

Place Panel

Meeting Date: 16/06/2022
 Portfolio: Economy, Enterprise and Housing
 Key Decision:
 Policy and Budget Framework No
 Public / Private Public

Title: Riverside Community and Regeneration Activity Update
 Report of: Corporate Director Economic Development
 Report Number: ED.11/22

Purpose / Summary:

This report provides the Panel with information about Riverside's work to support tenants and communities in Carlisle. The appended presentation provides information on Riverside's investment and regeneration activity in Carlisle, including plans for future works.

Recommendations:

Members are asked to:

- Consider the report and appended presentation, discussing key points and highlighting priorities with senior managers from Riverside.

Tracking

Executive:	Not applicable
Scrutiny:	Place 16/06/22
Council:	Not applicable

1. Background

- 1.1. Riverside are a strategic partner for the City Council, as a registered housing provider that own and manage a considerable portfolio of social housing stock in Carlisle.

2. Housing in the Carlisle Economic Strategy

- 2.1. Housing is key element of the Carlisle Economic Strategy, supporting economic growth through the delivery of sustainable homes that meet local needs of a skilled working age population. This aspiration is set out in objective 1 of the Economic Strategy: Driving Housing and Population Growth.

3. Update from Riverside

3.1 Investing in Customers

We have a specialist Employment & Training Officer based in Carlisle who provides support to all Riverside customers and members of their household. The aim being to get people into employment and training to increase their income. This now includes supporting people already in work into improved work.

We provide both a reactive and a proactive service offering one-to-one support. This includes accessing the Riverside Foundation Funding to remove barriers to accessing opportunities - we can pay up to £1,000 per person for an accredited training course and up to £500 to remove other barriers, such as meeting the costs of clothes and travel expenses.

We are increasingly taking a proactive approach and working in partnership to promote local opportunities as well as develop initiatives and projects, where we see an opportunity. We can access Riverside Foundation funding to fund these projects.

We offer a tenancy sustainment service with a specialist officer based in Carlisle (post currently vacant, out to advert). The officer generally supports around 80 households in Carlisle a year with these customers completing a programme of intensive support. Almost all of these sustain their tenancies (out of 58 households supported April-Dec 2021, 57 sustained their tenancy).

3.2 Outcomes

We have traditionally supported around 50 customers in Carlisle into work each year and 30 onto accredited training. However, our new targeted, proactive approach is allowing us to support more customers. We are promoting local opportunities to our customers via text campaigns, this targeted approach promoting actual opportunities is generating a strong response. For example, we are partnering with PHX a local training provider and each campaign is leading to five or six customers enrolling on the course.

We are promoting a variety of courses and roles at different levels and in different sectors.

We are also focusing on getting the social value out of our contacts. We have recently worked with Evolve; two Riverside customers will shortly be starting apprenticeships. We are also working with Bell Group to fill three apprenticeships in Carlisle and have passed over a number of applications from our customers.

3.3 Money Advice

Our Money Advice Service secured an extra £3m in welfare benefits last year to support Riverside customers.

All Money Advisors are benefits specialists who support customers to claim benefits or challenge decisions where they have had a claim turned down. This increases our customers income, preventing or reducing arrears. Successful back-dates can result in large lump-sum payments direct to rent accounts. In disability related claims, lump sum payments can be awarded to customers, enabling them to clear arrears.

Communications with external agencies such as Department of Works and Pensions, Local Authorities and Her Majesty's Tribunal services are a key part of this service. This team really do help our customers sustain their tenancy and lead to a better quality of life. They secured an extra £379,000 in welfare benefits during 2021/22 for customers in Carlisle.

- 407 referrals for Carlisle customers
- Up 23% from the previous financial year

We have an Affordable Warmth service that secured an extra £14,000 in customers gains during 2021/22 for our customers in Carlisle. There were 196 referrals for customers in Carlisle.

Officers are National Energy Action trained utility specialist. They help our customers to sustain tenancies and live better quality lives. They work to prevent and reduce disrepair, working with asset services to identify key home improvements.

