



**Black Country  
Housing Group**

## Oak Green Way Neighbourhood Plan



We not me



We do what we  
say we will



We care



We do the  
right thing



We love to  
learn


## We work together so together we work


We want your estate to be a great place to live. That's why we have produced a plan to help us work together with you to understand your views and how we can help shape our service.

Oak Green Way are 10 purpose-built houses for individuals with learning difficulties, with a hub on the estate called Oak Green Lodge which is run by Options for Life. They provided support for our customers at Oak Green Way. Over the years, the support to our customers from Options for Life stopped. While Options for Life are still in operation, their support is no longer extended to our customers. Our customers told us about various challenges they face and that they feel isolated from networks and services.

As your Customer Relations Manager, I am now working with Options for Life to see how we can work in partnership so that residents can benefit from the activities and services provided at the centre.

**Rupee Mann**  
**Customer Relations Manager**

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# What's the big idea?

BCHG has a role in shaping places, and we think of it as one community at a time to make a big impact to improve residents' quality of life.

## Working with you and local stakeholders we aim to:

1. Reduce health inequalities.
2. Work toward prosperous people and neighbourhoods
3. Improve life and career choices.

## Our joint priorities for the next 18 months:

1. We will work together to inspect your neighbourhood two times a year.
2. We will communicate with you through resident meetings and tenancy visits.
3. We will listen to our customers and take action where we can.

## You can access services and get help from:

- Customer Relations Manager
- Customer Portal - <https://myhome.bchg.co.uk/>
- Social media
- Resident Broadcast - <https://www.bchg.co.uk/my-home-neighbourhood/resident-broadcasts/>
- Notice Boards
- Website - <https://www.bchg.co.uk/>
- Telephone - 0121 561 1969

Our joint activities and priorities for your neighbourhood are detailed below:

### Customer and Community Engagement

We organise resident meetings at Oak Green Lodge for our residents, carry out tenancy visits, scheme visits and bi-annual scheme inspections to maintain presence on site. Customers are invited to each scheme inspection to provide their insight into any matters affecting them. We have detailed some of the feedback and views we have had from you below and how we have worked together with you to change things.

### Customer Voice: You Said - We Will

**You said:** There are overgrown trees in communal areas and in a side entrance as you drive into Oak Green Way.

**We did:** Based on your feedback, some trees have now been removed. The overgrown greenery and tree that is under the ownership of Sandwell Council has now been cut back and the area has been cleared with the help of Local Counsellors.

Before



After



**You said:** Some tenants are feeling isolated as they have no support or network groups that they are part of.

**We did:** Arranged for the 'Let's Chat' bus to visit Oak Green Way which was a project funded by Transport for West Midlands to give information about services available within the area, and break isolation by getting to know your neighbours. Feedback from residents was that they really enjoyed having a chat and learning about other services in the local area. The funding for the 'Let's Chat' bus has now come to an end, but members of the public can access the Hub based in West Bromwich Bus Station. Some residents have started to use the Hub and find that this is a great place to drop in to have a chat.

We invited the Mayor and local Councillor to meet and greet residents, organised through Sandwell Council's Adult and Social Care team, so that they can provide information about local services, and how customers can access help from their local Councillors.

Residents met with the manager at Options for Life to discuss any activities that residents could be involved with and information was shared with residents as to the different ways they could be involved.

**You said:** You are interested in creating a gardening project on the estate.

**We did:** A joint consultation was held with the Sandwell Neighbourhoods team and residents. Options for Life have given BCHG permission to utilise the drying area for the project so that residents can have a space to grow their own fruit and vegetables. We have also approached Sandwell Council to apply for funding to continue this project.

**You said:** Some gardens are causing problems with rodents in the area.

**We did:** We provided a skip for residents as an opportunity to declutter. We worked with the Environmental Health Officer from Sandwell Council and ensured that the area was treated, and residents were given advice on do's and don'ts so that the problems do not re-occur.

**We will:** Continue to build networks with partner agencies so that you know who to contact for help and support.

As your Customer Relations Manager, I have built relationships with partners that can assist residents such as:

- Public Health
- Councillors
- Neighbourhoods Team
- Options for Life
- Welfare Rights

### Windows & Doors

New doors and windows have been fitted on the estate, as part of the planned programme. This was a challenging time as some residents are not comfortable having unknown individuals in their homes.

As your CRM I have been able visit you all together with the contractor and explain your needs, and also stayed with you while the work was starting in your home to give you reassurance and minimize disruption.

### Housing and Estate Management

As your Customer Relations Manager, I am your contact for queries relating to your tenancy including your rent account, any financial or wellbeing concerns that you are experiencing, anti-social behaviour and any estate issues or complaints. You can report repairs by phoning 0300 555 0302 or online [www.bchhg.co.uk](http://www.bchhg.co.uk)

At BCHG, we carry out an annual home visit to all our customers, which is an opportunity to address any concerns that you may have with your tenancy and property. I can also provide you any support or advice such as budgeting, managing utilities and accessing community resources. I will contact you to make an appointment that will be convenient to you. During the year, I will also carry out two estate inspections if you live in a scheme where we provide communal services or if you live on an estate. I will inform you of when these inspections will be so you can join me to discuss any concerns and work together on any improvements. In addition to this, you may see me on site on home visits, so please come and say hello or if you have anything you want to talk to me about. You can contact me on my mobile, email or online via the BCHG website.

### Anti-Social Behaviour

You said that there have been some concerns around anti-social behaviour on the estate. As your Customer Relations manager, I have established a link with the local Police for your area and they have given us reassurance that previously reported concerning behaviour was a one-off incident. However, when I visit the estate in future, if you still have concerns, the Police can be invited to come along and speak to you about your estate.

## Equality, Diversity and Inclusion

Our neighbourhood is diverse, with different people who make up our small community. We celebrate the range of people we serve and make sure that we tailor our service to meet everyone's needs. As part of BCHG's Equality, Diversity and Inclusion Strategy, we aim to ensure that we take time to understand our residents' circumstances. This is why we have explored a range of community activities that cater for our residents needs such as: organising the 'Let's Chat' bus to break isolation, get to know one another and become friendly neighbours. It also promoted good mental health, and gave information on various agencies and activities available in the local area.



There is also a service called 'Welcoming Spaces', where residents can visit for drop-in sessions for a chat, or if there are any needs. 'Welcoming Spaces' can help make referrals for residents to services that can help with their particular needs. All Sandwell Libraries now offer this service. We have provided our residents with information of how they can access this. Further details can be found using the link below:  
<https://www.sandwell.gov.uk/welcomingspaces>

## Communication

We also make sure we communicate with our customers in their preferred way and have a variety of communication options that best suits customers' needs such as WhatsApp voice messaging, letters in large print or home visits to explain what is happening that impacts our residents. During planned programmes, the CRM has assisted the contractors so that the residents feel at ease.

## Your neighbourhood

The Sandwell Council Neighbourhood Team and Head of Adult Social Care attended a meeting with residents of Oak Green Way to discuss possible activities, which customers can join in the local area.

For further information about your local area please visit <https://www.sandwell.gov.uk/homepage/43/parks-and-leisure>