



## South East

# Neighbourhood Panel

## Neighbourhood charter priorities

Priority	Action	Updates
<b>1. Parking</b>	<ul style="list-style-type: none"><li>• Work with Neighbourhood Police Teams and Local Authority to reduce parking issues around schools near our homes.</li><li>• Identify estate parking issues using data from our Business Planning Team and customer / partner agency reports.</li><li>• Explore feasibility of additional parking provision through environment or capital schemes.</li><li>• Explore feasibility of trip rail schemes to address unauthorised parking on open plan land.</li></ul>	<b>Q2.</b> <ul style="list-style-type: none"><li>• Local Councillors already work with the Neighbourhood Policing Teams where residents raise this as a concern. This includes working closely with Heads of affected schools. We've no powers to deal with highway parking offences under the terms of our Tenancy Agreement.</li><li>• Mulberry Estate Ryhill is badly affected by school time parking. Panel members suggested speaking to Havercroft and Ryhill Learning Centre to see if their car park could be opened during the morning session to provide additional parking options.</li></ul>

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		<p><b>Q3.</b></p> <ul style="list-style-type: none"> <li>• Mulberry Estate Ryhill parking issues. Consultation is planned during February / March 2026 for our customers to discuss major capital investment to our homes with the provision off street parking (where feasible) and improved boundaries.</li> <li>• Parking around schools in Hemsworth is reported as a significant problem. We'll raise this with the Neighbourhood Police Team at our next partnership meeting.</li> <li>• During 2025 /26 we identified and resolved the following parking issues. <ul style="list-style-type: none"> <li>Rose Estate Upton – gated the former garage site area to prevent unauthorised use.</li> <li>Hill Estate South Elmsall – gated two open plan areas to prevent unauthorised use.</li> <li>Wentworth Drive South Kirkby – installed trip rail fencing to prevent parking on open plan areas and hard surfaced two badly damaged grassed areas to increase parking provision.</li> <li>Kings Croft South Kirkby – installed trip rail fencing to prevent unauthorised parking on open plan area.</li> </ul> </li> <li>• We're currently looking at schemes for 2026 / 27.</li> </ul>

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<p><b>2. Green Spaces</b></p>	<ul style="list-style-type: none"> <li>• Open Plan area audits ahead of the introduction of a ground maintenance service charge.</li> <li>• Estate / environmental audits and clean ups including events during school holidays – Summer and October.</li> <li>• Ground maintenance Key Residents to monitor delivery of the ground maintenance contract.</li> <li>• Resolve fly tipping on Vico Homes land</li> <li>• Work with our Landscape Team to monitor and address ground maintenance contract failures.</li> <li>• Work with our Landscape Team to monitor and communicate decisions made about our trees.</li> </ul>	<p><b>Q2.</b></p> <ul style="list-style-type: none"> <li>• Open plan audits have started and will continue throughout the year.</li> <li>• Completed a day of action at Brooklands Estate in October 2025 incorporating a free of charge bulky waste collection for our customers.</li> <li>• Worked with our ground maintenance key residents to gather data used to monitor contract performance.</li> <li>• Keep customers informed about their reports of fly tipped waste. Where possible we try to identify the perpetrator allowing us to recharge clearance costs. We progress action against our customers or refer information about owners / private tenants to the Local Authority Anti-Social Behaviour Team.</li> <li>• Review incoming work reports to identify fly tipping hot spot areas.</li> </ul> <p><b>Q3.</b></p> <ul style="list-style-type: none"> <li>• We're looking into the feasibility / effectiveness of solar powered cctv for hotspot areas to increase identification of perpetrators.</li> <li>• Our Communication and Landscape Teams are working on a ground maintenance key resident recruitment campaign.</li> <li>• We're visually inspecting garage plots sites to identify ground maintenance, fly tipping issues and potential health and safety concerns about customers garages.</li> </ul>

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<p><b>3. Harness the customer voice</b></p>	<ul style="list-style-type: none"> <li>• Identify and deliver Days of Action with relevant partner agencies. Tell customers about them so they or their representatives can attend if they wish.</li> <li>• Identify silent customers and find opportunities to engage with them.</li> <li>• Log customer calls for service, investigate them and update them with findings or decisions.</li> <li>• Tenant Involvement Officers to work with existing groups and identify opportunities to create ones.</li> <li>• Identify opportunities to hold “pop up” events where customers can discuss service provision or raise concerns.</li> <li>• Attend partner agency groups / meetings</li> </ul>	<p><b>Q2</b></p> <ul style="list-style-type: none"> <li>• Work with Building Healthier and Sustainable Communities or other groups for targeted support.</li> <li>• Completed a Day of Action at Brooklands Crescent, Havercroft, in response to issues raised by residents during a PACT meeting.</li> <li>• Completed a Community Connect day of Action at Wentworth Drive, South Kirkby.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Regular attendance at Future Selph, Havercroft enabling us to build relationships with young people to identify their priorities and concerns.</li> <li>• Working with Havercroft Parent Forum / Cashwise has helped us identify “silent customers”. We’ll progress contact to make them aware of opportunities to work with us if they wish.</li> <li>• Panel members suggested using Street Surgeries, which have been used historically, and this will be considered. However, Police and Communities Together events allow residents to meet with us and partner agencies to raise issues or concerns.</li> </ul>
<p><b>4. Antisocial Behaviour</b></p>	<ul style="list-style-type: none"> <li>• Maintain strong working relationships with partner agencies including West Yorkshire Police and teams within The Council to identify and address ASB issues and hotspots areas.</li> </ul>	<p><b>Q2</b></p> <ul style="list-style-type: none"> <li>• We regularly work with Wakefield Council Teams including Environmental Health, Planning, Highways and the Antisocial Behaviour Unit.</li> <li>• We attend various partner agency public meetings to listen to customer concerns and update them about</li> </ul>

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	<ul style="list-style-type: none"> <li>• Identify hotspot areas that may benefit from solar powered cctv and improved lighting where this is feasible / achievable.</li> <li>• Facilitate or attend partner agency street PACTs and street audits.</li> <li>• Identify existing drying areas where ASB could potentially be reduced through improved design.</li> <li>• Identify opportunities to maximise our visibility on estates, with listening events.</li> </ul>	<p>our services. We offer guidance and advice on how and where to report concerns to best effect including digital and anonymous contact options.</p> <ul style="list-style-type: none"> <li>• Work has started on removal of unsightly, unused drying areas at Kinsley House Crescent Kinsley. These are frequently used by fly tippers and have very high outer brick walls which customers do not feel safe to use.</li> </ul> <p><b>Q3</b></p> <ul style="list-style-type: none"> <li>• Completed work to phase one drying area removal and ground maintenance improvements at Kinsley House Crescent.</li> <li>• Completed a Day of Action at Brooklands Crescent, Havercroft speaking to resident's door to door and at our gazebo.</li> <li>• Parts of the estate had little or no concerns Other areas had things to report including: Widespread use of e-scooters. Speeding vehicles (including near-miss incidents)</li> </ul> <p>Most reports initially need police investigations as they involve criminal activity. Where investigations result in criminal proceedings against our tenants, we progress proportionate tenancy enforcement action where this is appropriate. We work with the police on active cases. Where reported nuisance or antisocial behaviour falls short of police intervention cases are logged for our investigation.</p>