

ACTION DAYS UPDATE 2024



INTRODUCTION

Feedback from tenants at previous events was to hold Action Days as they would be more beneficial to general Community Days, and would help tackle build-up of waste in homes and gardens, allow staff to meet tenants, especially the more vulnerable households.

Since the transition back into Bury Council, it also felt important to be a visible presence in communities, to answer any queries or concerns and for tenants to meet designated neighbourhood staff.

The Housing Team and Tenant Groups helped identify estates to target where an Action Day would have the most impact and bring the community together.

The events were publicised widely, via digital methods and flyers through the door. Assistance was also offered to any residents that were unable to dispose items in the skips.

Overall, tenant satisfaction levels gathered at the Action Days were fairly positive. Various individual reports about repairs, anti social behaviour, allocations, trees were logged with the relevant teams to address.



Bury
Council
**Housing
Services**



VICTORIA ESTATE ACTION DAY

OVERVIEW

Victoria estate, Whitefield is one of the most deprived neighbourhoods in the Borough. It is a large family estate consisting of around 300 council properties: 2, 3 and 4 bed houses and 1 bed bungalows.

Main issues are fly tipping, poor condition of gardens, vulnerable households.

We have a partnership agreement with Victoria Community and Youth Centre, which runs the local youth club, community allotment and other activities. The centre was opened for comfort and refreshment break for staff and volunteers.

OUTCOMES

Amount of rubbish disposed in 3 skips: **5.5 tonnes**

Amount of rubbish disposed by the cage: **4 tonnes**

Around **40** staff and partners attended including Housing, GM Police, Fire Service, Bury Adult Learning, Live Well Service, Council staff.

Completed **21** Tenant Satisfaction Surveys.

28 engaged tenants via door knock.

The event was really busy, great community spirit with residents helping each other.

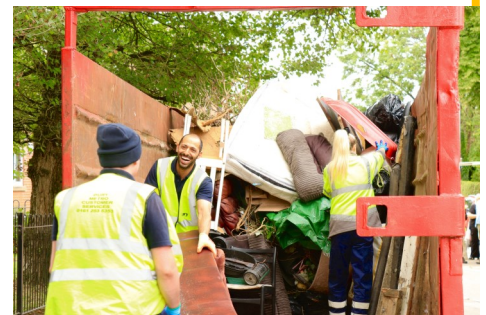
Main issues reported were repairs, damp, fencing, garden assistance, graffiti, trees, anti-social behaviour, dog fouling, request for employment support.

A weekly Advice Drop-in has since been set up at Victoria Community Centre, further to requests at the Action Day.

Local children thoroughly enjoyed litterpicking and planting activities. They wanted more rubbish to collect! Children asked to do a litter pick every day.

One testament to the amazing success of the day was from a child who said:

“I’ll make sure my mum and dad keep our garden tidy because I’ll help them.”



OUTWOOD ESTATE ACTION DAY

OVERVIEW

Outwood estate consists of approx. 400 properties, mainly of family housing, including bungalows and a small number of flats on Crompton Close.

Main issues are poor garden condition, overgrown hedges, litter, low level youth nuisance.

The local Football Club was opened to use for a comfort and refreshment break for staff and volunteers.

Housing staff were joined by Bury Adult Learning, Welfare Support colleagues, Waste Management, Sure Maintenance staff, who donated a skip.

Local children helped litterpick the estate and got involved with the planting activity, run by volunteers from Incredible Edible.

OUTCOMES

Amount of rubbish disposed in 2 large skips: **4.58 tonnes**

Amount of rubbish disposed by the cage: **4 tonnes**

Sure Maintenance also donated a small skip and **3** Sure staff helped on the day.

Engaged with around **25** tenants and residents.

Reported local issues: repairs, blocked gutters, weedkilling, damaged pavements, overgrown trees.

4 satisfaction surveys completed by tenants.

10 children attended planting activity and helped litterpick.

4 children volunteered to carry on litterpicking their estate (litterpicking equipment given to them).

