

What's been happening in Liverpool City Region 2020/21?

- We have produced Neighbourhood Plans for Knowsley, St Helens and Wirral and consulted with 10,000 customers on their neighbourhood priorities.
- We have reduced rent arrears across the region by £73,075.
- The Money Advice Team has achieved 905 successful claims during the financial year.
- The Riverside Home Ownership (RHO) Money Advisor has generated additional financial gains for RHO customers totalling £48,474.
- The Affordable Warmth team dealt with 631 referrals during the year and some of the interventions included tariff switching and energy saving measures.
- The Employment and Training Team has achieved 91 job outcomes (including 3 apprenticeships) and 56 training outcomes.
- We have built 25 new bin storage areas to support customers in recycling, fire safety compliance and keeping their communal areas clean and clear.
- The Liverpool Next Steps Accommodation Programme converted 15 small terraces into one bed homes for previously homeless people in Liverpool with MHCLG funding.
- We housed 12 people through Housing First, provided safe accommodation through a 49-bed hostel in Vincent's Hotel and collaborated through the Liverpool City Council homeless project to provide 287 previously homeless people with a home (119 Riverside properties used and 154 furniture packages given). Our Sefton Homeless Families project has successfully delivered 10 new homes to previously homeless families.
- We received planning permission for environmental improvements at John Bagot Close including demolition, remodelling new build and environmental up-grade.
- We have successfully started a joint development with Liverpool City Council's 'Foundations' at Ackershall Avenue.

- Major renewal work is continuing in Hallwood Park and Palace Fields in Halton.
- Our Halton Brook office has closed – our team will visit customers in their own homes.
- As part of our response to Covid-19 we have made 8,000 welfare calls to vulnerable customers, updated our community information database every two weeks to signpost to support organisations, contributed £5,000 of funding for local charity 'New Beginnings' to feed our most vulnerable customers and gifted 10 tablets to digitally isolated customers.