

## **What's been happening in the North Region 2022/23**

### **Community Planning & Resilience**

- We have launched 7 new community plans in Raffles, Morton, Wigton Road and Harraby (Carlisle), Salterbeck (Workington), Colshaw Farm (Cheshire East) and Langley (Rochdale) and we are currently developing the plan for North Bransholme in Hull
- The Riverside Foundation Community Fund has awarded £22,846 to community groups and organisation to deliver local projects, these have included health & wellbeing, growing projects, fundays, events, and warm hubs
- We have created support directories for Carlisle, Hull, Wilmslow, Salterbeck and Langley. 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 in response to customer feedback, these have included –working with resident groups to develop projects that meet local needs, community events, activities for children and adults, targeted clean up days, tackling ASB (Anti-Social Behaviour), and cost of living support – such as supporting the setting up of warm spaces throughout the winter
- 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 £75,241 of funding to 11 local food projects across the North who provide support within our communities

### **Listening to Customers**

- 7118 customers were contacted across the 8 new community plan areas to provide feedback and identify their priorities for their neighbourhood
- Four local offer documents have been produced and sent out to customers in response to their feedback in Salterbeck, Raffles, Morton and Colshaw Farm

### **Digital Services**

We have increased the use of our digital services.

- I Community now has a membership of 684 – which is 42.8% of the membership nationally.
- Membership of our Northwest Facebook Hub stands at 411.
- There has been an 22% increase this year in people using My Riverside to log repairs (59.1%)

## **Delivering New Homes**

- We have developed and delivered 212 new homes across the North region – 125 of these were Affordable Rent

## **Tackling Homelessness**

- In January 2023 we began delivering a Rough Sleeping Accommodation Programme Support Service in Greater Manchester. This is a 2-year project which provides accommodation and specialist support for rough sleepers, and is delivered in partnership with Great Places and Jigsaw,
- We have delivered a further six homes for rough sleepers in Hull as part of the Rough Sleeping Accommodation Programme taking our total to 14.

## **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