

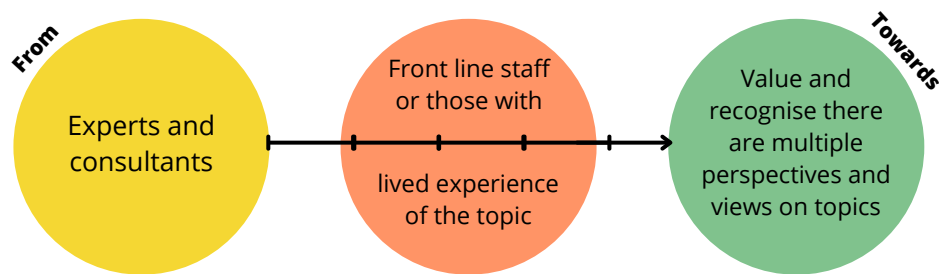
Neighbourly Places Action Plan

PILLAR 1: POWER

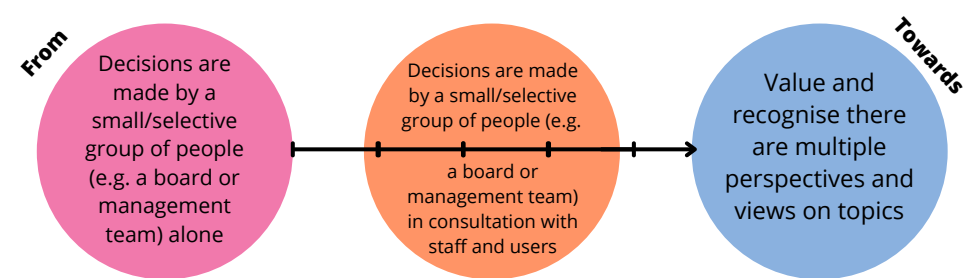
Shifting the balance of power in decision-making to residents and supporting communities to do things for themselves

Aligns with Connect value 'We put people first'

Whose views, voices and perspectives do we value the most?



How do we make difficult and important decisions about the work we do?



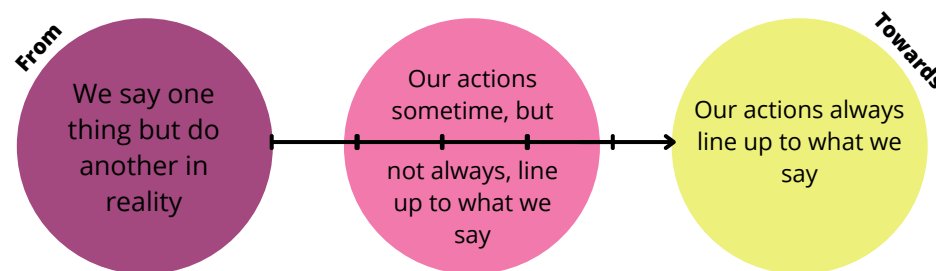
Action	Year 2 2022-23	Year 3 2023-24	What good looks like in 2024	How we will monitor progress
Asset Mapping & Neighbourhood Plans used to identify what matters to residents and lead neighbourhood-based decision making* <small>*initial focus will be on neighbourhoods where there is a footprint of more than 20 homes</small>	4 Asset Maps created in partnership with residents 4 Neighbourhood Plans created and updated on a six-monthly basis	8 new Asset Maps created in partnership with residents 8 new Neighbourhood Plans created and updated on a six-monthly basis Plan in place for dispersed properties to be able to influence decision making	12 Asset Maps and associated Neighbourhood Plans in place and up to date Clear evidence that these maps and plans have resulted in decisions being made by local people and examples of communities being supported to do things for themselves Baseline and 'point in time' measurements in place (aligned to the PACT framework) where Asset Maps and Neighbourhood Plans are in place to assess whether approaches are achieving movement in the right direction	Project tracking tools (Office 365) to monitor progress with each individual Asset Map/Neighbourhood Plan Full uptake of seed funding budget.