3.4 Case study: Mr D., Carlisle

Mr D. has support needs and lost his job due sickness. He had significant rent arrears that were continuing to increase, court action was our next step.

The team worked together to support him to sustain his tenancy. The income management officer supported him to claim Universal Credit and arranged for this to be paid direct to Riverside. The housing officer provided a food bank voucher while waiting for Universal Credit to be paid. Referrals to Affordable Warmth and Money Advice resulted in a pause on utility recovery action and secured Discretionary Housing Payments.

We supported Mr D. to engage with his former employer to receive a redundancy payment of £1,500 which he used to reduce arrears. An affordable payment plan is now in place which Mr D. is maintaining.

Mr D. said: "My mental health has improved, and I now feel my account is being managed correctly."

3.5 Case Study: Mrs M., Carlisle

Mrs M. has support needs and lives in a family house with her children, receiving partial Housing Benefit. Mrs M. had arrears and wasn't covering the shortfall in benefit or reducing her rent arrears. She was not engaging with the income team, and we were about to commence legal action, placing her home at risk.

In March the local authority advised that they had Discretionary Housing Payment (DHP) funds that were available to support customers at risk of losing their homes. Housing and Income Team worked with Mrs M. and the council's Housing Options team to secure a successful DHP bid, reducing arrears to less than £1,000. We have since set up an affordable repayment plan which she is maintaining.

Mrs M. said: "without this support I was helpless and could not see a way forward to keep my home."

3.6 Community Plans

Riverside has a strong track record of developing and delivering Community Plans for a number of years, with some having been refreshed a number of times including plans for Raffles and Longtown. There are a number of community plans in place across Carlisle including Botcherby, Currock and Upperby, Morton and Petteril Bank.

Riverside played a particularly strong role in Longtown. Our project officer chaired and coordinated the Longtown Together Partnership and was heavily involved in the Longtown Community Alcohol Partnership to tackle underage drinking and antisocial behaviour. Riverside contributed £15,000 towards youth activities as part of this project. This saw the community centre converted into a youth space as well as paying for youth workers.

We consciously didn't refresh community plans for a few years due to regeneration plans for Carlisle.

However, a fresh plan for Raffles was completed in March 2021, utilising the Place Standard. This will be refreshed again during the summer and will include a new customer survey, and a focus group to gain young people's feedback - identified as an action in the last plan.

Other community plans that we will be doing this year are:

- Morton
- Wigton Rd
- Harraby

3.7 Community Projects

We have a strong track record of providing funding to support projects that benefit Carlisle residents. At a community level Riverside have supported many projects, both in terms of donations and time:

- Raffles Community Centre revamp utilising social value from one of our contractors – Novus.

- Under the Longtown Together partnership we've worked in partnership to deliver many projects in Longtown including the development of a park, organising Christmas markets, various school holiday events and coordinating the Longtown Summer Splash.
- Rock Youth project £1,000 donation for trips and activities.

We also regularly supported Carlisle wide events including:

- Carlisle Remembers 1918 - £500
- Annual sponsorship and involvement in the "Give a Day to the City" campaign
- Regular donations to the Multicultural Cumbria events – example: £1,000 in 2020
- Key partner in Summer Splash
- Sponsored Cumbria Pride - £2,000

3.8 Manchester United Foundation & Carlisle United Community Sports Trust

Riverside jointly funded a three year project at Richard Rose Central Academy. The project, in partnership with the Manchester United Foundation and Carlisle United Community Sports Trust, delivers sports, mentoring and leadership programmes.

Riverside have provided a total of £75,000 funding towards the project. Despite being impacted by the pandemic the project has been a great success. High numbers of pupils engaged; there were subsequent improvements in attendance to above the nation average for pupils that participated.

3.9 The Demonstration Project

The Demonstration Project was delivered on the Beverley Rise development in partnership with the Council, college and the builder. This involved providing on the job experience for customers.

3.10 Community Fund

Following our recent merger with One Housing Group, Riverside is scaling up its investment to support improvements to the livelihoods of customers and build stronger communities.

