

## Cost of living and wellbeing

### You said

When extra support is needed, it's mainly around health and wellbeing, help with bills, and food.

### What we're doing

Getting in touch with customers who asked for support and helping connect them to the right services.

✓ **Completed (February 2026)**

## Your local area

### You said

Your top priority is improving the local area (including hedges and fly tipping). You also asked for more local events and stronger partnership working.

### What we're doing

Bringing together a customer task and finish group, so residents can help shape plans to improve the local environment. Organising a "Big Tidy Up" in Castlefields on 19 June, focusing on the hotspots you've told us about and involving colleagues and partners.

**May 2026**

## Feeling safe in your neighbourhood

### You said

Many people feel less safe at night, linked to poor lighting, overgrown bushes, anti social behaviour and drug activity.

### What we're doing

As part of the Big Tidy Up, identifying key hotspots and sharing the right ways to report issues. We will share your concerns about off-road bikes with the Police.

**May 2026**

## Repairs, cold homes overcrowding

### You said

Some of your needs aren't being met - especially around accessibility, repairs, cold homes and overcrowding.

### What we're doing

Passing on repair issues you raised to the team that can help, so they can be checked and progressed and providing residents with advice on their rehousing options.

**April 2026**

**October 2025**

*72 of you participated in the survey*