

What's been happening in Liverpool City Region 2022/23

Community Planning & Resilience

- 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 existing LCR plans and from these we prioritised 4 areas to produce new Community Plans in 2022 / 23. These community plans covered Murdishaw, North Liverpool, Peel Road and Dovecot, Huyton and Princess/Old Cantril neighbourhoods. For any other neighbourhoods with outstanding actions or emerging issues we have created a patch plan which will be managed by housing services
- The Riverside Foundation Community Fund has awarded £92,231 to community groups and organisation to deliver local projects, these have included food poverty projects, warm hubs, youth community centre and boxing sessions.
- We have created support directories for North Liverpool, Liverpool, St Helens, Knowsley, Wirral, and Halton. The directories outline useful contacts and organisations that can provide a range of support in your area, such as food support & money / debt advice.
- In our community plan areas, we have delivered several initiatives to improve our neighbourhoods, for example Community Project funding accessed to clear canal pathways in Athol Village, paint parking bays in Murdishaw and install roofs to bin sheds in Walton.
- In response to the cost-of-living crisis we launched our Well-Fed Riverside Campaign to tackle food poverty, as part of this we distributed £102,990 of funding to 10 local food projects across LCR who provide support within our communities. For example:
 - Can Cook - £44,000 commissioned project, to support 100 households with pilot in North Liverpool in October, 60 households benefitting so far.
 - Working closely with key organisations in the Liverpool area, recommended that Riverside Foundation donate funding to key partner organisations tackling food poverty in North Liverpool; donations given to Community Shop (£5k), Our House Walton Food Pantry (10k), North Liverpool Food Bank (£4.5k) and New Beginnings Improving Lives (£30k)
 - Everton in the Community (EitC) Market Food Pantry – £8,995 funding accessed to purchase a refrigerated van. Sourced social value via Prescott Signs to add branding designs to EitC van.

Listening to Customers

- 2066 customers were contacted across 3 new community plan areas to provide feedback and identify their priorities for their neighbourhood.
- 3 local offer documents have been produced and sent out to customers in response to their feedback in Murdishaw, North Liverpool and Peel Road.

Digital Services

- We have increased the use of our digital services.
- Membership of the I community has increased to 274 which represents 17.2% of the total membership
- Our RCV Liverpool Facebook hub now has 889 members.
- There has been an 29% increase this year in people using My Riverside to log repairs (65.8%)

Delivering New Homes

- We have developed and delivered 177 new homes across the region, of which 141 Affordable Rent

Tackling Homelessness

- **Next Steps Accommodation Programme** - Delivered homes for rough sleepers in Liverpool using the 'rightsizing model' to convert hard to let 2-beds to desirable 1-bed accommodation
- **Rough Sleeping Accommodation Programme (RSAP)** - £655k secured in capital grant funding to deliver a total of 32 new homes for people experiencing rough sleeping.
- In Liverpool we delivered another 15 'rightsized' homes for rough sleepers in Liverpool. We adopted the rightsizing model in Sefton to deliver 7 homes for rough sleepers. In Wirral we converted Rock Lane West, a long-term void property, into 10 self-contained flats. All properties are now tenanted, and we are providing support to 42 NSAP/RSAP customers, helping them to address a range of needs and ongoing support to maintain and enjoy their home.
- C&S also provide a support-only service to 60 customers living in NSAP (Next Steps Accommodation Programme) and RSAP properties provided by our partners Onward Homes and Torus.
- The Liverpool NSAP/RSAP schemes have had 100 separate tenancies with 88 sustained to date (including 25 for over 12 months).
- Successful Funding accessed and relationships built via MHCLG.
- We housed 16 people through Housing First across LCR. Since 2021, it has housed 31 customers.
- Sefton Families Service continues with Sefton Council and since April 2021 has provided 57 homes for families. In May 2023, the service won Best Initiative for Tackling Homelessness at the Northern Housing Awards.

Other Information

- John Bagot Close re-development has begun with contracts signed and contractors now on site for demolition and redevelopment following on-going engagement with customers via community events.

- We are continuing to deliver major renewal work in Hallwood Park and Palace Fields in Halton.
- Poet's Place, Sefton - Steering group of RPs met with MP Peter Dowd to discuss progress to date, work in pipeline and working together. Riverside provided additional £14k funding (community fund and regional budget) for environmental project – subsequent meetings will follow regarding project delivery and resident participation and engagement. Monthly walkabouts with Housing Services and partners continue to arrest environmental blight with Housing Services attending monthly Poets Steering Group.

Supporting Customers – National Figures

- Our Money Advice Service had 1,200 successful claims and secured £4 million cash gains for our customers.
- Our Affordable Warmth team assisted 900 customers and made a savings of £100,000
- Our Employment & Training Team provided support to 270 customers, supported 65 people into jobs, and 54 into training.
- We gave 13 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 60 Helping Hands Grants, these grants are to support people back into employment, some examples of what the grants are used for including: interview clothes, travel expenses and specialist workwear