

# Economic Growth Scrutiny Panel

Agenda  
Item:  
**A.2**

Meeting Date: 5 April 2018  
Portfolio: Economy, Enterprise and Housing  
Key Decision: No  
Within Policy and Budget Framework YES  
Public / Private Public

Title: RIVERSIDE UPDATE  
Report of: Sarah Paton, Regional Director, Riverside  
Report Number: ED 14/18

## Purpose / Summary:

This report has been provided by Riverside Housing Association's Regional Director, and includes updates on a range of topical issues, including: negotiations on future Board arrangements with the Council; the proposed takeover of Impact Housing Association; and Riverside's development programme.

## Recommendations:

Members of the Scrutiny Panel are encouraged to use the contents of the report to help inform questions to Riverside's Regional Director.

## Tracking

Executive:	
Scrutiny:	
Council:	

**Report to: Carlisle Economic Growth Scrutiny Panel**

**Report from: Sarah Paton, Regional Director Riverside**

**Date of meeting: 5 April 2018**

## **UPDATE REPORT FROM RIVERSIDE HOUSING**

### **1. Board arrangement Proposal**

Following discussions throughout 2017 we have recently put a formal proposal to Carlisle city council to agree a variation to the stock transfer agreement which will be legally binding.

Our proposal is that in place of the divisional board we will establish a 'regional liaison group'. The membership of this will be representatives from Carlisle city council and Riverside. The purpose of the group will be to discuss matters that are important to our customers and communities in Carlisle and these will be agreed by the group. This group will not be part of Riverside's formal governance structure but will be consulted on matters that affect customers and neighbourhoods in Carlisle, some of which are mentioned below.

We recognise our responsibilities in Carlisle as the stock transfer recipient and this report demonstrates our commitment to investing in and contributing to the city in the long term.

### **2. Impact Partnership**

Impact are currently consulting their tenants, shareholders and other interested parties on their proposals to join Riverside.

The resident consultation will take place over 6 weeks with written information, drop in meetings and a short film which will be available to view on Impact's website. Following the consultation with residents, the Impact board will ask their shareholders to vote on the proposal. If the partnership is approved, Impact could join Riverside as a subsidiary by the end of the summer.

Residents and shareholders have been given details of the proposals Riverside made to Impact including investment in existing homes and new development.

### **3. Regional Planning – focus on Carlisle**

Regional Planning has been implemented as part of our transformation programme. It focusses on regional and neighbourhood activity and aspirations across all our business streams (Social Housing, Non-Social Housing and Care & Support).

The regional plan is in the final stages of development. Carlisle is a key area of operation for Riverside and has been identified as a high priority for growth and investment.

## 4. Investment

As part of our Corporate Plan (2017-2020), Riverside committed to identifying 2 areas outside of London for major investment. To assist us in this process we commissioned consultants ARC4 to carry out an in-depth analysis of all our neighbourhoods nationally to identify opportunities for major investment.

Carlisle has been identified as one of these areas. We will be developing a pan-Carlisle Area Renewal Plan which incorporates neighbourhoods within a 1.5 mile radius to the immediate west, south and east of the City Centre.

The project is in its very early stages and we will be contacting key partners to develop these plans towards the end of the year.

## 5. Development Programme

We're committed to developing affordable homes in Carlisle and continue to seek opportunities with partners to achieve this. Our current programme to 2020 is outlined below;

Scheme	Neighbourhood	No of units	S106/Land-led
<b>Beverly Rise</b>	Harraby	40	Land led
<b>Raiselands Road</b>	Morton	12	Land led
<b>Windsor Way</b>	Belah	31	S106
<b>Carleton Farm</b>	Carleton	22*	S106
<b>Cumwhinton Drive</b>	Durranhill	16	S106
<b>Total</b>		<b>121</b>	

\*12 units handed over

### Beverley Rise, Harraby

We are looking forward to making a start on this site in the next few months. We are working closely with Carlisle College to enable both students and staff to benefit from being involved in a real life build project.

To date representatives from the College have attended project meetings, and attended the public consultation event. The real benefits will be realised once we are able to get this scheme to site when students will work with our main contractor and sub-contractors, attending key design and planning meetings, visiting site, workshops and assembly lines, benefiting from mentoring and using the construction site as an outside classroom to support their learning and development.

### Recent and pipeline Section 106 schemes in Carlisle

Riverside enjoys a strong partnership with many of the volume housebuilders including those who are building in Carlisle – Story Homes, Persimmon, Taylor Wimpey etc. We continue to work in partnership with these organisations to secure additional affordable

units as the opportunities arise. We are currently delivering units on both Windsor Way and Carleton Farm with Persimmon.

### **Development opportunities in Carlisle / Homes England funding**

In addition to sites for affordable rent we are also seeking sites on which to build homes for shared ownership. We look forward to working with Carlisle City Council to help deliver its ambitious growth objectives. We will continue to seek funding from Homes England to deliver our new build programme.

## **6. Transformation Programme**

In June 2017 we completed one of the first steps in our organisational transformation: transforming our Carlisle office as the regional hub, allowing agile working and to accommodate 'shared' services.

We successfully implemented the second stage of transformation in July, which created Regional Planning (as highlighted in point 3) and Regional Services including a specialised Community Safety role.

Regional Services re-affirms our commitment to supporting customers with money advice, employment and training and affordable warmth.

In November we launched our new front line worker model and we have a full complement of staff. A total of 15 Housing Officers are working in each of our neighbourhoods providing a holistic housing management service to our customers.

The Housing Officers are supported by our shared services team in income collection and housing processing, which saw successful recruitment to 22 positions based in Carlisle.

## **7. Customer service and neighbourhoods**

The key objective of our transformation is to improve services to customers.

We use the STAR survey which is a sector-wide customer satisfaction survey, to monitor customer satisfaction monthly. This is reported at regional level as the sample size would be too small to report just for Carlisle.

The key indicator is Net Promoter Score. This is a score based on whether customers would or wouldn't recommend us to friends and family.

In the North region of which Carlisle forms around 50%, our Net Promoter Score has increased from 21 to 33 since April 2017, which is above our internal target.

Our regional services team have supported customers in the city and have achieved the following.

Service	Year to Date
No of customers supported in to Employment	50
No of customers who have accessed accredited learning/courses	15
No of customers who have received affordable warmth advice & assistance	111
No of customers who have received money advice & assistance	115
Cash gains for affordable warmth	£24,784
Cash gains from money advice	£190,479.70

We currently have 34 long term empty properties (over 6 months). A breakdown is provided below:

Neighbourhood/Scheme	No of Voids
Barras House, Dalston	19
Longtown	11
Harraby	2
Raffles	1
Brampton	1
Total	34

## Complaints

Information about complaints from customers in Carlisle will be provided at the meeting.

**Contact Officer:**            **Jeremy Hewitson**

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**Appendices**            **None**  
**attached to report:**