



Lupset, Ossett and Horbury

Local Engagement Strategy

2011/2012

Consulting and Involving Residents

Specific		Measurable		Resources		Risk		Date	Progress to date
Reference	Action (what and how)	Target	Outcome	Who	Cost (£)	Probability	Impact	(When)	
1 LES 1	Promote and advertise involvement opportunities and positive community action.	Send six stories every four months for inclusion in WDH News.	Increased satisfaction with views taken into account from 61.8 to 68%.	Tenant Involvement Officer (TIO) / Business Planning Officer (BPO)	Within existing resources	L	L	March 2012	Eight stories sent for Summer 2010 edition, seven for Winter 2010 edition.
		Update local web pages monthly.	Increased satisfaction with views taken into account from 61.8 to 68%.	TIO	Within existing resources	L	L	March 2012	Updated monthly with two stories (average).
									Reorganised 'Get Involved' page on website to make it easier for residents to identify involvement opportunities.
1 LES 2	Carry out a mapping exercise to identify under represented groups, and offer tailored involvement opportunities.	Mapping exercise complete.	Increased satisfaction with views taken into account from 61.8 to 68%.	Diversity and Inclusion Manager / TIO	Within existing resources	M	M	March 2012	Organised mailing list into sections to look at under represented groups.
1 LES 3	Promote involvement opportunities amongst new tenants.	All new tenants aware of involvement opportunities.	Increased satisfaction with views taken into account from 61.8 to 68%.	TIO	Within existing resources	L	M	March 2012	100% of new tenants received Area 1 Information Sheet and Getting Involved questionnaire – 24 added to mailing list since April 2010.

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									Information sheet and questionnaire sent to tenants who expressed an interest in getting involved through Gas Servicing; four added to mailing list since October 2010.
									Information sheet updated in March 2011.
									Information given at sign-up.
1 LES 4	Encourage residents to act as street representatives for their local area if there is no active tenants association.	Six residents acting as street representatives.	Increased satisfaction with views taken into account from 61.8 to 68%.	TIO / Estate Officer (EO)	Within existing resources	M	L	March 2012	Working with Portobello Community Forum to recruit street representatives for new TA.
									22 residents interested in being grounds maintenance monitors (20 from new tenant visits).

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1 LES 5	Encourage and support tenants to be part of our governance arrangements.	Fill two tenant member places on LMC.	Increased satisfaction with views taken into account from 61.8% to 68%.	TIO Neighbourhood Partnerships Manager (NPM) Corporate Services Engagement Team	Within existing resources	L	M	March 2012	One tenant member place filled in November 2010. Second tenant member place filled in March 2010.
1 LES 6	Maintain links with training and educational service providers to provide and promote training opportunities.	Five tenants access training courses.	40% of tenants accessing training complete a course or gain a qualification.	TIO / Community Development Officer (CDO)	Within existing resources	L	M	March 2012	Two residents waiting to begin CIH ALFR Level 3.
									Seven employees took part in mock interviews at Horbury High School as part of the Community Leadership Programme.
									Four employees taking part in mentoring with Ossett High School, supporting four young people through their final two years of high school.
									Promote all courses with TAs and active residents.
									Promote courses with other agencies.

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									Working with Gawthorpe Partnership and Portobello Community Forum to increase training opportunities for residents.
									Developing 'Maintaining Your Tenancy' programme to pilot with Gawthorpe Partnership.

Supporting and Delivering the Wakefield Communities Together Partnership Agreement

Specific		Measurable		Resources		Risk		Date	Progress to date
Reference	Action (what and how)	Target	Outcome	Who	Cost (£)	Probability	Impact	(When)	
1 LES 7	Implement and monitor the Partnership Agreement with local groups.	All groups registered under the tiers of the partnership agreement.	Number of groups registered increased from 36% to 100%.	TIO / CDO	Within existing resources	M	H	March 2012	Promoted the Agreement with ten active groups, seven have signed up.
1 LES 8	Attend community group meetings and events as required.	All meetings attended where invited.	Increased satisfaction with views taken into account from 61.8% to 68%.	TIO / EO / NPM	Within existing resources	M	H	March 2012	100% meetings and events attended where invited.
									Invite Strategic Partners or other WDH services to meetings where appropriate.
1 LES 9	Support groups taking part in Talkback Scheme.	All issues responded to in terms of 'You Said, We Did'.	Increase satisfaction with the neighbourhood as a place to live from 78.3% to 90%.	TIO / NPM	Within existing resources	L	M	March 2012	100% issues responded to within given timescales.
1 LES 10	Send appropriate information to community groups and networks.	Send 24 information bulletins.	Increase satisfaction in keeping tenants informed from 84.9% to 87%.	TIO / CDO	Within existing resources	L	L	March 2012	37 information bulletins sent from April 2010.

