

Our Regional Plan 2020-23

North

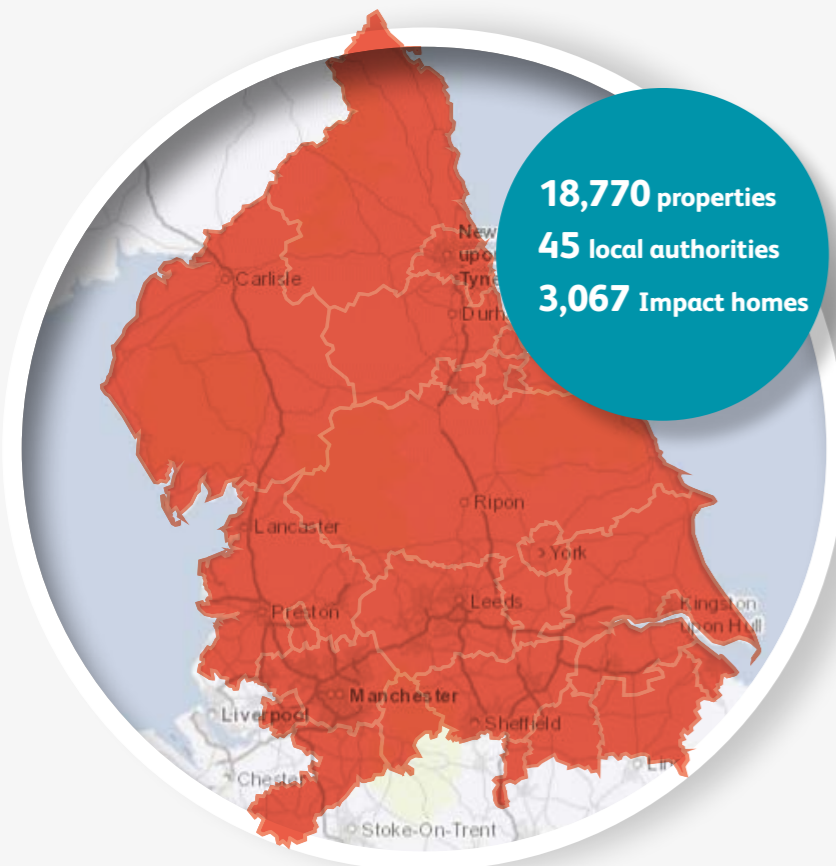
What is 'Our Regional Plan'?

A summary of the North Region's contribution to the delivery of Our Riverside Plan 2020-23.

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 the North Region and our key priorities up to 2023.



Regional Profile

The region's stock of **18,770 properties** is spread across **45 local authorities**. Although the region covers a large geographical area, 75% of stock is in just six local authorities (Carlisle, Rochdale, Hull, Manchester, Newcastle and South Tyneside).

This includes the acquisition of 1,104 properties from Clarion (in Newcastle and South Tyneside) in March 2020.

Impact Housing falls within the geographical area managed by the North Region. We will continue to collaborate closely with Impact throughout the integration process. **Impact manages 3,067 properties.**

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

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.

- Listen to customers' views by:
 - increasing the numbers of customers who sign up to iCommunity and trialling targeted customer surveys where appropriate
 - continuing to survey customers to gain their input into Neighbourhood Plans
 - extending the use of social media to engage customers
 - supporting customers to engage with Riverside Customer Voice Regional Hubs
 - proactively contacting customers.

We will do more to end homelessness.

- Grow our homelessness services, securing additional 'Housing First' and floating support contracts, focussing on Greater Manchester, Hull and Wakefield.
- Maximise the number of offers we make in the Greater Manchester Housing First pilot.
- Aim to secure funding under the Next Steps Accommodation Project, working with key partner local authorities including Rochdale and Wakefield.
- Review our existing assets in Manchester, capitalising on our reputation as a leading provider of homelessness services in Greater Manchester by developing a GM homelessness strategy.

Work in partnership with Impact to successfully complete the integration project.



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.

- Ensure appropriate safety measures are in place for the two buildings in this region that are over 18 metres tall.
- Build 1,621 new homes.
- Help Care & Support to provide dispersed units.
- Deliver the pledge to reinstate Impact's development programme of 150 properties by August 2021.
- Investigate growth by Social Housing where approval not currently in place to support cross stream bids for sites.

Work with partners and residents in Langley to support the aspiration to develop Community Led Housing.



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.

- Start to deliver our 10 year Strategic Investment Framework for Carlisle on a neighbourhood by neighbourhood basis.
- Secure a formal role in St Cuthbert's Garden Village.
- Complete Neighbourhood Plans and deliver Local Offers in neighbourhoods where additional focus is needed including for the four new neighbourhoods in the North East.
- Provide support to neighbourhoods most impacted by Covid-19.
- Take steps to address the skills shortage affecting our contractors in Cumbria.
- Work in partnership to maximise the outcomes from the Manchester United Foundation Carlisle hub for our customers and neighbourhoods.

