



Community Overview & Scrutiny Panel

24 November 2016

Transforming **lives**
Revitalising **neighbourhoods**



Introduction

- Sarah Paton, Regional Director (North)
- Represent Riverside in the region
- Set the scene for future discussions

What's changed?

- Our customers
- The economy
- Welfare reform
- Rent reduction & other Government proposals

Changes at Riverside

- Think Forward
- Consistent, fair, high quality services
- Focus on customer experience
- Help save £30 million per year
- Flexible to meet future challenges
- Clarity of role & purpose

What does it mean?

- Review of who does what & where
- Systems & processes
- Review of governance (boards & committees)

Where are we now?

- Change to three regions
- Appointment of Regional Directors
- Development of governance based on business activity rather than geography
- Changes in staffing structures soon

Our commitment to Carlisle

- High quality properties and services
- Office 'hub'
- Jobs
- Neighbourhood planning feeding into Riverside's corporate plan
- Local partnerships
- Customer involvement & representation
- Flexibility in how we work with you

Summary

- Things have changed
- Riverside needs to change
- New agreement for Carlisle

Questions & discussion