The children that volunteered said: ***“We have loved litterpicking. Please could you come back again?”***

Another tenant who helped litterpick said: ***“Thanks so much, I’ve really enjoyed getting involved and the event has really made a difference to making the estate look tidier.”***



WARTH ESTATE ACTION DAY

OVERVIEW

Warth estate is a small estate of approx. 100 properties, consisting of mainly 1 and 2 bedroom communal flats and 2 bedroom houses.

Main issues in the area are poor condition of the communal gardens, items being left in communal landings, poor lighting, environmental issues and anti-social behaviour. There are many tenants with substance misuse and mental health problems, with barriers to engaging with support services.

Housing staff were joined by council staff and partners such as Ingeus, Welfare Support, Waste Management and Policy Officer.

Staff helped litterpick the area and help remove rubbish and heavier items from the communal blocks and gardens.

There was less engagement from the local community at this Action Day, apart from disposing items in the skip and cage.

OUTCOMES

Amount of rubbish disposed in skip: **0.92 tonne**

Amount of rubbish disposed by the cage: **1.5 tonnes, including one fridge freezer and 2 mattresses**

Number of staff attended: **21**

We engaged with **12** tenants and residents to discuss local issues, repairs and views on our housing service.

7 satisfaction surveys completed by tenants, via door knocking.

Noted that overall area requires some environmental improvements.

Caretaking team emptied contaminated bins.

Caretaking team to weed and trim the communal garden areas.

Reported gutter clearance needed in **3** properties and **3** street lights out (reported).

One tenant said: ***“Thank you so much for clearing all the items from my neighbour’s garden. It looks so much better and its such a nicer outlook from mine now.”***



BRANDLESHOLME ESTATE ACTION DAY

OVERVIEW

Brandlesholme estate is a large family estate consisting of 2, 3 and 4 bedroom family housing.

The main issues are rubbish in gardens, small pockets of anti-social behaviour and lots of litter up the ginnels.

There is a busy local Community Centre which runs a popular Food Bank, Clothes Bank, Baby Bank and a warm space /coffee morning three times a week. The centre was opened on the day to provide comfort and refreshment breaks.

Housing staff were joined by Ingeus, Waste Management, local Councillors, Live Well Service, Organisation and Development Team and Policy Officer.

The event was held in the October half term to allow local children to get involved with litterpicking. A planting activity was also run by volunteers from the local Incredible Edible community group.

OUTCOMES

Amount of rubbish disposed in 3 skips: **4.96 tonnes**

Amount of rubbish disposed by the cage: **4 tonnes**

23 staff helped on the day

4 repairs reported or chased up

92 households used the skips

4 children and **2** adults helped litterpick

There was a great sense of community at the event, with residents helping each other to carry items to the skip and litterpicking the streets. Lots of engagement around the trailer from residents and councillors, so you could see relationships already built up with the staff.

Brandlesholme Community Centre's said: ***"Thank you for the clean up day, we have had lots of positive feedback from tenants. Also, thank you to the caretakers that helped move items for residents. They were amazing!"***



LIMEFIELD ESTATE ACTION DAY

OVERVIEW

Limefield estate is made up of 1 and 2 bedroom flats and 2 and 3 bed houses. The grassed areas are all communal and only the houses have back gardens. The estate is connected via pathways.

The issues on this estate are fly tipping, anti-social behaviour, poor lighting on the pathways and would benefit from more street signage.

Staff attended from Housing Services, Contact Centre, Public Health, Waste Management, Live Well Service, plus Councillors.

OUTCOMES

Amount of rubbish disposed in skip: **2.48 tonnes**

Amount of rubbish disposed by the cage: **2.2 tonnes, plus 2 TVs, 3 fridge freezers, 1 mattress and 2 tyres**

Number of staff attended: **32**

Staff supported a tenant to clear a large build up of rubbish from his garden, which had been a cause of various complaints.

Pathways were cleared of leaves.

4 Satisfaction surveys completed.

Emptied contaminated recycling bins.

Door knocked and engaged with **20** local residents.

Live Well Service and Public Health delivered information flyers.

Reported/chased repair jobs and reported to refill grit bin and clear moss from walkways.

Tidied up an untidy shrubbed area.

