

## **What's been happening in South & Central Region 2021/22?**

- 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 our 5 existing plans (Derby, Leicester, Stoke, Sandwell PFI and Thanet). From these we have prioritised areas where we will be producing new Community Plans in 2022 / 23 these will be Stoke Moss Green (Stoke) and Thanet North (Thanet). For any other neighbourhoods with outstanding actions or emerging issues we have created a patch plan which will be managed by housing services.
- We have gathered feedback from 1,471 customers from South & Central Region as part of the customer experience survey
- 900 households were surveyed on what the priorities were in their neighbourhoods
- We have increased the membership of I Community, we now have 613 members in the region
- We had 68 applications made to our Tenancy Sustainment Fund and awarded a total of £6,800.00
- We secured funding to support 10 customers for an additional 9 months as part of the Medway (Kent) Housing First Service as well as 12 months funding to support rough sleepers through the Housing First Service in Swale (Kent)
- We delivered 8 homes for rough sleepers in Swale and Medway as part of the Next Steps Accommodation Programme
- Through our 2021/22 planned works, we have delivered 1,394 improvements (114 kitchens, 95 bathrooms, 209 windows, 192 doors, 413 heating and boilers, 8 roofing, 357 cyclical decoration, 6 damp surveys).
- We have developed and delivered 317 new homes across the Midlands – 234 are rented and 83 are shared ownership homes.
- We have delivered 27 new homes in Derby (Castleward Phase 3) with Compendium Living.
- In December 2021, we successfully completed our merger with One Housing Group adding over 17000 homes to Riverside's stock
- We provided funding of £10,000 through Riverside Foundation to deliver a sports-based project in partnership with Sport Inspired for our younger customers in Kent. 76 children were engaged in sports activity with 80 sessions being delivered across 4 primary schools in Thanet.

## **Nationally**

- Our Money Advice Service had 1,129 successful claims and secured £2,919,501.69 cash gains for our customers.
- Our Affordable Warmth team dealt with 1,044 referrals and made a savings of £99,258.49.
- Our Employment & Training Team provided support to 251 people seeking employment, and 132 people into jobs. Through the team 67 people completed formal training programmes or were involved in volunteering
- We gave 26 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 53 Helping Hands Grants, these grants are to

support people back into employment, some examples of what the grants are used for include: interview clothes, travel expenses and specialist workwear