



Pontefract, Knottingley and Featherstone

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)	
3 LES 1	Hold community involvement sessions to complete an involvement questionnaire.	Six community involvement sessions held.	Increased satisfaction with views taken into account from 61% to 62%.	Tenant Involvement Officer (TIO)	Within existing resources	L	M	December 2011	Three sessions held in partnership with the LMC Local Engagement Champion.
3 LES 2	Sample each estate with an involvement questionnaire.	All estates to be included sampling 25% of properties.	Increased satisfaction with views taken into account from 61% to 62%.	TIO	Within existing resources	L	M	December 2011	Broomhill is to be sent questionnaires in November to increase representation.
3 LES 3	Involvement questionnaire to be given to tenant at first estate officer (EO) visit.	All new tenants made aware of opportunities to be involved.	Increased satisfaction with views taken into account from 61% to 62%.	TIO	Within existing resources	L	M	March 2011	Ongoing. Gas survey tenants requesting information receiving questionnaire and local involvement information.
3 LES 4	Obtain contact details of all black and minority ethnic (BME) tenants within the area.	All BME tenants are made aware of involvement opportunities.	Increased satisfaction with views taken into account from 61% to 62%.	TIO	Within existing resources	L	L	June 2011	

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3 LES 5	Consult with residents around proposed estate improvements outside of Groundwork blueprint work.	A minimum of two estate improvement schemes are shaped by tenants.	Increase satisfaction with the neighbourhood as a place to live from 77.2% to 79%.	TIO	Within existing resources	L	M	December 2011	<p>Consulted with Horsefair residents over removal of bench and community safety improvements.</p> <p>Consultation held with residents adjacent to the Mill Hill development in Pontefract.</p> <p>Consultation held with Eastbourne Terrace residents regarding environmental improvements.</p>
3 LES 6	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 38.8% to 36%.	TIO	Within existing resources	L	M	December 2011	<p>Clean up days held on:</p> <ul style="list-style-type: none"> • Barracks estate. • Ackton estate. • Chequerfield.
3 LES 7	Run a financial awareness pilot and health event targeted at young families in one Sure Start Centre.	Targeted invites sent to all hard to reach families experiencing financial hardship and potential isolation.	Contribute to reducing real financial problems and falling behind with bills or credit commitments from 2.4% to 1.4%.	TIO / Debt Team / Estate Management	£500 for external venue hire and health event activities.	L	H	June 2011	<p>Cook and Eat Session started at Old Quarry Adventure Playground in September 2010.</p>

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3 LES 8	Organise and promote healthy living and awareness sessions.	Supported four events.	90% of tenants satisfied with the overall service provided by Wakefield and District Housing (WDH).	TIO	£100 in goodwill support.	L	L	December 2011	<p>Week of Wellbeing in Knottingley held, including health smoothies at Pinewood Place.</p> <p>Stroke Awareness session planned for New Priory residents and family members alongside a gentle exercise demonstration.</p>
3 LES 9	Organise youth initiatives with local partner agencies.	Two events supported.	Increase number of opportunities taken to be involved by aged under 25's from 731 to 800.	TIO	£1,000 in goodwill support.	L	M	December 2011	<p>Community youth worker training initiative with Wakefield Council Youth Services planned for 2011.</p> <p>Huntwick and Verner TARA Roller Discos held during April.</p> <p>Supported Wakefield District Play Forum with a winter venue at Ladybalk and free garage rental for play ranger equipment.</p>
3 LES 10	Arrange Area Housing Forums.	Four meetings arranged.	Increased satisfaction with views taken into account from 61% to 62%.	TIO / Neighbourhood Partnership Manager	Within existing resources	L	M	December 2011	<p>To review due to poor attendance in 2010.</p> <p>Officers attending Area Forums recently formed by Wakefield Council which brings together local groups and agencies. These meetings are held quarterly.</p>

