

LIVERPOOL HOUSING TRUST
(PART OF THE VICINITY GROUP)

App 1

REGENERATION STRATEGY 2009 – 2014

Lead Officer : Pauline Allen
Lead Board Member: John Cocker
November 2009

[The Regeneration Strategy sets out our overall aim for delivering a regeneration service for tenants and residents and includes our 5 year objectives and annual targets]

REGENERATION STRATEGY 2009 – 2014

Our Commitment to Regeneration

Liverpool Housing Trust is committed to the communities and neighbourhoods in which we work. As part of this commitment LHT see regeneration as a key part of its service delivery to tenants and residents. Traditional non-housing activity has always been carried out to support the aims of LHT as investing in neighbourhoods assists the viability of stock and our business.

The sustainability of these neighbourhoods as places where people would want to come and live is a key business plan priority for LHT and crucial to the success of LHT as a Registered Housing Provider.

Our Business Plan

LHT has six key Business Priorities

Stock: Ensure a sustainable well-balanced portfolio of stock that meets the needs and aspiration of our customers

Services: Provide and encourage the highest possible quality of services

Neighbourhoods: Make our neighbourhoods places where people want to stay and choose to live.

Investment/Future Growth: Grow and strengthen the business in a positive way contributing to neighbourhood sustainability and improvements in the range of services and products we offer.

Financial Viability: Ensure that we have recourse to adequate financial resources to meet current and future business commitments.

Staff: To value and invest in our staff, recognising that to be a quality housing provider, staff need to have the resources necessary for staff to do their job.

The work of the regeneration department links primarily to the key business priority of neighbourhoods but also supports all areas of the business plan to help us deliver our vision.

Our vision

LHT's vision is 'To be a quality housing provider, making a positive difference to the communities we work in by looking beyond housing to meet the wider needs of all our customers'.

What do we mean by Regeneration

The nature of our neighbourhoods and our role as a major stakeholder in some of the areas where we own property, mean that we must take extra steps, where possible, to ensure our neighbourhoods prosper, continue to be places that people want to live, and that the local environment is one that fosters opportunities for people that helps them to achieve their goals.

Our regeneration activity supports the aim of improving the economic, environmental and social well being of our neighbourhoods so residents experience a higher quality of life and our communities become places people stay and choose to live.

LHT is committed to understanding the problems and challenges our neighbourhoods experience. This understanding enables us to bring our knowledge, financial and staff resources, along with experience and our partnership working together to deal with the issues.

Regeneration within LHT is multi-faceted and therefore particular neighbourhoods may require a different regeneration service than others. Depending on what is required by the community, or the needs of our tenants and residents, a neighbourhood may require physical regeneration i.e. Castlefields; or community regeneration with young people as in Kirkdale, or environmental initiatives like those in Anfield. The service we provide, as highlighted through the varying themes and objectives of the strategy, is wide ranging and varied. The Regeneration team does deliver a large number of projects and initiatives first hand, but also uses registered providers for specialist work like detached youth work, or the large scale activity programmes during school holidays.

Objectives and the strategic goals of the Regeneration Strategy

The overarching objectives of LHT's regeneration strategy are in keeping with the priorities of national, regional and local Governments. The Local Area Agreement themes in Liverpool – Safer Stronger Communities, Children and Young People, Health & Older People, Economic Development – reflect the strategic priorities of the other boroughs where we work, which in turn reflects the goals and objectives of LHT's regeneration strategy.

Our objectives are

To create **Safer Stronger Communities** by –

- Supporting Community Safety
- Improving the Environment
- Issue Based projects

Developing our **Children and Young People** by–

- Providing Accredited Training
- Delivering a Targeted Activities Programme
- Opening up opportunities for young people, through LHT funding, that may not otherwise present themselves.

Support issues around **Health and Older People** by –

- Intergenerational Activities
- Handyperson Service (partner role)
- Provide targeted health and well being projects

Assisting the **Economic Development** of our residents and neighbourhoods by –

- Providing Training and Employment projects
- Funding Job Ready Training
- Supporting employment initiatives

Contribute to the **Physical Regeneration** of our neighbourhoods by –

- Working in partnership to support Housing Market Renewal projects
- Assist with the management and delivery of any major regeneration projects

Aims of the Regeneration Strategy also include

Community Cohesion

Contribute to creating cohesive and balanced neighbourhoods, by bringing communities together through inclusive projects.

