

LIVERPOOL CITY REGION REGIONAL PLAN

2017–20



Contents

Foreword	3
About us	4
Key priorities	6
Our work across the region	8
Regional map	11





Foreword

This is our first regional plan for Liverpool City Region – an area where we own or manage 23,320 homes, across seven local authority areas. We also have a significant care and support service operating across the region, with 218 schemes for older people and those who need specialist support.

Liverpool City Region in numbers

79%

stock is
social housing

218

care and support
schemes

49%

homes have
single occupants

47%

of customers
are aged over 55

22%

of households
have children

57%

of customers claim
housing benefit

28%

of customers live
in income deprived
households

To create the plan, we've looked at the performance of our neighbourhoods, identified the characteristics of our customers and, most importantly, looked at what each community needs to thrive.

Last year we developed a programme of priorities that we plan to continue delivering over the next two years. This regional plan will deliver our corporate plan objectives of: stepping up supply, customers first and neighbourhoods matter. For Liverpool City Region, this means:

— **Stepping up supply**

We have a target to build 600 homes for rent and sale over the next two years. We'll look for development opportunities in areas where we have a strong presence, can maximise our impact and galvanise our resources. This will include areas such as South East Liverpool, Central and South Liverpool, Halton new town, Knowsley and parts of the Wirral.

— **Customers first**

As one of the region's largest providers of services to homeless people, we're exploring new ways to end homelessness for good. We're also launching a new repairs and maintenance service. And we're investing in digital technology to make our services more accessible to customers.

— **Neighbourhoods matter**

Many of our neighbourhoods are challenging. But with a transformed service, more housing officers on the ground and a planning framework to deliver around, we'll work in partnership with local authorities and stakeholders to improve neighbourhoods.

We're committed to improving communities across all seven local authority areas, beginning with detailed appraisals of eight groups of neighbourhoods.

Our aims are clear: we want to create good neighbourhoods, offer services that are relevant to our customers and improve lives across the Liverpool City Region. If you share our commitment and you'd like to work with us, please get in touch.

Dean Butterworth
Liverpool City Region
Regional Director



About us

Riverside is one of the country's leading providers of affordable housing, care and support and neighbourhood regeneration. We've been around for 90 years and we provide services to more than 100,000 customers in England and Scotland.

As a not-for-profit organisation, any money we make is reinvested back into the business to provide more homes and services.

Whether through our charitable housing association, commercial subsidiaries or joint ventures, we deliver a wide range of solutions to make homes and neighbourhoods great places to live.

We're a national provider but we work at a local level, focusing on what each community needs to prosper.

We operate across three regions – North, **Liverpool City Region** and South & Central – to provide:

- homes for affordable rent, low-cost home ownership and outright sale
- care and support for older people
- supported housing for those at risk of homelessness or facing other life challenges
- extra services for customers such as money advice, employment and training support, apprenticeships and affordable warmth advice.

We're committed to supporting neighbourhoods and transforming the lives of the people who live in our communities. We do this by working in partnership with local authorities, residents, businesses and other stakeholders.



...we work in partnership to actively engage in constructive dialogue with national and local government and our regulator.



Our Liverpool City region is where our journey began in 1928. We started out as Liverpool Improved Houses and our aim was to make housing affordable to those most in need. Our organisation expanded rapidly in the 1970s, into the surrounding five local authorities. We now provide housing and support services to 42,544 customers across the region.

Key priorities

We work with a broad range of statutory and voluntary organisations across our Liverpool City Region to deliver long-lasting change. We focus on the issues that affect people living in our communities, and what matters most to them. These are our priorities for the region over the next two years.

More homes to rent and buy

We plan to build 600 homes by 2020 – 75 % for affordable rent and 25 % for shared ownership. Compendium Living, our joint venture with Lovell, is building a further 140 homes for outright sale as part of a regeneration programme in Belle Vale, South Liverpool.

Across the region we've piloted the Government's Voluntary Right to Buy Scheme. This gave eligible tenants an opportunity to buy their home at a discount of up to 70 % on the market value of the property. We've sold 248 homes, which will be replaced as part of our 600-home target.

We think that regional devolution will bring new opportunities for both large-scale area renewal and housebuilding. The new combined authority has set a target to build 25,000 homes across the region by 2022. In addition to this, a new housing company has been set up by Liverpool City Council to meet the housing challenge across the city.

