

Neighbourly Places Action Plan



**Connect
housing**

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LIFE model*

Lead, influence, follow and exit – where you decide your approach in relation to your role in community development

	How?	Where?	Who?	When?
Neighbourhood plans There will be a post-pandemic reset, building on the learning from before – focused on the vision for Neighbourly Places and underpinned by the P.A.C.T framework	<ul style="list-style-type: none"> • Creating the opportunity to have conversations with our residents. • Maximising existing relationships. • Using digital methods e.g. padlet https://en-gb.padlet.com/ • Working with existing data held in Connect. • Working collaboratively across Connect to capture what we are hearing from our customers and residents. • Identifying new data sources to grow insight. • Neighbourhood Plans and Asset Mapping to follow the LIFE* model. • Ensure clear links between What Connect Residents Want Report, the Connect Commitments, other pieces of engagement work and that these feed into the Neighbourhood Plans. 	<ul style="list-style-type: none"> • Initial areas of focus based on existing engagement and knowledge or our stock to be: Wythers, (Borrowdales, Wensleydales and Cockshott Lane, Leeds) Peace Place Williamson View, Leeds Darkwoods, Leeds Newall Close, Leeds Louis Street, Leeds Orchard Way, Leeds Penwell Garth, Leeds Green Pastures, Leeds Crow Nest View, Kirklees Yew Tree Court, Kirklees 	<ul style="list-style-type: none"> • Community Housing Officers – supported on an individual basis by the Service Manager (Helen Gallimore) and Senior Manager (Epiphany Kidd) via planning sessions for the areas they will be focusing on • Clear project plan that we can track progress against on a regular basis and allocate / support resources from across Tenant Engagement and Community Housing Officer teams as well as the co-production champions. 	Q1 and Q2 of 2021 – 2022 This will of course be dependant on what happens with the roadmap out of lock down. We will work as creatively as we can whilst meeting as large groups is not an option.
Asset mapping	<ul style="list-style-type: none"> • Asset Mapping – Initially a desktop and research exercise, as restrictions lift to maximise opportunities for focused activities with people living in communities to do this as a joint exercise – use visual methods to record e.g. Nifty Fox https://www.niftyfoxcreative.com/ • The resulting Asset Maps to become part of the sign up pack for the appropriate neighbourhood. 	<ul style="list-style-type: none"> • In the key Neighbourhoods identified above. 	Community Housing Officers with support from the Tenant Engagement Team and co-production champions as required.	Q2
Measuring impact	<ul style="list-style-type: none"> • To develop a way of capturing data against the Local Environment and Health HACT indicators on an ongoing basis in neighbourhoods where we are working closely with residents and also across Connect as part of the transactional surveys; • We already have some data based on the Wellbeing calls which we can use as an initial benchmark; • To develop a range of methods to measure where we are on the journey with Power, Accountability, Connection and Trust via resident and customer feedback. 	<ul style="list-style-type: none"> • In key neighbourhoods and also across all of Connect 	<ul style="list-style-type: none"> • Helen Gallimore • Epiphany Kidd • Richard Baggott • Michael Rose 	Q2 have HACT and Connect specific questions embedded and an end of tenancy transactional survey in place Q3 produce interim report based on data collated with an end of year report in Q4



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Creating strategic partnerships	<ul style="list-style-type: none"> Networking across the sector informed by what we are hearing is important to people living in neighbourhoods; Already networked in with the newly formed ABCD practitioners network in Leeds and links made at a strategic level with Yorkshire Housing; Next focus is to be Leeds Federated as we have a neighbourhood where we both have stock. 	<ul style="list-style-type: none"> Focus on where we are actively working alongside people in our neighbourhoods and what partnerships would support what they want to achieve. Also actively seek partnerships with organisations that are on the same journey to embed co-production, strengths based approaches and asset based community development. 	<ul style="list-style-type: none"> Community Housing Officers at a local level. Service Manager and Senior Manager at local authority, regional and national level. 	Ongoing.

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Evaluating power, accountability, connection and trust across the organisation	<ul style="list-style-type: none"> Use the PACT framework and the indicators identified in there to typify progress in the four areas as a basis for a workshop / session that can be run across all teams in the organisation and with a focus group of residents and customers; Include questions on this in the staff survey to embed into the organisational culture and get a barometer on how we are progressing internally; To also embed the PACT framework into the check in framework for colleagues; Strengths based approach within the team for authentic leadership – phase 1: identify people’s strengths using a recognised tool ‘Strengthfinder’. Next steps to build an asset map of team strengths. Then 360 feedback session facilitated by an external facilitator using strengths based approach; Long term review of policies and procedures across the organisation to ensure they have the language, approach and support the direction of travel of the Neighbourly Places Strategy. 	<ul style="list-style-type: none"> Internally with Connect colleagues, with key partners and with a focus group. 	Community Housing Officers, Service Manager, Senior Manager, Neighbourly Places, Senior Manager HR and OD.	<ul style="list-style-type: none"> Q3 for internal work. Q4 for a focus group. Ongoing for Staff Survey and Check-ins. Q1 Identify team strengths. Q2 Asset Map team strengths . Q4 360° feedback session.

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Raising awareness of and skills in co-production	<ul style="list-style-type: none"> Co-production workshop to be designed and rolled out across the whole organisation; To include this as part of induction programme for new starters; Cohort of co-production champions to be created to support colleagues across the organisation; Co-production Community of Practice to be established available to internal colleagues as a support with pieces of work and also to look to offer externally to support partners in this area. 		<ul style="list-style-type: none"> Senior Manager. Service Manager. All colleagues. 	<ul style="list-style-type: none"> Q2 commence workshop roll out. Q2 cohort of champions begins to be established. Q3 Community of Practice established.



	How?	Where?	Who?	When?
Identifying some 'quick wins'	<ul style="list-style-type: none"> • Work across all departments to identify some early projects to work on – already identified Estate Services and the Void standard as some key areas; • Local biodiversity and sustainability projects; • Engage with other strategy owners to start to plan how these will be co-designed, co-delivered and co-evaluated going forward. 	Internal Connect departments.	Senior Managers, Service Managers, Directors.	Ongoing.

Learning as we go

- The very nature of embedding co-production into our organisation, and using asset based community development approaches is that it needs to be led by the people we work alongside, so there will be a need to refresh, revise, learn and change course along the way. To achieve this there will need to a regular dialogue with our residents and customers to inform our progress.

Reporting back how we are doing

How will we know what good looks like?

- There are two strands to this – firstly we need to work with our residents and customers so that we know what good looks like to them – so further ongoing work will be taking place to build co-evaluation into Connect’s work as an integral approach.
- Alongside this there will be regular updates via the Leadership team report that goes to the Board. There will also be reporting on a quarterly basis on the balanced scorecard that goes to the Board and is available across the organisation. This will commence once the HACT Social value measures are built into Customer Sure as well as any additional Connect specific markers we also want to include.





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