<p>Co-production is embedded in Connect as the method to work with residents as equal partners</p>	<p>Organisation-wide roll out of co-production workshops; toolkit produced; Neighbourly Places & Assets teams trained in use of toolkit 5 Co-production activities completed:</p> <ul style="list-style-type: none"> • Tenant Engagement • Aids and Adaptations • Connect Commitments • Void standard • Transparency framework <p>Co-production plan clear where decision making must rest with Connect (e.g., due to regulation, safety) and publicised to provide clarity</p>	<p>Co-production Champions identified, and Community of Practice established 6 Co-production activities completed including:</p> <ul style="list-style-type: none"> • Anti-social behaviour policy and procedure • Sustainability • Disrepair/damp, mould <p>Communications campaign to publish co-production work, recruit residents and establish programme of future projects for 2024/25</p> <p>Co-production embedded into colleague induction</p>	<p>Co-production is an everyday approach to decision making, policy creation and evaluation of service delivery</p> <p>Co-production activities are shared and promoted on all social media platforms to raise awareness of Connects commitment to this approach and the impact it is having on decision making.</p> <p>Quarterly reports to Leadership Team (LT) and Board updates in LT paper.</p> <p>Training Plan. Pulse survey to assess colleague understanding of Co-production post roll out of training Co-production toolkit regularly used</p>
<p>Seed Funding* made available to residents to develop ideas, initiatives and solutions to issues in their neighbourhoods</p> <p><small>*initial focus will be on neighbourhoods where there is a footprint of more than 20 homes</small></p>	<p>£5,000 ringfenced in Neighbourly Places Fund for resident led neighbourhood initiatives with clear criteria and application process agreed</p>	<p>£10,000 ringfenced</p> <p>Co-evaluation project of criteria, application process and effectiveness of the seed funding approach</p>	<p>Residents are aware of the seed fund and what it is for and what it has achieved in neighbourhoods. Seed funding budget oversubscribed. External resources /grants supplement seed funding</p> <p>Co-evaluation adds to the impact of the seed funding and results in positive improvements to how the fund is used and its impact</p> <p>Included in LT reporting - uptake of budget and impact of seed funding (Social Return on investment).</p> <p>Vlogs for all seed funded projects on the website and shared through social media</p>
<p>Mediation as the approach of first choice in low level neighbour nuisance and anti-social behaviour</p>	<p>Increase number of in-house mediators</p> <p>Referral pathway publicised</p> <p>Impact tracking of approach on a) satisfaction with outcome b) time in resolving cases</p>	<p>Co-evaluation of the Mediation approach and implementation of findings</p>	<p>Bank of 15 trained and active in-house mediators</p> <p>80% of low-level nuisance and anti-social behaviour is resolved by mediation</p> <p>50% reduction in Community Housing Officer (CHO) time spent on low level nuisance and anti-social behaviour</p> <p>Legal spend on anti-social behaviour and neighbour nuisance has reduced 5% year on year</p> <p>Key Performance Indicators Qualitative feedback from CHO team Mediation referrals increasing Resident satisfaction with Mediation process and associated outcomes at 90% or above</p>

People are starting to lead things for themselves	Identification of external funding/partners to work with residents on issues that are important to them	3 externally funded projects identified by residents and delivered	CHOs well connected with external funding bodies Residents are driving change and improvements in their neighbourhoods	Number of projects delivered
	1 externally funded project delivered	Nominations made to awards for community led change		
	Identify appropriate awards/recognition for community led change			

PILLAR 2: ACCOUNTABILITY
 Focusing on accountability to the communities and people we exist to serve
 Aligns with Connect value 'We earn trust through our actions'

Do our actions line up with what we say we do?

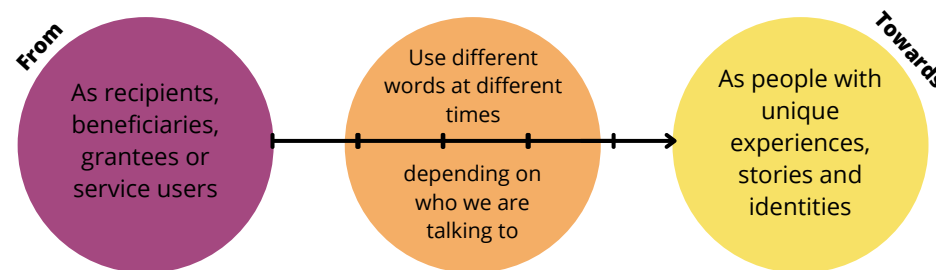


Action	Year 2 2022-23	Year 3 2023-24	What good looks like in 2024	How we will monitor progress
Positive culture around Complaints and Expressions of Dissatisfaction	<p>Monthly 'What people are telling us' reviews with Housing/ Leasehold & Lettings and Tenant Engagement teams</p> <p>Monthly social media message 'What people are telling us' 'What has happened as a result'</p>		<p>Complaint process is actively recruiting residents to become more involved – 2 engaged residents recruited through this route per annum</p> <p>Colleagues embrace complaints, compliments and expressions of dissatisfaction as valuable communication from residents about what is important to them</p>	<p>Examples of service improvement driven by customer feedback</p> <p>Number of residents recruited via this route</p>