Tackling homelessness

Homelessness is a real challenge across the region. Rough sleeping has increased by 33 % over the last eight years. We're already the country's third largest provider of services to homeless people, but we know we can do more. We believe that everyone has the right to a decent home, and we continue to look for new solutions to achieve this.

For example, we've earmarked £1 million of our own funds to work with commissioners to tackle social problems such as homelessness on a 'payment-by-results' basis. We'll be both an investor and service provider with the commissioner paying only when agreed outcomes have been achieved. This innovative approach reduces risk for the commissioner and provides greater certainty on what works.

We want to partner with commissioners to provide support to people with a range of different needs – such as homelessness, mental health problems, resettlement after prison or hospital bed blocking.

Services for older people

The Strategic Housing and Employment Land Market Assessment (SHELMA) for the Liverpool City Region predicts that the number of people aged over 65 living in the area will rise by 53 % between 2012 and 2037. New solutions to housing and care for older people are needed now. We know there's a growing demand for a range of 'at home' services, so we plan to extend our care and support offering to people in their own homes. We're piloting an 'at home' service in one of our neighbourhoods in Rochdale and we're looking to do something similar in this region.



Neighbourhood improvement

We want our communities to be places where people feel proud to live. We're carrying out an in-depth analysis of our poorest performing neighbourhoods to develop plans for improvement. The first areas to be tackled are East Liverpool, North Liverpool, Central Liverpool and South Sefton.

There are also a number of regeneration initiatives being developed across the region. We will work with partners and stakeholders to maximise opportunities for regeneration in and around our neighbourhoods.

Digital technology

We need to take full advantage of technology to improve customer experience. Over the next 12 months we'll be launching new digital services, enabling customers to self-serve through our website. It means that they'll be able to do business with us, such as booking a repair appointment, at a time that suits them.

We also want to make our digital services accessible to everyone. Fifty housing officers will be trained as 'digital champions' to help get more customers online. And we're installing Wi-Fi at our largest (10 units or more) retirement living schemes and supported housing services.

Supporting customers

We have a long track record of helping customers maximise their income through our money advice service, affordable warmth service and our employment and training teams. In 2017/18 we helped customers across the region access £1,149,493 more money, save £142,577 on energy bills and helped 144 people into work or training. Over the next two years, we plan to focus more on this service, targeting neighbourhoods where the impact of welfare reform is particularly high.

Our work across the region

Liverpool


In Liverpool, we own and manage 12,223 homes across 34 neighbourhoods, 85% of which are for affordable rent. We also have 733 retirement living homes in 24 schemes and six supported housing facilities for homeless people, ex-offenders and people recovering from addiction. Over the last five years we've spent more than £38 million improving homes. These are our separate priorities:

Rough sleeping – The Metro Mayor has pledged to end rough sleeping across the region and is championing the Housing First model. This approach focuses on giving someone a home first, and dealing with any support issues afterwards. The model has proved to be successful in Finland – the only European country where homelessness has reduced in recent years. We've used a number of Housing First-type models in places like Manchester and Kent, and we can use this experience to deliver services in Liverpool and across the wider region. We're also developing a new 'move on' programme, which helps residents move from our supported schemes into a fixed-term tenancy much more quickly.

Regeneration and housebuilding – We're looking to work in partnership with Liverpool's new housing company, Foundations, which is planning 10,000 new and refurbished homes for the city by 2026. With 90 years' worth of local knowledge and experience of partnership working, we can make a significant contribution to the city's regeneration and housebuilding ambitions.

Empty homes – Liverpool has around 3,000 empty homes, many of which need substantial investment to bring them up to modern-day standards. Most of them are Victorian terraced properties, located in low value areas. Dealing with the empty homes problem is a challenge for us and our partners. We're investigating ways to tackle the issue by taking a 'whole place' approach, which includes refurbishing existing homes, building new ones, and working with partners to develop the best solutions for our neighbourhoods.

Our OwnPlace scheme, which brings empty properties needing less investment back into use, has been popular with buyers. Over the last 11 years we've refurbished and sold 314 empty homes through the scheme. Buyers pay 75% of a property's market value and receive a 25% grant from us. OwnPlace will continue to be part of our solution for creating urgently needed homes using our existing assets.



...with 90 years' experience, we can make a significant contribution to the city's regeneration and housebuilding ambitions.

