



Castleford and Airedale Neighbourhood Panel

Neighbourhood charter priorities

Priority	Action	Updates
1. Customer Voice	<ul style="list-style-type: none">• Provide confidence for customers that they are heard, closing the feedback loop• Make full use of social media to communicate opportunities to get involved• Ensure feedback is given to customers on action taken to address issues they have raised• Be an advocate for customers to help them influence partners on matters of concern	<p>Completed Environmental Schemes include:</p> <ul style="list-style-type: none">• Kershaw and Graham Drive, Castleford – Infill Fencing Scheme• Stansfield Close, Castleford – Installation of CCTV• 37-49 Wellgate, Castleford – Repair of Damaged Fence• 5 Tees Close, Castleford – Fence Panel Replacement• 12a-12d Lisheen Avenue, Castleford• 34-34a Graham Drive, Castleford – Dividing Fencing• Parklands Flats – Cleansing of all Bins and Ground floor Bin Stores and Communal Areas.

Priority	Action	Updates
<p>2. Antisocial behaviour</p>	<ul style="list-style-type: none"> • Improve partnership with NPT, attending NP meetings • Extend coverage of CCTV, providing additional cameras and developing partnership with hosts other than us • Tackle youth disorder, working with local schools to educate and support diversionary work • Address issues with the design of new build to design out features that create problems for customers living there • Develop an agenda for working with social services / early years hub, by securing invites and attending meetings which are relevant to us and our customers 	<ul style="list-style-type: none"> • Neighbourhood Partnership Group attended on a routine basis. • Action points assessed and delivered e.g Glaston Road with Wakefield Council's Antisocial Behaviour Officer. • Visits throughout Airedale and Ferry Fryston to youths involved with Group disorder. Carried out by Casework Officer and Tenancy Support Team (TST Officer) • CCTV installed to cover communal entrances and internal shared parts at Stansfield Close. • Replacement of inferior standard Trip-Rail Fence to new-Build site on Glaston Road. • We have attended the Partnership Planning Group at which presentations were delivered by: <ol style="list-style-type: none"> 1. Wellbeing Team – Gemma Barstow 2. Community Safety Team – Luke Booth
<p>3. Environment</p>	<ul style="list-style-type: none"> • Tackle Rubbish and Fly tipping, particularly using bulky collection methods, used in Days of Action • Utilise resources effectively, with training on plant for the environmental team, effective use of budgets, including devolved element for Resident Involvement Team • Take appropriate action on breaches of tenancy conditions which contribute to the deterioration of the estate environment • Collaborate with partners, involving schools, fast food takeaways, grant providers 	<ul style="list-style-type: none"> • Planned Works continue to address issues of fly-tipping to key Locations. • Involvement of Environment Officers in development of Environmental Schemes – Borrowdale Drive Flats. Re-siting of waste bins and re-landscaping of rear Communal Area. • Continuous clearance of fly-tipped materials and recharges set up against customers, who despite warnings, have failed to uphold good tenancy Standards. • Trip Rail identified for installation at Wood-Green, Whitwood.

Priority	Action	Updates
	<ul style="list-style-type: none"> • Support initiatives on relaxed mowing and planting to improve biodiversity and the overall appearance of our places • Identify opportunities to work with schools in relation to parking issues at pick up / drop off • Enforce breaches of tenancy conditions in relation to parking where possible • Use environmental budget to support provision of low cost, permeable alternatives to tarmac 	<ul style="list-style-type: none"> • Parking of Caravans on Vico owned land addressed at Kershaw Avenue, Airedale and Gannet Close, Half Acres.
<p>4. Encourage neighbourliness</p>	<ul style="list-style-type: none"> • Develop a model for ‘Estate Agreements’, beginning with Half Acres • Work with schools to provide educational activity on littering and fly-tipping • Build community buy-in, to our stance on ASB, involving statutory and voluntary partners 	<p>Q3:</p> <ul style="list-style-type: none"> • Half Acres event 20.11.25.
<p>5. Support for customers</p>	<ul style="list-style-type: none"> • Provide support to sustain tenancies, preventing detrimental impact on communities, particularly where customers may not have resources to dispose of old furniture or other unwanted items • Offer bulky collection methods, used in Days of Action 	<ul style="list-style-type: none"> • Officers are continuing to carry out joint visits with Social Workers and “Remain” officers to co-ordinate and deliver Care-Plans. Improvements are measured through on-going planned inspections by Case-work Officers.