

# Our Regional Plan 2020-23

## South & Central

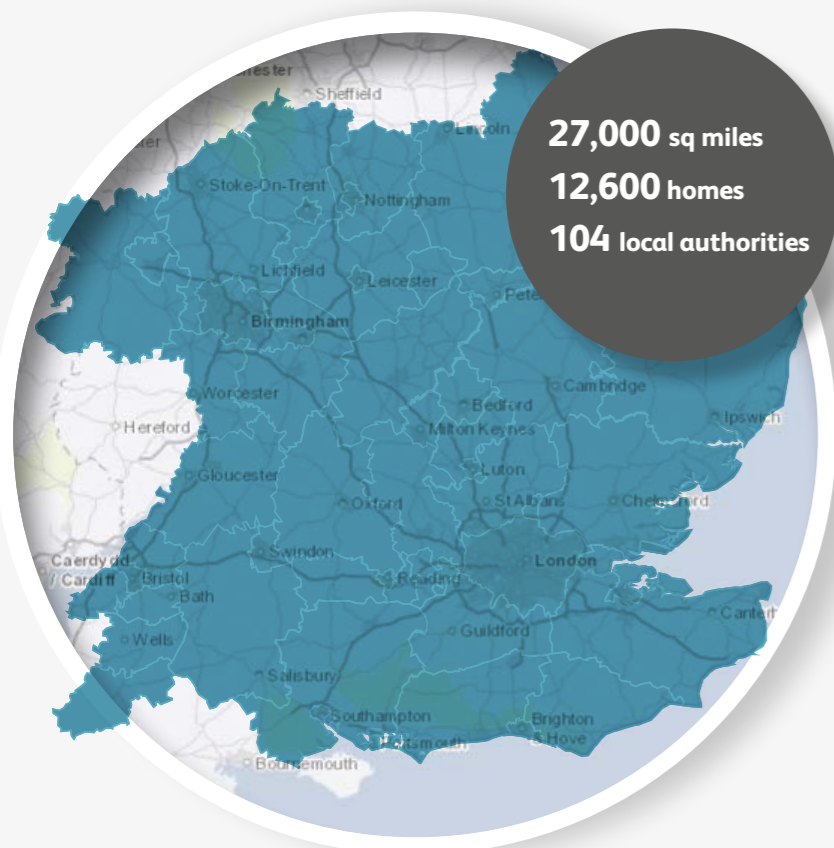
### What is 'Our Regional Plan'?

A summary of South & Central Region's 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 South & Central and our key priorities up to 2023.



### Regional Profile

Our region covers **27,000 sq miles** from Suffolk to Bristol and from Stoke to Dover spanning across 66% of the Group's national footprint.

There is a richness of diversity with 20% of our customers from BAME communities.

We have **12,600 homes** spread across **104 local authorities**, of which 6,000 properties are concentrated in 10 local authorities.

Over half of our properties are flats/bedsits and 60% of customers are aged under 44.

Recent figures report that London has accounted for 27% of all rough sleepers in England, a 13% increase since 2017.

For more information please visit [www.riverside.org.uk/about-us](http://www.riverside.org.uk/about-us)  
email [regionalplanningsouthandcentral@riverside.org.uk](mailto:regionalplanningsouthandcentral@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.**

- We will promote digital engagement and offer a fair and consistent service model irrespective of location to new and existing customers.
- We will grow the iCommunity by 1,000 members.
- Create new regional Riverside Customer Voice hubs.
- During the initial Covid-19 lockdown we carried out welfare calls to our customers, using an evidence based approach to target our resources. We will continue to make welfare calls to our customers facing challenges.
- Deliver the Customer Plan and improve customer satisfaction overall whilst specifically addressing key concerns within our BAME communities.

**We will do more to end homelessness.**

- Seeking to secure additional 'Housing First', floating support contracts focusing in Gloucester, Cambridge, North London, Derby, Kent and Bristol.
- Pursue opportunities extending the ENGAGE model in other boroughs of London following the successful contracts in Enfield, Hackney and Haringey.
- Enhance and sustain our service approach for Move On accommodation to support the sustainment of long term tenancies.
- Improve the supply of homes for rough sleepers under the Government funded Next Steps Accommodation Project, working with local authorities in the South East.



### 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 682 new homes across our business stream portfolio in Leicestershire, Derbyshire, Northamptonshire and Kent in line with our Growth Strategy.
- Seek opportunities to build new homes in selected London boroughs.
- Continue our commitment to provide sustainable and affordable rented accommodation through our Joint Ventures with Compendium Living and Vistry.
- Work in line with our Asset Management Strategy to raise the standard of our homes and deal with those that aren't fit for the future.
- Improve 1,100 bedrooms in our supported schemes to bring them up to standard.
- Determine how our assets align to the markets in which we operate and have clear rationale about our growth preferences.



### 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.**

- Develop and deliver Neighbourhood Plans with Local Offers where additional focus is needed within neighbourhoods in Leicester, Stoke, Thanet and Derby and those areas most impacted by Covid-19.
- Enlist the support from our regional specialists to deliver a targeted approach in the neighbourhoods found to be left behind. The support will include helping customers to maximise their income.
- To have achieved planning consent for the redevelopment of our London sites in Lambeth, Bromley and Southwark and to have commenced works in Lambeth.
- Deliver sustainable solutions in our communities, akin to the Lewisham model that involves an Improvement Works Plan for the accommodation and external boundary.
- Continue to develop positive relationships with our stakeholder network to find local solutions.

