



Your neighbourhood

Our local offer to you in Derby

We want to create good neighbourhoods, offer services that are relevant to you and will help to improve your lives.

We've spoken to some customers and asked local teams delivering services how we can improve. Over the next two years we are looking to deliver some improvements to your neighbourhoods working in partnership with local service providers.



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We want to ensure that we are providing the support you need and resolve any issues. Here is what we have done, and what we plan to do.

“We want support to manage our tenancy and help to find a job.”

Drop in Sessions – We’re arranging monthly drop in sessions so you can talk to us about what you need support with to help you into work or training opportunities..

Community Events – We’re arranging events where you can come along and talk to us about how we can help you. We will let you know about the dates and times closer to the events.

Partnership work – We’re working with Derby Homes to help those who need extra support to manage their tenancy.



“What are the homelessness service provisions and support?”

Centenary House – We’ve recently refurbished our homelessness hostel and emergency shelter by converting an open space area within the hostel to provide three more emergency beds.

Specialist training – We’re working with other agencies to provide specialist training and education support for young customers who are seeking asylum and help them to move on to independent living.

“We want to be cared for at home.”

Support schemes – We’re working with Public Health England to provide additional support for our customers in schemes, so we can prevent unplanned hospital admissions and you can receive care at home.



“There’s misuse of communal area, noise nuisance and littering.”

Castleward area – We’ve spoken to some of you about the issues and are working on how to tackle them.

Door entry upgrades – We’ve upgraded the communal entry door access to tackle unauthorised entry.

CCTV – We’ve improved security to your home by providing new CCTV in communal areas

Community action – We’re working with the police to deliver community safety actions in your neighbourhood.

REST team – We’re working with the REST team tasked to help those who sleep on the streets in Derby.



To see what events are happening in your neighbourhood follow us on Twitter **@RiversideUK** or search on Facebook for **‘Riverside Group’**

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What else is happening?

In line with delivering our corporate plan we will be building new homes and investing in improving existing homes.

More homes – We're looking to deliver an additional 50 new homes in the Castleward area by June 2020

Home improvements – We're spending over £150,000 in Derby replacing bathrooms and kitchens as part of our planned works programme. Details of who and where will be sent out to individual customers.



Find out how you
can get involved visit
[www.riverside.org.uk/
getinvolved](http://www.riverside.org.uk/getinvolved)

Access services and get in touch – you choose how and when



Online at www.riverside.org.uk

Find help and advice on anything from money to using our payment app, report and manage a repair, get in touch, ask a question or chat to us online. Plus, set up a free personalised account in just a few minutes and you can book, rearrange or cancel repairs, view your rent and charges account – and automatically get any new online services we add in the future.

By phone on 0345 111 0000

Call us 24 hours a day, 365 days a year.



In person

When you do need to see someone face-to-face, we can visit you at home or meet somewhere convenient for you. Call and arrange an appointment.

The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,
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A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

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