

What's been happening in North Region 2020/21?

- We have launched 5 Neighbourhood Plans, 4 of which are in the neighbourhoods that transferred over to Riverside from Clarion in March 2020 - Benwell (Newcastle), Barrack Road (Newcastle), Cleadon (South Shields) and Tyne Dock (South Shields). The fifth was in Raffles (Carlisle).
- The plans have covered a total of 1,628 properties across the five neighbourhoods and we completed 323 customer surveys to help develop them.
- From the surveys we have had 97 referrals to our iCommunity panel, 45 to customer involvement and 167 referrals to our income maximisation service and community safety teams.
- 5 Local Offers have been delivered to customers telling them what we are and will be doing in their neighbourhood above our standard service offer.
- As part of the planning process in Raffles, we piloted the use of the Place Standard tool, working with local stakeholders to identify key areas for improvement
- A wide range of actions have come from the Neighbourhood Plans. These include investing in projects in our communities, however due to the restrictions presented by Covid and furloughed staff two of these are still to be delivered:
 - In North Bransholme we provided £2,350 to the resident group UrBAN to deliver their community events for the year.
 - St Barnabas church hall in Raffles has developed into a Community Hub due to the closure of another local venue. Riverside provided £1,975 for the internal re-decoration of the hall.
 - In Langley we provided £2,500 for the development of the Café & Volunteering Project
 - As part of the legacy of our PFI arrangements in Hull, we helped bring the Thorpes Centre back into use in a £50,000 project. We worked with Hull City Council, Evolve and Rosindale's and the centre is now used by local nursery and disability groups.
 - In South Shields we own and support four community buildings which are managed by local groups and organisations. These include a food pantry run by homeless charity Emmaus, who have remained open throughout the pandemic to support local residents who are facing financial hardship and Bright Futures, a youth organisation who have also worked throughout the pandemic, finding alternative ways to work with and support young people in our communities.