neighbourhood.”*

