

What's been happening in North 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 our 12 existing plans and in 2022/23 will be refreshing and relaunching those which still have outstanding actions or fall into our priority areas– these new Community Plans include Colshaw Farm, Langley, North Bransholme and Raffles, the remaining 8 have been converted to patch plans, which will address emerging local issues
- 323 customers within 5 neighbourhoods completed surveys to identify their priorities for the neighbourhood plans
- We have increased the use of our digital services.
 - I Community now has a membership of 501 – which is 36% of the membership nationally.
 - Membership of our Northwest Facebook Hub has increased to 411.
 - There has been an 11.6% increase this year in people using My Riverside (36.6%)
- We had 326 applications to our Tenancy Sustainment Fund and awarded a total of £32,615.00
- We have developed and delivered 433 new homes across the North region – 298 of these were Affordable Rent
- In October 2021, we successfully completed our merger with Impact Housing adding over 3000 homes and 1 community building to Riverside's stock
- We secured a 5-year contract to support 17 customers at risk of homelessness in Salford. We also secured funding to continue delivering the Manchester Street Engagement Hub to support rough sleepers.
- We have delivered 17 homes for people experiencing or at risk of rough sleeping in Rochdale and Hull as part of the Next Steps Accommodation Programme
- Carlisle School Hub -Youth Support programme completed – this was a 3-year project in partnership with Manchester United Foundation, the secondary school and Carlisle United Community Sports Trust. Over 3 years they have involved 400 children in over 3000 sessions, delivering activities across several themes, including: mentoring and personal development, intervention / group work, leadership opportunities and enrichment activity.

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