In order to deliver against this, £2.5m is being donated to the Riverside Foundation every year, of which £250,000 has been allocated to a Community Fund. This will fund projects that aim to improve the quality of life of customers and the wider communities they live in.

Projects can be:

- Community led, such as community events
- Partner led, where an organisation is active in an area with a lot of Riverside properties and is seeking support to bring a project forward, or who we identify as being able to meet a need in our community
- Commissioned by us, where we identify a need and seek a partner to deliver that for us, against our specification. Example: Tutors United project.

A communication campaign is going to be launched on the Community Fund shortly but already we know that...

- As we start launching our new community plans we'll be working with communities and providing support with funding applications in much the same way as we've done before, but with a larger funding pot.

Riverside are in the advanced stages of bringing forwards an educational project with a charity called Tutors United. The Tutors United model provided weekly tutor sessions to small groups of years 4/5/6 children, covering maths, reading and literacy. Local teacher training students provide the tutoring and the aim is to improve attainment in the SATs. Riverside is planning to provide these sessions in person in three communities. These communities will be where we have the most children with poor attainment levels. One community will be in Morton and the other in Workington, but still utilising Carlisle students.

Riverside are also launching a food poverty project: Well Fed Riverside. The aim of this is to support the provision of projects to combat food poverty, bridging the gap between the crisis support offered by food banks and cheap supermarkets. One of the key criteria for projects that we support is that customers can access them with dignity rather than stigma. Our aim is to maximise the support we offer under this banner across our geography so Carlisle will be a key place for us to work on this. As an interim measure, we've worked with the food hub in Carlisle to get vouchers to distribute to our customers. We will be able to support 120 families with the initial support.

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**Appendices 1. Presentation by Riverside
attached to report:**

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

LEGAL –

PROPERTY SERVICES -

FINANCE –

EQUALITY – This report raises no explicit issues relating to the public sector Equality Duty

INFORMATION GOVERNANCE –



Carlisle City Council Place Scrutiny Panel 16 June 2022

Andrea Thorn, Director of Homes & Communities

Nick Jones, Director of Development



Introduction



- Purpose for Presentation
- Riverside's Economic Contribution within Carlisle
- Investment in People
- Investment in Properties
- Investment in Place
- Investment in New Homes
- Regeneration Proposals
- Partnership Approach

Riverside Investment



Total Riverside Investment

Summary (£k):	21/22	20/21	19/20	18/19	Total:
Asset Investment	4,663	3,807	10,463	5,332	24,265
Reactive Maintenance	7,878	9,707	10,133	9,640	37,358
New Developments	9,616	9,937	15,473	3,555	38,582
Staff Costs	2,778	3,760	3,990	2,287	12,815
Miscellaneous Costs	1,302	1,227	947	520	3,997
Total:	26,237	28,438	41,007	21,334	117,016

Miscellaneous Costs include Office costs, Council Tax and Anti-Social Behaviour. These figures don't include the additional match funding we have attracted from other sources in the delivery of projects and initiatives.

Investment in People



Employment



- Our People Services team are currently collating details of the colleagues who are based in and around Carlisle in the delivery of services to customers. This slide will be populated with data at the presentation.



Investing in Customers

- Specialist Employment & Training Officer
- Support available to all Riverside customers
- Support to increase their income
- Reactive & proactive service
 - 121
 - Funding to remove barriers
 - Initiatives & projects
- Outcomes
 - 50+ customers into work
 - 30 onto accredited training
 - Targeted approach successful

Investing in Customers cont...



