

The background image shows a group of people at an outdoor community event. A multi-colored bunting banner is strung across the scene. In the background, there are trees and a building with a white roof.

# NEIGHBOURHOOD WALKABOUT ACTION PLAN

CITY CENTRE- APRIL 2026

## WELCOME TO YOUR WALKABOUT ACTION PLAN

We know you take pride in your neighbourhood, 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 the action plan resulting from the walkabout that took place on 14/04/2026.

Lancaster City Council:ng | [chreception@lancaster.gov.uk](mailto:chreception@lancaster.gov.uk)

# Neighbourhood Information

## Your Neighbourhood team

Housing Officer: Matty Braithwaite

Community Safety Officer: Joanne Perry

Income Management Officer: Alister Hosmer

Community Engagement Officer: Christian Horrocks

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The action plan includes details of what was picked up on the walkabout relating to the communal areas of the estate such as paving/pathways, street lighting, grounds maintenance of communal areas, vehicles/parking, bin store areas, communal stairways/lifts, security doors, play areas – the general appearance of the estate. We also pick up on issues at individual properties such as messy gardens but specific details of those will not appear in the action plan.



| ESTATE WALKABOUT INSPECTION   |                                                                                                                                                                                                                                                                       | DATE:14/04/2026                                                                                                                                                                                     | PREVIOUS INSPECTION DATE: |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| PRESENT                       |                                                                                                                                                                                                                                                                       | Matty Braithwaite, Janine Camm, Joanne Perry, Christian Horrocks, Sam Riches                                                                                                                        |                           |
|                               | Comments                                                                                                                                                                                                                                                              | Actions                                                                                                                                                                                             | Date actioned             |
| Paving/pathways               | It appears areas within the council housing estate are currently in good condition. The entranceway to Glebe Court has been reported by the Independent Living Officer (ILO) and has already been reported to ensure is accessible and suitable for wheelchair users. |                                                                                                                                                                                                     |                           |
| Communal Grounds              | The rear communal area and bin storage area at Park Square are currently overgrown, with a significant amount of weeds and evidence of fly-tipping. The car park and surrounding areas at Cable Street and Water Street contain a substantial amount of litter.       | Quote requested to clear the Park Square area and return to an acceptable condition.<br>Issues with Cable Street / Water street likely relate to the bin store issues below – will monitor ongoing. | 14/04/2026                |
| Streetlighting                | Cable Street / Water Street – Resident has reported that none of the lights within the car park, bin store are working..                                                                                                                                              | Emailed to report that the lights are not working and for an inspection to take place.                                                                                                              | 14/04/2026                |
| Alleyways                     | All looked okay, no excessive litter or fly tipping.                                                                                                                                                                                                                  | N/A                                                                                                                                                                                                 |                           |
| Vehicles/parking/garage sites | All looked okay, no excessive litter or fly tipping.<br><br>Resident reported littering in the communal car park of Cable Street / Water Street from nonresidents late at night.                                                                                      | Issues with Cable Street / Water Street likely relate to the bin store issues below – will monitor ongoing.<br><br>Littering issues reported to waste and recycling.                                | 14/04/2026                |



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|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Potentially look at re-instating the gate to only allow access for residents, if issue is ongoing.                                                                                                                                                                                                                                                                                            |            |
| Bin stores               | <p>Bins at Peel House are not clearly labelled to differentiate between recycling and general waste.</p> <p>At Water Street / Cable Street, general waste bins within the bin store are overflowing, while recycling bins are largely empty and underutilised. Food waste bins have not yet been delivered.</p> <p>Within the second bin storage area at Cable Street, one bin has sustained fire damage, and litter has been dumped across the surrounding area. This, combined with the overflowing bins in the main bin store, is contributing to litter accumulation within both the communal bin stores and wider communal areas.</p> | <p>Peel House – Emailed to Waste &amp; Recycling to ensure this is clear for residents.</p> <p>Water Street / Cable Street – Job raised for cleaning the burnt bin and emptied out rubbish from the communal areas.</p> <p>Email to Waste &amp; Recycling to look at combined action in order to improve education around recycling and potential other tools to combat the waste issues.</p> | 14/04/2026 |
| Communal stairways/lifts | <p>Park Square Flats – Top Floor – Items outside flat on communal landing.</p> <p>Brunton's Warehouse – Rug present in communal area.</p> <p>Water Street – Items outside flats in communal spaces.</p> <p>Water Street – Childs scooter present in communal area.</p> <p>Outdated council housing signs present within communal areas.</p>                                                                                                                                                                                                                                                                                                | <p>Letters to be sent reiterating council policy about items in communal areas to be sent to all flats within blocks.</p> <p>Visits to be scheduled to flats with items present to offer support if needed and remove items.</p> <p>New signs to be created and installed within the communal areas.</p>                                                                                      | 14/04/2026 |
| Security doors           | No issues found, all doors working as they should.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                               |            |



|            |                                                                                       |  |  |
|------------|---------------------------------------------------------------------------------------|--|--|
|            | Residents of water street commented on vast improvement with the new intercom system. |  |  |
| CCTV       | All in working order.                                                                 |  |  |
| Play areas | N/A                                                                                   |  |  |
| Other      | Pointing on Middle Street properties was highlighted as being well done.              |  |  |