A tenant who received help with his garden said: **“Thank you so much. I’ve been so overwhelmed with it. I can start to keep on top of it now.”**

A colleague from Live Well Service said: **“Its always good to try new ways of doing things i.e promote our service / community engagement and I think this has definitely been one of them.”**



OTHER COMMUNITY ACTION DAYS DURING 2024

WOODHILL ESTATE CLEAN-UP DAY

A Community Clean-up Day was held on Woodhill estate in April, organised by Woodhill Tenants and Residents Association and Bury Housing. Waste Management Service also came along to provide advice on recycling and dealt with any queries on bin collections. The local Police Community Support Officers attended and built links with the community group. As well as the skip provided, our caretakers worked all day assisting over 45 households to dispose items and local children got involved by litterpicking the area, which was greatly appreciated. Residents were also able to re-use items such as bikes, that other residents were disposing.

Sarah Edwards, Chair of Woodhill TRA said ***“Thank you so much to Bury Housing and the caretakers who worked their socks off and went above and beyond to help residents clear rubbish and household items. There was much more waste than we ever expected so we hope to make the clean-up day a regular event to help those who struggle to get to the tip. We also want to build awareness to encourage more residents to recycle.”***



CHESHAM FOLD OPEN DAY/LITTERPICK

Following green space improvements on Chesham Fold estate, thanks to UK SPF Funding, an Open Day event was held, supported by local residents, Councillors, GM Police, Council Staff, Live Well Team, CAB, Ingeus and NHS. The event ended with a Children's litterpick, free packed lunch, plus offering advice and support on housing or community issues.



OTHER COMMUNITY EVENTS

RACECOURSE WALK AREA ACTION DAY

A mini Action Day was organised in August, in partnership with a newly formed community group in the Racecourse Walk area of Radcliffe. The purpose of the event was to promote the new group, litterpick / tidy the area, help residents dispose of household items, empty contaminated recycling bins and set up a Gardening Group. Advice and support was also provided by Housing staff, GM Police, Waste Management, Achieve and local councillors, with joint visits made during the event. The event was a great success, with positive feedback from the local community. 14 local residents attended with 9 new volunteers recruited for the Gardening group.



RACECOURSE WALK COMMUNITY GARDENING EVENT

A Community Gardening Event was organised in October, where housing and council staff helped local volunteers from the Allen St/ Racecourse Walk area plant spring bulbs and edge the grass. Two raised planters, built by Woodies Men in Sheds group were also sited on the pedestrianised walkway onto Racecourse Walk to stop cars driving onto Racecourse Walk. The community group have been awarded a Bury Housing Community Grant to purchase plants and also donated a tonne of compost from Recycling Greater Manchester / Suez for the project.



SEEDFIELD ESTATE CLEAN-UP DAY

Seedfield Tenants and Residents Association (TRA) held their Annual Clean-up morning, during a frosty, but dry spell of weather armed with a skip, cage truck, housing staff and half a dozen volunteers they managed to successfully fill the skip and half the cage. The clean up was followed by a warm pasty and a brew in the community bowling club.

TRA Chair Gary Hardman said: ***“We really appreciate the support we get off Bury Housing Services to help keep the area free from the rubbish that many of our neighbours would otherwise struggle to get rid of.”***



SUMMARY

OUTCOMES

The report highlights the need for the estate action clean-up days due to a number of reasons:

- ◇ Bury Council Housing Team being a visible presence on the estates
- ◇ Close partnership working with wider Council colleagues, statutory services alongside, volunteers and tenants
- ◇ Provide support and assistance to tenants and residents
- ◇ Listen to their voice
- ◇ Fosters a sense of community spirit and cohesion
- ◇ Raises awareness of recycling and changing behaviour around managing waste
- ◇ Improves sense of security and safety
- ◇ Improves overall aesthetics of neighbourhoods
- ◇ Housing staff to take local neighbourhood issues to PSLT's

POINTS TO CONSIDER

- ◇ Cost - approximately £7k skip hire to fund these events, additional tipping costs and staff time
- ◇ Reduction in poor garden condition and fly-tipping
- ◇ Increased visibility from Housing Officers on estates
- ◇ Multi-agency working to address and seek solutions for fly-tipping, bins including communal bins and communal space

WHAT'S NEXT

- ◇ Survey tenants for feedback
- ◇ Plan estate clean-up days for 2025