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									LMC members provided with details for forthcoming events.
									Engagement Champion kept informed of events.
									Website updated with forthcoming events and TA details.
1 LES 11	Work with community groups on specific projects that benefit the wider community.	Two projects supported.	Increase satisfaction with the neighbourhood as a place to live from 78.3% to 90%.	TIO / BPO / EO	Within existing resources	L	M	March 2012	Supported Gill Sike Area TRA to hold community sales July and October. Summer 2011 event being planned.
									Worked with Lupset Steering Group and Sport4U to hold two successful community sports events in October.

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									Supported East Flanshaw TRA to hold an Autumn Fair to promote the work of the group and encourage community involvement.
									Six community grants awarded.
									Worked with representatives from East Flanshaw and Flanshaw First who took part in planting a community orchard with Groundwork and Flanshaw Junior and Infant School.
									Supporting Horbury and South Ossett Senior Citizen's Action Group by helping with printing and attending information events.

Supporting the Local Vision

Specific		Measurable		Resources		Risk		Date	Progress to date
Reference	Action (what and how)	Target	Outcome	Who	Cost (£)	Probability	Impact	(When)	
1 LES 12	Work with other agencies to meet tenants' aspirations within the Local Area Vision, for example, Police and Communities Together (PACT) meetings and local community forums.	Attended 12 multi-agency meetings.	Increase satisfaction with the neighbourhood as a place to live from 78.3% to 90%.	TIO / EO	£250	L	H	March 2012	Attend Portobello Community Forum and Portobello Pathfinder meetings on a monthly basis.
									Member of three VOX networks.
									Wakefield Neighbourhood Network set up following the end of VOX (December 2010). WDH attend meetings every two months.
									Attend four PACT meetings every six weeks.
									Member of Gawthorpe Partnership.
									Held various events and supported PCT during Week of Wellbeing in October.

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									Consulted residents of Flanshaw on their local priorities at a SureStart Event.
									Supported PCT by attending a Health Promotion event in Ossett in March 2011.
									Supporting Sports and Active Lifestyle Partnership by holding various events across the district.
1 LES 13	Hold local estate forums to find out local priorities and feedback on neighbourhood and environmental issues.	Held 12 meetings.	Increased satisfaction with views taken into account from 61.8 to 68%.	TIO / NPM	Within existing resources	L	M	March 2012	Held six in July 2010.
									Forums to be held in April and May 2011 as mobile drop-ins on estates. To be followed by estate clean-ups.
1 LES 14	Hold estate walks to identify and deal with emerging issues within neighbourhoods.	Held 10 estate walks.	Increased satisfaction with views taken into account from 61.8 to 68%.	TIO / EM / EO	Within existing resources	L	M	March 2012	<p>Eight walks held in 2010/2011:</p> <ul style="list-style-type: none"> • St Michael's area. • Towngate. • Aysgarth.

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									<ul style="list-style-type: none"> • Gawthorpe. • Middlestown. • Gill Sike area. • Lindsay Avenue. • Gloucester Road.
									Ten walks planned for 2011/2012.
1 LES 15	Work with partners and residents to support and deliver community events and estate improvements.	Supported five community events and initiatives.	Increase satisfaction with the neighbourhood as a place to live from 78.3% to 90%.	TIO / BPO / EO	£1,250	L	M	March 2012	Working with Groundwork and local schools to deliver improvements to the beck area on Flanshaw.
									Fairfield Ave Community Garden completed and opening celebration held.
									Worked with Bullock to improve the shelter on Flanshaw for use by community groups.
									Worked with partners to hold a successful SOUL Portobello week (2010).
									Supported St Michael's TARA Spring Social Event to promote the group and its work amongst the local community.

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									Worked with Bullock, PCT and Sport4U to hold a successful community sports day for young people on Lupset.
									Worked with Bullock to develop a sensory garden at Michaelmas Children's Centre, Flanshaw.
									Worked with Ossett South Parade School, PCT, Wakefield Council and Generation Xchange to hold regular boccia bowling tournaments for pupils and elderly residents.
									Worked with Bullock and supported East Flanshaw TRA to hold an Autumn Fair to promote the work of the group and encourage community involvement.
									Working with Groundwork on two 'Grow Your Own' initiatives with young people (Portobello and Flanshaw).

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1 LES 16	Hold community clean up days in partnership with local agencies and community groups.	Held five community clean up days.	Reduce litter as a big problem from 33.3% to 30%.	TIO	£100	L	M	March 2012	Two clean up days held with Groundwork at Flanshaw beck.
									Clean up day held during SOUL Portobello (2010).
									Planning seven clean-up days to complement the Local Estate Forums in Spring 2011.
									Rainbow Café garden cleaned up by the Grow to Share gardening club (Portobello).