Homes for market rent – Homes of all types and tenures are needed in Liverpool, including properties for market rent. Over the next 24 months we'll be looking for opportunities to create houses and apartments for market rent in areas such as the Georgian Quarter and Knowledge Quarter. And, to meet the growing demand for high-quality, affordable housing for students leaving university, we're working with our private housebuilding subsidiary, Prospect, to develop a housing product for the graduate market.

Neighbourhood renewal – In North Liverpool we are about to embark on a series of remodelling and renewal projects. Extensive stakeholder engagement will ensure that all options are considered and these could include property refurbishment, environmental upgrades, selective demolition and the provision of new homes.



Sefton

We own and manage 2,686 homes in the Sefton Metropolitan Borough Council area. We also have 20 retirement living schemes in Sefton, which are home to 522 older people. Over the last five years we've spent more than £11 million improving homes.

Halton

We own and manage 2,957 homes in Halton – a combination of new-town developments in four neighbourhoods and older terraces in Runcorn Old Town and Widnes. We also have 224 retirement living homes across seven schemes in the area. Over the last five years we've spent more than £10.5 million improving homes.

At Hallwood Park and Palacefields, we're leading on a large-scale area renewal plan. These areas have been chosen for renewal to help close the gap between our best and worst performing places. We will co-invest at scale over a 10-year period to strengthen the housing market, provide opportunities for residents and make neighbourhoods safer.

We are looking to work in close partnership with the NHS and Halton Borough Council to help deliver the Healthy New Towns masterplan.

We're also working in partnership with Onward Homes, Halton Borough Council, the NHS and local residents to create a renewal action plan for the Murdishaw area.

Liverpool in numbers

12,223

homes owned and managed

733

retirement living homes

184*

supported housing places

Sefton in numbers

2,686

homes owned and managed

522

retirement living homes

Halton in numbers

2,957

homes owned and managed

224

retirement living homes

*figures for supported housing units quoted in this document do not include units provided through managed agents.

Our work across the region

St Helens

In St Helens, we own and manage 1,198 homes, 78% of which are for affordable rent. We also have 141 retirement living homes in six schemes and deliver support services to 13 schemes managed by other providers. Over the last five years we've spent more than £3.5 million improving homes.

We're building 24 new homes at Chancery Lane in St Helens for affordable rent. The development is a mix of eight one and two-bedroom apartments, and 16 two and three-bedroom houses. These new homes are due to be completed by the end of 2019.



Knowsley

In Knowsley, we own and manage 1,090 homes, 59% of which are for affordable rent. We also have 198 retirement living homes in seven schemes and deliver support services to 14 schemes managed by other providers. Over the last five years we've spent more than £5 million improving homes.

The area could see the creation of 200 new homes for sale and rent. A tender has been submitted for a development at Whitfield Lane and, if successful, will include around 20 homes for affordable rent and a new extra care scheme. The homes will be factory-built using the low carbon ILKE modular system, a method which significantly reduces on-site construction time and produces homes that meet high energy efficiency standards.

Wirral

We own and manage 2,787 homes across the Wirral, 65% of which are for affordable rent. We have a large care and support operation across the borough with 403 retirement living homes in 14 schemes, and a supported housing unit for ex-offenders. We also provide a range of support services at 41 schemes managed by other providers. Over the last five years we've spent more than £7.5 million improving homes.

St Helens in numbers

1,198
homes owned and managed

141
retirement living homes

Knowsley in numbers

1,090
homes owned and managed

198
retirement living homes

Wirral in numbers

2,787
homes owned and managed

403
retirement living homes

43*
supported housing places for ex offenders

*figures for supported housing units quoted in this document do not include units provided through managed agents.

Regional map



Key



Affordable homes
in pipeline



Stock investment
programme



Growth areas



Renewal project



Affordable homes
in development



Care and support
key growth area



Priority areas



Major
renewal project

Get in touch or find out more

For further information please visit



www.riverside.org.uk/about-us

email: **info@riverside.org.uk**

Follow us on Twitter **@RiversideUK**



Or call **0345 111 0000**

to speak to our Strategy and Planning team

The Riverside Group Limited

Registered Office:
2 Estuary Boulevard,
Estuary Commerce Park,
Liverpool L24 8RF

A charitable Registered Society under
the Co-operative and Community
Benefit Societies Act 2014

January 2019

Details correct at time of printing
RSD_RP_LCR_2017-20_V1