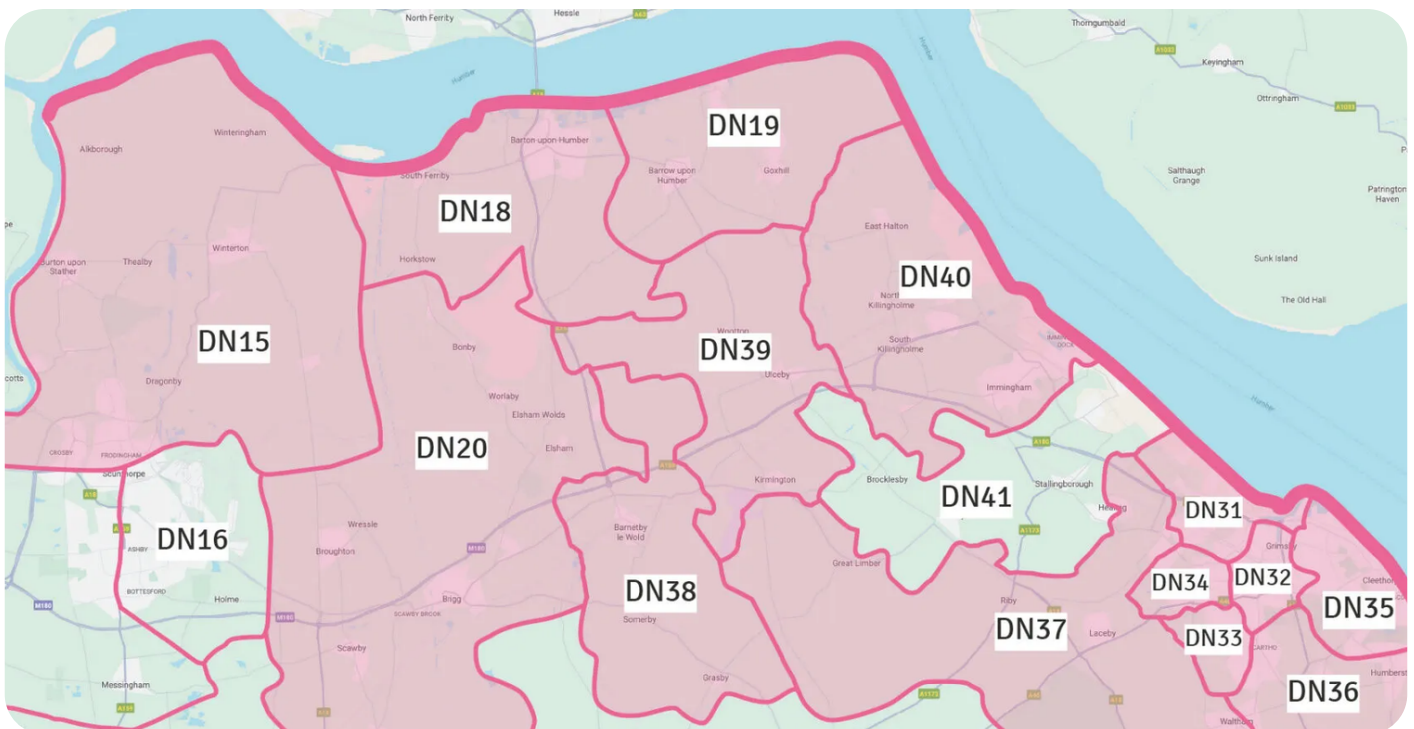


Your neighbourhood, Region One

YOUR PLAN

This plan sets out what your **Region One Neighbourhoods team** will focus on in 2026/27 to make your area a safer, cleaner and better place to live.



Number of homes:
4355



Areas we work across:

Grimsby, New Waltham, Barton, Brigg,
Immingham, Winterton and parts of Scunthorpe

Key local authorities we work with:

North Lincolnshire Council and North-East Lincolnshire Council

Our top three *priorities*

- 1 Making places people are proud to live** - Looking after shared spaces and improving how our neighbourhoods look and feel.
- 2 Positively contributing to your neighbourhood** - Listening to your views and acting on what you tell us.
- 3 Tackling anti-social behaviour** - We want everyone to feel safe in their home and neighbourhood.

What we're going to do

Making places people are proud to live

We will:

- Check estates, shared spaces and neighbourhood hotspots
- Work with partners to tackle litter, fly-tipping and other local issues
- Support community clean-ups and neighbourhood improvement projects

Tackling anti-social behaviour

We will:

- Respond quickly to reports of anti-social behaviour
- Work with partners to tackle neighbourhood issues
- Support tenants affected by anti-social behaviour
- Focus on prevention and neighbourhood hotspots

Positively contributing to your neighbourhood

You'll see us out and about in your neighbourhood:

- Talking to tenants and asking for feedback
- Working with local groups and partners to build stronger communities
- Hosting events and activities for you to get involved in

We'll use what you tell us to shape our services and make improvements that matter to you.



Key focus *areas*

- Market Hill, Scunthorpe
- Winterton
- Crosby and Park, Scunthorpe
- Salacon and Wigmore, Grimsby
- Tomlinson Avenue
- Barns Crescent
- Lockwood Court

How we'll know it's *working*

We'll track our progress by:

- 1 Reducing anti-social behaviour reports and complaints
- 2 A reduction in the time it takes to re-let homes when they become empty
- 3 Improving tenant satisfaction scores
- 4 Taking action based on your feedback and sharing the results with you

We'll measure success by:

- Inspecting all communal areas and neighbourhood hotspots at least once every **three months**
- Completing **90%** of estate inspection actions within 28 days
- Delivering **four** neighbourhood improvement projects and **six** community activities or events
- Increasing tenant satisfaction with neighbourhoods and communal areas by **10%**
- Sharing **at least four** 'you said that we're doing' updates with you
- Involving **at least 10%** more tenants in neighbourhood activities
- Responding to **90%** of neighbourhood enquiries within our published service standards
- Contacting **95%** of tenants reporting ASB within target response times
- Reducing repeat reports of ASB by **5%**
- Improving tenant satisfaction with the way we handle ASB by **10%**