Funding

To draw down external funding to spend in our neighbourhoods, making LHT's pound go further thus providing value for money.

We also provide funding to individuals and community and voluntary organisations for initiatives that address the themes of the regeneration strategy.

Capacity Building and Empowerment

Providing funding and training to local providers to enable them to deliver stand alone projects.

Partnership Working

Working with partners is vital to the work we do. We work with local authorities, other RSL's and various agencies either in a lead or supplementary role, to deliver regeneration activity.

Customer Involvement

Customer involvement is pivotal to the work of the Regeneration Team. Tenants and residents are part of the decision making process through membership of our panels for the four funding streams we have – Reach Out Fund, Bernie Evans Award, Community Support Awards and Future Fund.

Customer involvement is an important driver when trying to improve the regeneration service. By using information from the tenant profile and feedback from our tenants' surveys, our satisfaction surveys, and feedback from consultation events helps us to tailor our service to the needs of our tenants and residents.

Benchmarking

In order to provide the best service, we benchmark ourselves against our partner organisations and with the subsidiaries within our group. We use best practice in the delivery of our programmes and are members of the Resident Involvement Liverpool Housing Excellence and Efficiency Group.

Monitoring and Measurement

The Regeneration service has challenging targets in place. In order to measure and monitor our outcomes we use the SUBSTANCE software package to evaluate the work we do. We also measure satisfaction through surveys and feedback forms.

Neighbourhood Tracking is a key tool that helps us measure, monitor and evaluate our neighbourhoods. It is used to set our priorities, informs our investment decisions, helps us to work in partnership and increase customer satisfaction.

Equality and Diversity

The aims and objectives of LHT's Regeneration strategy involves the delivery of efficient and responsive local services for all residents. We recognise that in some of the neighbourhoods we work, we are dealing with some of the most deprived areas in the country. It is therefore imperative that LHT understands its customers and delivers targeted services and area regeneration that is tailored to the needs of the community.

LHT aims to deliver inclusive regeneration projects to residents irrespective of gender, age, religion, race, sexuality or disability, and in turn try to deliver targeted projects and initiatives to minority and hard to reach groups. Using our customer information we aim to tailor projects to specific neighbourhoods.

Annual Targets

In 2009/10 the regeneration team will deliver 5 key targets around the objectives stated in the strategy. They are:

1.) Safer Stronger Communities

- Fund at least 20 community projects that facilitate community cohesion
- Work with Neighbourhood teams to combat anti social behaviour by providing projects to promote citizenship and anti-crime messages.
- Fund or facilitate projects related to the 'Respect' weeks in at least five LHT neighbourhoods.

2.) Children & Young People

- Engage at least 2000 young people in activities provided or funded by LHT.
- Provide accredited training in at least 50% of all projects delivered for young people.
- Work with 10 local schools across Liverpool and Halton to provide educational or awareness campaigns.

3.) Health & Older People

- Hold multi-agency information days for older people in two selected neighbourhoods.
- Promote inter-generational activity in at least 5 LHT neighbourhoods.

4.) Economic Development and Enterprise

- Provide job ready accreditation to at least 200 residents and young people
- Provide basic DIY training, using LHT approved contractors, to 15 tenants
- Assist 50 Displaced Apprentices to complete their qualifications.

5.) Physical Regeneration

- To work in partnership to help deliver the Castlefields Masterplan, through a programme of demolition, new build and a planned investment programme
- To work in partnership with the local authority and other agencies to deliver the Housing Market Renewal Programme in Anfield and North Liverpool.

Conclusion

LHT has a regeneration strategy that is broad in its aims and objectives. This strategy covers physical, social and community regeneration and is designed to underpin LHT's core services. Central to this strategy is a neighbourhood approach which aims to deliver projects that are tailored to communities, groups and to individuals that are not only LHT tenants, but residents within LHT neighbourhoods.