



Normanton and Featherstone Neighbourhood Panel

Neighbourhood charter priorities

Priority	Action	Updates
1. Improve environmental quality of estates and improve parking provision	<ul style="list-style-type: none">• Complete two Street Audits each quarter• Contact Arriva about reduced bus service due to parking issues• Continue garage demolition program to improve availability of parking	Q3 Update <ul style="list-style-type: none">• We've done a street audit on Priordale Road and Hillcrest Avenue. During the audit we identified some unauthorised alterations and are now working with customers to resolve these issues.• We've consulted customers on Willow Crescent, Normanton to address problems with dilapidated trip rail fencing on the parking area. All residents were in favour of replacing the trip rail with an earth bund set further back to allow more space to park. We've gotten a quote and will consider completing works in the New Year.

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		<ul style="list-style-type: none"> We're in the process of demolishing 28 garages on Benson Lane, as the garages need significant repairs. We have informed customers who are currently using the garages and where possible we are supporting them to find an alternative garage.
2. Harness the Customer Voice	<ul style="list-style-type: none"> Identify areas for days of action to talk to residents Visit silent customers Keep customers updated. Close feedback loop with clear and full information 	<p>Q3 Update</p> <ul style="list-style-type: none"> We completed a Day of Action on the Queensway estate in Normanton on 21 January 2026. <p>We offered free bulky waste collections and litter picked the area. In addition, we consulted residents on what they think we can do to improve the environmental quality of the estate, whilst promoting services we offer to support our customers.</p> <p>Our partners Wakefield Council and Tivoli also supported us to improve the environmental quality of the area on the day.</p>
3. Increase engagement opportunities across the Neighbourhood	<ul style="list-style-type: none"> Neighbourhood Charters Complete two Street Audits per quarter Consider leaflet drops to increase engagement and follow up with visits for customers who have displayed in their window (Street Surgery) Promote the customer portal across the Neighbourhood 	<p>Q3 Update</p> <ul style="list-style-type: none"> Customer portal promoted through door knocking in Charlston, Smirthwaite and Sycamore Way, Featherstone.

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<p>4. Antisocial Behaviour</p>	<ul style="list-style-type: none"> • Identify areas for days of action to talk to residents • Build and maintain partnerships with key partners such as Wakefield Council and Police • Carry out Street PACT's in areas with high levels of ASB 	<p>Q3 Update</p> <ul style="list-style-type: none"> • We attend Neighbourhood Co-Ordination Group meetings with partners including West Yorkshire Police and Wakefield Council. • Suggestions for locations of events received, added to feedback record. • We recovered possession of a property on the Woodhouse Estate which had been attracting ASB. • The Estate Officer for Normanton has worked in partnership with West Yorkshire Police to tackle youth ASB in Altofts. • We are considering installing additional CCTV cameras around the Smirthwaite estate to support us in our efforts to deter fly tipping and other ASB.
<p>5. Ensure customers feel supported to sustain their homes</p>	<ul style="list-style-type: none"> • Vico Homes Welcome Visits to ensure customers don't feel judged and are provided with information about the services we provide. • Periodic Tenancy Visits • Day to day contact with customers 	<p>Q3 Update</p> <ul style="list-style-type: none"> • Our Vico Welcome Visit procedure commenced in October which replaced our previous procedure of visiting all new customers within the first four weeks of their tenancy commencing. The new process has created efficiencies to ensure we are focusing our resources on supporting customers who need us. • The Estate Officer for Normanton has supported a vulnerable customer to improve the condition of their home significantly, which allowed us to complete compliance related inspections of their home.

Priority	Action	Updates
		<ul style="list-style-type: none"><li data-bbox="1368 240 2139 400">• The Estate Officer in Featherstone has supported a vulnerable family to improve the condition of their home, whilst referring them to relevant agencies for additional support.