Progress and performance clear and easy to access for residents	Strategy and action plan on the website. Neighbourhood Plans updated on a six-monthly basis	Consultation on what else residents would want us to do to make it easy to hold us to account.	Easy for residents to see how Connect is performing across Connect Commitments and a range of other areas Website kept up to date with accessible information for residents	Connect Commitments performance reported at Service Improvement Forum
Residents effectively hold Connect to account	Recruit 2 new members of Service Improvement Forum (SIF) Run a Tenant/leaseholder Board Member recruitment campaign (aiming to have more Board Members with lived experience as a tenant or leaseholder – subject to vacancies on the Board) Consider alternative ways of involving residents in Board decision-making.	Recruit 3 new members of SIF Run a Tenant/leaseholder Board Member recruitment campaign (aiming to have more Board Members with lived experience as a tenant or leaseholder – subject to vacancies on the Board) Trial alternative ways of involving residents in Board decision-making.	The SIF finds it easy to recruit new members and can measure its impact. Residents Annual Report identifies where Co-production has added value. Colleagues and residents feel comfortable and confident with mechanisms for holding Connects performance to account. Board has members with lived experience and/or alternative mechanisms in place for residents to influence Board decision-making.	Minutes and outputs from SIF Board membership includes those with lived experience Board minutes evidence resident influence in decision-making

PILLAR 3: CONNECTION
 Building real and meaningful relationships between people, meeting as equals – especially where this is hard to do
 Aligns with Connect value 'We collaborate creatively'

Do our actions line up with what we say we do?



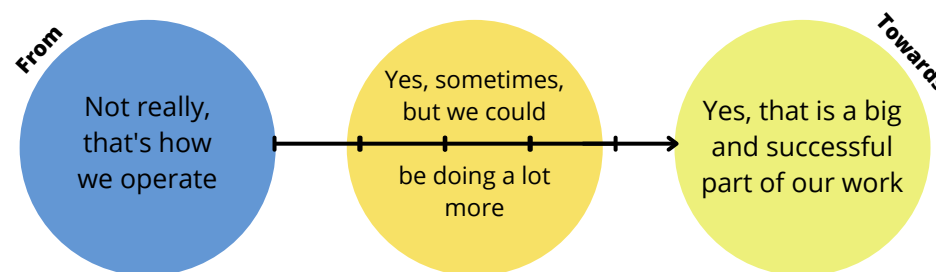
Action	Year 2 2022-23	Year 3 2023-24	What good looks like in 2024	How we will monitor progress
Connection is valued and prioritised	Conversations with Residents Associations about what taking more decision making would look like for them	Assuming there is an appetite, 1 pilot project established to explore resident let decision making	CHOs connected into local Residents Associations Connect is clear on where there is appetite for local decision making, and relationships are in place to make this happen Knowledge is captured and shared across the organisation and with communities in Connected/Workplace/social media	Outcome of conversations Possible pilot established
Training and development programme on Connection	Coaching, Motivational interviewing, Trauma-informed practice		CHOs confident and well equipped to build connection with residents and other people – especially when this is hard to do	Training and development delivery and evaluation
Networking and relationship building	Initial focus on East Leeds and North Kirklees- with Housing Associations and third sector		Connect has strong and fruitful relationships with a range of partners which are producing positive outcomes that could not be achieved in isolation	Outcomes from Neighbourhood Plans. Asset Maps

PILLAR 4: TRUST

Taking the time, commitment, and care to build trust with the people and communities we work with. Trusting them to provide insights, make decisions and run things

Aligns with Connect value 'We earn trust through our actions'

Do we create opportunities, places or spaces in which people come together and build trust



Action	Year 2 2022-23	Year 3 2023-24	What good looks like in 2024	How we will monitor progress
Doing the basics brilliantly	<p>1 pilot project where co-production approach is taken to gardening and cleaning services</p> <p>Senior Managers</p> <p>Neighbourly Places/Property Services identify pilot project for delivery in Year 3</p>	<p>Build on learning from pilot, replicate at scale for gardening and cleaning services</p> <p>Deliver 1 pilot project in Property Services</p>	<p>Co-production is starting to inform service delivery and Connect is delivering services to residents at the quality and cost that is acceptable and agreed</p> <p>Consistently deliver on the newly created Connect Commitments</p>	<p>Resident satisfaction in pilot projects and impact on other KPIs</p> <p>Performance against Connect Commitments</p>
Measuring trust	<p>Research best measures for Trust and pilot in Q4</p>	<p>Design and implement a regular 'temperature check' of Trust with our residents (learn from best practice in measuring trust)</p>	<p>Connect knows where there are issues with Trust and how this may inform operational delivery</p>	<p>Trust measurement tool</p>
Transparency	<p>Co-produce Transparency framework and publicise</p>	<p>Co-evaluate performance against Transparency framework and publicise performance against it</p>	<p>Resident's regard Connect as a transparent, open and honest organisation</p>	<p>Resident perception survey</p>
Co-design and rebrand 'Estate Inspections'	<p>Co-design of 'Estate Inspections'</p> <p>Programme of newly branded site visits published on the website and promoted on social media</p>	<p>Co-evaluation of new approach – any recommendations implemented</p>	<p>Residents engage with Estate Inspections. Clear evidence of where improvements have arisen</p>	<p>Performance against programme and issues identified through inspection</p> <p>Measuring impact on the direction of travel to the PACT framework</p>

