



# Action Plan 2024 – 2026

## The Banks & Blackbird Road

Welcome to your neighbourhood plan!

Working with residents your Neighbourhood Coordinator has created and agreed neighbourhood improvement plan for your community, that identifies what you see as the priorities where you live. This information highlights the main challenges in your neighbourhood and how we can work with partner agencies and community stakeholders to make improvements.

Objective	Key Actions to achieve	Action Owner	By when	Progress Update	Status
Increase Engagement and Visibility of Neighbourhood Coordinator – building relationship with residents	Weekly surgeries to be implemented and communications to be sent to residents	Neighbourhoods Team	Ongoing	Weekly surgeries are in place every Tuesday between 9-2	Complete
Updates on progress to be shared with residents	Monthly updates to be provided via the Neighbourhoods website and QR code to website and copy of action plan to be put on noticeboards	Neighbourhoods Team	January 2025	Website currently under development	In progress

Neighbourhood Improvement project	Communal kitchen at The Banks to be cleared and deep cleaned	Neighbourhoods Team	December 2024	Cleared and cleaned	Complete

Main point of contact to be agreed for escalating key challenges in the neighbourhood	Head of neighbourhoods to be main point of contact for escalation	Head of Neighbourhoods	October 2024	Residents Association chair has Head of Neighbourhoods contact details to escalate outstanding issues	Complete
Designated surveyor from the repairs team to progress works and post inspect completed works	Surveyor to attend to progress repairs and post inspect works	Repairs	January 2025	Surveyors not yet fully staffed so awaiting further information	In progress

Cleaning of the blocks	Monitor quality of cleaning at The Banks & Blackbird Road	Contracts and Partnership Team	Ongoing	Contracts Manager to be invited to carry out joint visit with NC at regular intervals	In progress
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Grounds maintenance of the blocks	Monitor regular visits of GM contractors but will also meet with Contracts Manager and GM staff as lots of ivy to be removed from The Banks and trees need to be cut back from parking area.	Contracts and partnerships Team	Ongoing	Contracts Manager to be invited to carry out joint visit with NC at regular intervals	In progress
Updating all communal lounge and kitchen	Communal lounge at The Banks to have new carpet fitted as well as new furniture provided. Kitchen needs to be fully equipped with crockery and cutlery	Neighbourhoods & ??	April 2026- subject to approval	The building services team have obtained quotes for installation. A consultation will then be held with residents.	Not started
Have handrail between Blackbird Road and The Banks repainted	Paint was chipping and the handrail looked very tired. Residents can now use handrail without peeling paint on their hands and it looks much fresher	Neighbourhoods	September 2025	Complete	Complete
Install CCTV camera and 'No Fly Tipping' sign to try and stop continual fly tipping at Blackbird Road	To ease service charges for bulk removal	Neighbourhoods	Summer 2025	Complete	Complete

Implementation of PCM Parking monitoring at Blackbird Road	Residents of Blackbird Road were struggling to park their vehicles due to non-residents using the car park so PCM was introduced and now only residents and their visitors are able to use the car park meaning there is now space available for everyone	Neighbourhoods	Summer 2025	Complete	Complete
To have ivy removed from wall between The Banks and the adjoining railway	The ivy was too heavy for the wall and was in danger of pulling down the wall	Neighbourhoods and Contracts	Summer 2025	Complete	Complete
To have the garden at The Banks overhauled with removal of dead plants and planting of new as well as a covering of bark	The garden was very old and tired and a little sparse. This has given new life to the garden so the residents can enjoy the space	Neighbourhoods	Summer 2025	Complete	Complete