- Tenancy sustainment activities
 - Specialist officer
 - 80 households receive support each year
- Money Advice service
 - Secured £379k in benefits 2021/22
 - 407 referrals
- Affordable Warmth advice
 - Secured 14k
 - 196 referrals

Mr D - Carlisle



- Mr D has support needs, lives in a 3 bedroom house, but lost his job due sickness
- Team collaboration sustained this tenancy
- Supported to apply for Universal Credit
- Food bank voucher
- Negotiated a pause on utility actions and secured Discretionary Housing Payments
- Redundancy payment reduced arrears by £1,500
- Mr D said, *'my mental health has improved, and I now feel my account is being managed correctly'*

Mr L - Carlisle

- Customer L lives in a 2 bedroom terraced house and struggling to pay bills. He needed support to deal with the suppliers after working with money advice
- Gas and Electric now on Fuel Direct at customer's request.
- Apology received about how Scottish Power collections team had pursued the balance.
- United Utilities moved him onto Back on Track tariff saving him £323 pa
- United Utilities Trust Fund awarded £1487.99 to clear arrears and supply a new electric cooker.
- Customer will save money by following energy efficiency advice.
- Warm Home Discount from Scottish Power for £140.
- The customer was amazed that the support was there for them and would not have known. He said, *'it is such a shame that the utility companies do not make it known and you have to go asking for it'*.



Money Advice Service

- Money Advice service secured an extra £379K in welfare benefits during 2021/22 for our customers in Carlisle.
- 407 referrals for Carlisle customers
- Up 23% from the previous year
- Benefit Specialists
- Preventing and reducing arrears
- Work with partner agencies
- Helping our customers to sustain tenancies and live better quality lives



Affordable Warmth Service

- Affordable Warmth service secured an extra £14K in customer gains during 2021/22 for our customers in Carlisle
- 196 referrals for customers in Carlisle
- NEA trained Utility Specialists
- Preventing and reducing disrepair
- Work with asset services to identify key home improvements
- Helping our customers to sustain tenancies and live better quality lives



Investment in Properties



Investment in Property Improvements

Spend Year	Planned 5 year spend (unsmoothed)
Year 1	£4,618,236
Year 2	£4,918,110
Year 3	£7,689,971
Year 4	£10,262,169
Year 5	£14,895,558
Total	£42,384,044

Component	5 year Spend	No of units for delivery (based on average regional costs)
Bathrooms	£2,335,231	558
Boilers	£8,003,913	4201
Doors	£2,152,238	2673
Heating	£298,732	121
Kitchens	£13,396,763	2638
Roofs	£4,255,127	851
Windows	£9,242,791	3080
Cyclical Decs	£2,699,249	3336
Total	£42,384,044	-

Investment in Property Maintenance



Investment in Repairs	£3.5m
Investment in Empty Properties	£2.5m
Number of employees	120 trade and support staff & sub contractors
Number of apprentices	6
Number of vehicles	66



Cyclical Maintenance

Cyclical Painting Programme	£500k
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Gas Servicing	£1.5m
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Electrical Servicing	£500k
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Investment in Place



Environmental Services



We insourced the grounds maintenance service in April 2020 which is based at Nelson Street, Carlisle

Grounds maintenance services	£800k
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Building maintenance - inspections and cleaning	£300k
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Community Plans



- Strong track record delivering Community Plans including
 - Raffles
 - Longtown
- Raffles & the Place Standard
- Forthcoming plans
 - Raffles
 - Morton: Jun-Aug 2022
 - Wigton Rd: Sept-Nov 2022
 - Harraby: Jan-March 2023
 - Botcherby: April-June 2023
 - Upperby: July-Sept 2023

Community Projects



- Strong track record of supporting Carlisle projects
 - Community level
 - Carlisle wide initiatives
 - Manchester United Foundation & Carlisle United Community Sports Trust
 - Demonstration project
- Riverside Foundation Community Fund
 - Community Plans & Projects
 - Tutors United
 - Well Fed Riverside