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3 LES 11	Arrange estate walks.	Held ten estate walks.	Increase in satisfaction with the neighbourhood as a place to live from 77% to 79%.	TIO / Area Manager / EO	Within existing resources	L	M	October 2011	Estate walk programme commenced in September 2011.
3 LES 12	Carry out a mapping exercise to identify under represented areas and demographics to work out how best to promote and encourage engagement.	Mapping exercise complete.	Increase in satisfaction with the neighbourhood as a place to live from 77% to 79%.	TIO / Diversity and Inclusion Manager	Within existing resources	M	M	September 2011	Broomhill identified as being underrepresented therefore a questionnaire is to be sent out.
3 LES 13	Promote involvement opportunities and positive community action. This will include community group news to promote projects and encourage others to develop new ideas.	Send six stories quarterly for inclusion in WDH News. Update local web pages monthly. Regular article on involvement opportunities in area news section.	Increased satisfaction with views taken into account from 61% to 62%.	TIO	Within existing resources	L	L	December 2011	News sent quarterly for tenants' newsletter. Local events are publicised supported by the Publicity Team.
3 LES 14	Encourage residents to act as street representatives for their local area.	One resident in each area not covered by a Tenants Associations (TAs).	Increased satisfaction with views taken into account from 61% to 62%.	TIO / Neighbourhood Partnership Manager	Within existing resources	M	L	December 2011	Grounds Maintenance Monitors nominated. To commence in Summer 2011.

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)	
3 LES 15	Implement and monitor the partnership agreement with local groups. Include satisfaction with feedback from officers attending meetings.	All of groups offered to sign the partnership agreement.	Approach all 18 groups to promote the partnership agreement.	TIO	Within existing resources	M	H	September 2011	Six groups have signed up to the Partnership Agreement in 2010. Carleton Glen and St Giles View TARA have signed up during 2011.
3 LES 16	Attend community group meetings and events as required.	WDH attendance at all meetings where an invitation is sent.	Increased satisfaction with views taken into account from 61% to 62%.	TIO	Within existing resources	M	H	December 2011	Area employees attend meetings as invited.
3 LES 17	Send funding and local area information as appropriate.	Information sent on a monthly basis.	Increase satisfaction in keeping tenants informed from 78% to 80%.	TIO	Within existing resources	L	L	December 2011	Information is sent by email when received from partners.
3 LES 18	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 77.2% to 79%.	TIO	Within existing resources	L	M	December 2011	
3 LES 19	Support groups taking part in Talkback scheme.	Respond to TAs through Talkback one month after receiving priorities.	Increase satisfaction in keeping tenants informed from 78% to 80%.	TIO	Within existing resources	L	M	December 2011	Responses provided to participating groups on a quarterly basis.
3 LES 20	The EO for an area covered by a community group should be aware of who they are.	The EO to attend an open meeting with groups on their patch once a year.	Increased satisfaction with views taken into account from 61% to 62%.	EO	Within existing resources	H	H	June 2011	Attended all estate walks by EO in 2010 to meet with residents.

Supporting the Local Vision

Supporting the Local Vision									
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3 LES 21	Work with Groundwork to deliver community events and consultation meetings on blueprint estates.	Four community events and meetings supported.	Increase satisfaction with the neighbourhood as a place to live from 77.2% to 79%.	TIO	£500 goodwill support for events.	L	M	December 2011	Community clean up day held in the South West Tenant and Residents Association (TARA) area to promote the new blueprint.
3 LES 22	Work with Neighbourhood Police, Schools, Wakefield Council Parks and Youth Services Teams and the Primary Care Trust to develop initiatives on estates that meet tenants' aspirations within the Local Area Vision.	Five initiatives supported.	Increase satisfaction with the neighbourhood as a place to live from 77.2% to 79%.	TIO	£1,000 event costs	L	H	December 2011	'Big Employee Clean-up' held in November 2010 accompanied by the local community. Collected 140 bags of rubbish whilst Wakefield Council swept all paths and cleared fly-tipping.
3 LES 23	Run a pilot and go out on an estate with detached youth workers to engage with young people and get their views.	One detached youth worker session attended.	Reduce disturbance from teenagers as a big problem from 29% to 27%.	TIO	Within existing resources	L	L	December 2011	Training programme for youth workers planned for 2011. Monkhill and Ladybalk TARA now hold a weekly youth club.

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3 LES 24	Promote active learning for residents through mail shots to tenants and local partners.	Three tenants to undertake qualifications.	33% of tenant successfully complete award.	TIO	Within existing resources	L	M	June 2011	
3 LES 25	Maintain links with local training and educational service providers to promote training opportunities.	Ten tenants access external training courses.	33% of tenant successfully complete award.	TIO	Within existing resources	L	M	September 2011	
3 LES 26	Arrange for the Community Employment Advisor (CEA) to attend community group meetings.	Attendance at six community group meetings by CEA.	Contribute to reducing real financial problems and falling behind with bills or credit commitments from 2.4% to 1.4%.	TIO / CEA	Within existing resources	L	L	December 2011	