

Our Regional Plan 2020-23

Liverpool City Region

What is 'Our Regional Plan'?

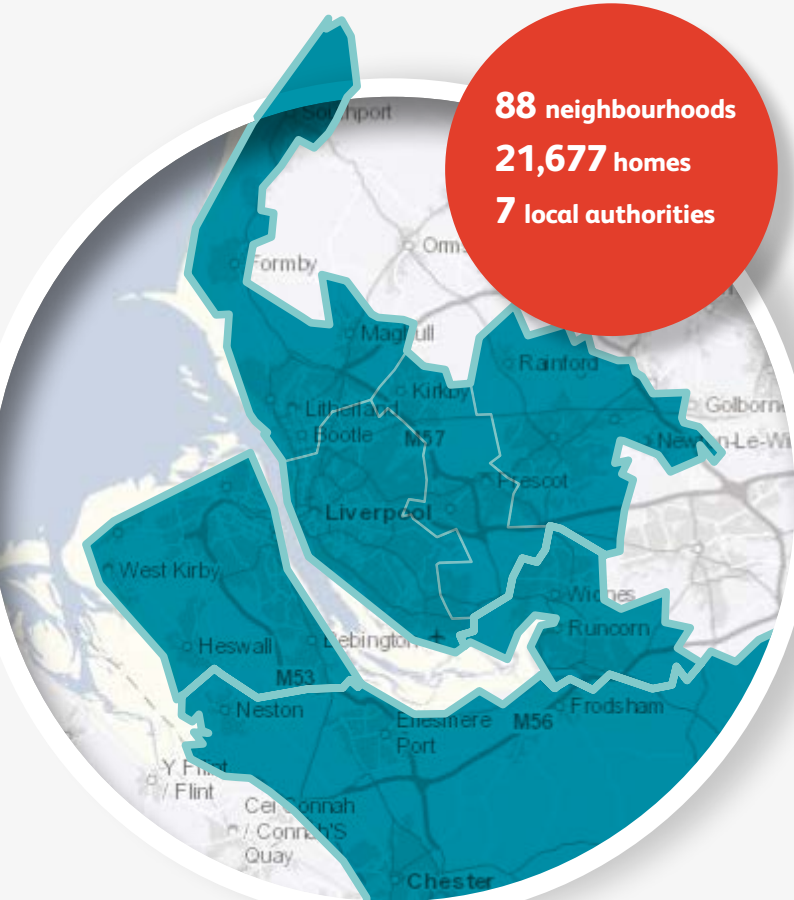
A summary of Liverpool City Region's (LCR) contribution to the delivery of Our Riverside Plan 2020-2023.

It has been created collaboratively with our social housing, home ownership and care and support business streams.

It sets out clear targets and acts as a strategic compass to guide the decisions we will make to address regional challenges and improve performance whilst delivering business effectiveness.

It focuses on the elements of the Regional Plan that are unique to LCR and our key priorities up to 2023.

88 neighbourhoods
21,677 homes
7 local authorities



Regional Profile

Smallest region in geographic size, but the highest in terms of property numbers and financial turnover. Operating in **88 neighbourhoods** with **21,677 homes**, it covers **seven local authorities**; six that make up the devolved Liverpool City Region combined authority and Cheshire West.

Our neighbourhoods are challenging, with 40% in the top quartile for poor performance. This is linked to long term entrenched deprivation and ageing stock: 43% of our homes were built before 1919. 738,000 residents in LCR live in the top 20% most deprived communities in the country with the region ranked as the most deprived of England's 38 LEPs

For more information please visit www.riverside.org.uk/about-us
email regionalplanningliverpoolcity@riverside.org.uk
follow us on Twitter [@RiversideLCR](https://twitter.com/RiversideLCR)

People at our heart

Listen to our customers and colleagues – focus on equality, diversity and inclusion

We will improve the quality of services provided to our customers.

- Deliver our customer engagement strategy to support our customers to engage in, and influence, services by:
 - using digital technology,
 - creating a new regional Riverside Customer Voice hub
 - growing our iCommunity.
- Focus on complaint handling, swift regular customer contact and understanding root causes to drive up satisfaction.
- Make 6,000 welfare phone checks to our customers facing challenges every 12 months.
- Support our customers via tenancy sustainment funding, linking into local support networks, partnering with other housing associations, enabling digital inclusion, funding for food packages, and intensive welfare checks from our housing and specialist support teams during the Covid-19 pandemic.

We will do more to end homelessness.

- Deliver our ambitious approach to homelessness using local strategic opportunities including Housing First, Vincent's Hotel and our Riverside Impact Fund across the combined authority.
- Increase supply of homes for rough sleepers via MHCLG funding in Liverpool and Wirral, on the next steps accommodation project by creatively converting our under-utilised assets to meet local demand.
- Enable our customers on the 'Riverside Journey' from our supported services to tenancy sustainment in our social housing using move on targets.
- Collaborate at a regional level with the housing associations group in LCR, using the successful joint housing and Liverpool City Council homelessness project as a model. This is now an exemplar project nationally.

Homes for the future

Invest in existing and new – reduce environmental impact, continue to grow

Raise the standard of our homes and deal with those that aren't fit for the future. We will build and acquire to grow and help address the housing crisis.

- Build 875 new homes.
- Develop strategic and operational projects to halt disrepair claims. Work with internal and external partners to reduce the impact on our customers and Riverside.
- Deliver a safety first bin storage project across 800 communal areas to resolve building safety, customer complaints and improve satisfaction.
- Explore Guinness stock acquisition of 580 new units including four high rise blocks and 41 older person schemes.
- Trial building using new technologies like modular build in South Liverpool and piloting a gas free development in East Liverpool.



Photo by by Neil Martin on Unsplash

Places to thrive in

Careful investment, large and small-scale

Invest in our homes and services to have a positive impact on the places in which we work.

- Deliver 'people and place' approaches to our 20 most deprived neighbourhoods to drive community development and customer satisfaction, supplemented by physical enhancements.
- Our Halton major renewal programme will focus on residential led regeneration, encompassing neighbourhood and economic renewal through delivery of a neighbourhood centre, extra care scheme, independent living, green active travel routes and the demolition and re-build of 300 properties.
- Deliver our levelling up support package to the North Liverpool neighbourhood: one of the most deprived in the UK, including our John Bagot Close re-development, Chapel Court project, Goodison legacy programme, property re-purposing, CDC renewal and partnering with EiTC on capacity building.
- Exploring neighbourhood revitalisation for our most challenged communities via retrofit, green funding and strategic partnering enabling us to respond swiftly to opportunities and funding arising out of the economic driver of the green economy regionally.
- Build on our recent successes and positive relationships, increasing our stakeholder and commissioner network and working collaboratively to solve complex regional issues.

