

NEIGHBOURHOOD WALKABOUT ACTION PLAN

CARNFORTH

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 29/07/2026.

Lancaster City Council:ng | chreception@lancaster.gov.uk

Neighbourhood Information

Your Neighbourhood team

Housing Officer: Graceleanne Higgins

Community Safety Officer: Joanne Perry

Income Management Officer: Michelle Brennan

Community Engagement Officer Rachael Harland and Christian Horrocks

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Find us on Facebook @LanCityHousing

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: 29/07/2026	PREVIOUS INSPECTION DATE: 20/06/2025
PRESENT		Graceleanne Higgins – Housing Officer (GH) Jo Perry – Community Safety Officer (JP) Andy Thistlethwaite – Independent Living Officer (AP) Councillor Chris Hanna (CH) PCSO Paul Shepherd (PS) Joined by 7 residents for parts of the walkabout Apologies; Councillor Louise Belcher Michelle Brennan – Income Management Officer	
	Comments	Actions	Date actioned
Paving/pathways	Pavement potholes on independent living scheme that have been reported previously to Lancashire County Council.	GH reported this again via Love Clean Streets App whilst on the walkabout.	29/7/26
Communal Grounds	Hedges around Highfield Rd flats are overgrown. Hedge by the allotments (back of 109/111 Highfield Rd) is also in need of a cut.	GH contacted Public Realm Team Leader during walkabout who confirmed the hedges are to be cut in September but the team will trim back where needed within next two weeks to prevent issues with blocking pavements and paths up to flats. He also confirmed top and sides of the hedge by the allotment will be cut in September.	29/7/26 12/8/26 hedges have now been trimmed of obstructions.
	Very large tree at the front of Highfield Rd flats.	GH emailed Public Realm tree team photos and asked them to survey this tree and provide a price to reduce. Tree team confirmed they will take a look.	29/7/26
	Front gardens of flats shrubbery/brambles.	Emailed photos to Public Realm Team Leader who confirmed they are due to be cut in winter and the team will blitz this area right back and start again.	3/8/26 – Public Realm confirmed this will be done in Winter.
	Fridge freezer and sofa / armchairs flytipped at front of a flat block.	GH reported to CHReception for removal.	29/7/26



	Some of the lights around the Independent Living Scheme are damaged and discussed fencing and condition of drying area Concerns over path being uneven at back of 95 Highfield and needs levelling in case of falls. Tree at back of Hard Knott Rise has been reported previously and told needs no action but branches are growing over the path and this looks in need of trimming especially due to ASB in area. Issues raised again regarding grassland areas on Independent Living Scheme. Fence running the length of Hard Knott Rise has deteriorated and parts further down are crumbling. Photos taken. Gate into Highfield woods has been removed and laying on ground inside wood.	AT is following this up as he has already reported these issues. GH reported this to CHReception to ask for inspection. Photos taken. GH sent photos and request to Public Realm for tree branches to be cut back. CH is in contact with Public Realm re this. This job is already logged and advised early July it is with the Landscapers for renewal. GH emailed new photos to the Surveyor and CHReception to advise of current condition and ask if there is an estimated date for the work. This is already with Public Realm and a follow up email was sent to them a few days before the walkabout. Also included on the report to Public Realm is a further request for bunker in woods to be bricked up to prevent any ASB.	29/7/26 29/7/26 5/8/26 - Tree team have now cut back the overhanging branches 29/7/26 email sent
Streetlighting	The lamppost by the bus stop was reported to be very dim and not giving out adequate light.	GH reported this via lovecleanstreets app whilst on the walkabout.	29/7/26
Alleyways	No issues identified.	N/A	



Vehicles/parking/garage sites	Car on turning circle on Independent Living Scheme blocking access. Cut backs needed to garage sites . Dunkirk / Windermere and back of Highfield.	GH sent letter to residents re this issue. GH emailed Public Realm Team leader to ask about cut backs. He confirmed he will go to look and be in touch.	31/7/26 29/7/26
Bin stores	Bins on pavement outside one of blocks. Question raised as to whether the bin store is big enough.	GH sent letter to residents about this issue and asked to advise if they are having any particular difficulties so we can look into this.	31/7/26
Communal stairways/lifts	No issues identified	N/A	
Security doors	Issue reported with lock on one of the flat block front door.	GH reported to CH Reception 29/7/26	29/7/26
CCTV	No issues identified	N/A	
Play areas	No issues identified	N/A	
Other	Bricks on the wall of a property on Highfield Rd have come loose and need attention. Residents said this has been reported previously to other Council Officers.	GH checked and already raised. Email to CHReception with a photo to ask for update.	29/7/26



	Memorial bench on the Independent Living Scheme which is broken / dangerous.	GH has spoken to family who placed the bench. Removal agreed and order raised to remove the bench.	Order raised 3/8/26
	Recent ASB/ broken windows reported.	DOCO from the Police carried out a walkabout 12/8/26 with AT and JP and will submit a report with recommendations.	Walkabout held 12/8/26

