

## What's been happening in Liverpool City Region 2021/22?

- Neighbourhood Plans are now carried out by the new Community Planning and Resilience Team, as part of our new ways of working we have reviewed 7 existing LCR plans– these are Liverpool North, Liverpool East, Liverpool Central, South Sefton, St. Helens, Knowsley and Wirral - which covered a total of 48 neighbourhoods. From these we have prioritised areas where we will be producing new Community Plans in 2022 / 23. For any other neighbourhoods with outstanding actions or emerging issues we have created a patch plan which will be managed by housing services
- We have increased the use of our digital services.
  - 15 new members have been recruited to I Community bringing the total to 241 members for region
  - Our RCV Liverpool Facebook hub is now has 905 members
- 8,120 customers were surveyed on what the priorities were in their neighbourhoods
- 2,750 welfare calls were made to tenants across the year
- We had 265 applications made to our Tenancy Sustainment Fund and awarded a total of £25,638.00
- We have built 39 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 10 homes for rough sleepers in Liverpool using the 'rightsizing model' to convert hard to let 2-beds to desirable 1-bed accommodation.
- We housed 15 people through Housing First, provided safe accommodation for 67 rough sleepers through a hostel in Vincent's Hotel and our Sefton Homeless Families project supported 37 families comfortably surpassing the target of 20.
- The acquisition of 580 new homes from the Guinness Partnership was successfully completed in October 2021
- We have secured planning permission for environmental improvements at John Bagot Close including demolition, remodelling new build and environmental up-grade which is ongoing.
- We have developed and delivered 356 new homes across the region, which are a mix of Affordable Rent and Shared Ownership
- We are continuing to deliver major renewal work in Hallwood Park and Palace Fields in Halton

### **Nationally**

- Our Money Advice Service had 1,129 successful claims and secured £2,919,501.69 cash gains for our customers.
- Our Affordable Warmth team dealt with 1,044 referrals and made a savings of £99,258.49.
- Our Employment & Training Team provided support to 251 people seeking employment, and 132 people into jobs. Through the team 67 people completed formal training programmes or were involved in volunteering
- We gave 26 awards through our Ladders of Aspiration Funding, which gives people the opportunity to gain training and professional qualifications leading to employment or self employment. We also awarded 53 Helping Hands Grants, these grants are to support people back into employment, some examples of what the grants are used for include: interview clothes, travel

expenses and specialist workwear