Investment in New Homes



New Build Delivered 2017 – 2022



Scheme Details	Total Qty	Affordable Rent	Shared Ownership	Rent to Buy	Type	Total Investment '£000	Riverside Borrowing '£000	Final Handover
Speckled Wood, CA1 3RD	28	28	0	0	2 & 3 bed houses	£2,869	£2,310	2019
Raiselands Road, CA2 6DW	12	12	0	0	2 & 3 bed houses	£1,867	£1,267	2019
Amberwood, CA2 6DP	30	15	15	0	2 & 3 bed houses	£3,602	£2,826	2020
New Acres, CA2 7FG	24	24	0	0	2 & 3 bed houses	£3,165	£1,965	2020
Beverley Rise, CA1 3RZ	50	50	0	0	2, 3 & 4 bed houses	£7,191	£4,691	2020
Dalston Road, CA2 5PJ	68	68	0	0	2, 3 & 4 bed houses	£10,205	£6,805	2021
Leabourne Road, CA2 4QL	12	0	0	12	2 bed houses	£1,425	£1,119	2021
The Ridings, CA2 4FA	40	32	8	0	1 bed flats, 2 & 3 bed houses	£5,107	£3,934	2022
Meadowbrook, CA1 2GW	31	16	15	0	2 & 3 bed houses, 2 bed bungalows	£3,614	£2,915	2023
Tarraby View, CA3 0FN	46	46	0	0	2, 3 & 4 bed houses	£4,154	£3,968	2025
Total	341	291	38	12		£43,199	£31,800	

Economic Regeneration for Carlisle



- **Job Creation** - The £43.199m investment in new homes for Carlisle has supported the delivery of:

- i. 829 direct jobs
- ii. 674 indirect jobs
- iii. 1252 indirect jobs created in supply chain and economy.

(source Lichfield - Economic Footprint of UK House Building)

- **Supply Chain** – Our contractor and developer partners use a variety of local sub-contractors in the following trades:

- i. Ground Workers
- ii. Brick Layers & Roofers
- iii. Joinery
- iv. Mechanical & Electrical
- v. Plastering
- vi. Decoration

- **Materials and Plant** – Our partners also use a number of local suppliers for materials and plant hire.

- **Management & Maintenance** – for every new home built, local budgets are increased for the ongoing management and maintenance expenditure.

Regeneration Proposals



Introduction



- **A 10 year 'Place based' strategy in partnership with Carlisle CC**
 - Delivering mixed tenure development at scale** – up to 1000 new homes in 4 years
 - Driving Housing Market change** - to increase property values and deliver new affordable homes
 - Up to £40m Investment** - from The Riverside Group and, potentially, S106 commuted sums
 - Key objectives** – include addressing the 'Levelling Up' and 'Build Back Better' agendas in Carlisle
- **St Cuthbert's Garden Village (SCGV)** – initial 250 unit land parcel to deliver new homes with high quality design standards and acting as a catalyst for the delivery of this 10,000 new home project
- **Neighbourhood Investment** – delivering new affordable homes at scale across 8 existing neighbourhoods adjacent to the proposed SCGV to form an integrated placed based project connecting the south of city into the city centre
- **Caldew Riverside** – up to 300 new homes in a mixed tenure development on brownfield land close to Carlisle railway station introducing city centre living into Carlisle
- **Delivery of Economic Regeneration** – sustainable local economic growth via use of local supply chain and local Training and Employment opportunities for existing residents (the proposed placed based strategy will create 2149 direct jobs and 1685 indirect jobs)

SCGV and Southern Arc Neighbourhoods Side by Side



Neighbourhood Investment - Morton Design Overall Plan



Summary of Riverside Carlisle Strategic Investment Framework Activity



**Brownfield Site
Remediation
and Modelling**

New Homes

**Planned
Maintenance
Investment**

Retrofitting

**Job creation
and Skills
Training**

**Growing Local
Economy**

**Green
Infrastructure**

**Digital
Infrastructure**

**St Cuthbert's
Garden Village**

**Caldew
Riverside**

Partnership Approach



Partnership with Carlisle



- Carlisle City Council is one of Riverside's Key Strategic Partners
- Riverside are a major stakeholder and anchor organisation in Carlisle as a major property owner, land owner, employer and investor in the city
- We are aiming to invest a further £35m in the regeneration of the Morton estate but need the Council's support to bridge the funding gap of £18m over 10 years
- Our vision is to link St Cuthberts Garden Village and Morton Regeneration together and maximise opportunities to deliver high quality affordable housing
- We're seeking the support of the Place Scrutiny Panel to realise that vision