

The Principal York | Thursday 21st November



A NEW FUTURE IN INFLUENCING SERVICES AND DECISION MAKERS

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TenantPanels19



Resident influence in decision making, through employing residents and enabling self-help

Chris Wood, Community Involvement Manager

Anthony Halt, Community Development Officer

Lisa Bradley, Community Development Officer

Sara Fearn, Peer navigator

Bolton at Home



Bolton at Home Community Investment Team

Chris Wood – Community Investment Manager
Lisa Bradley – Community Development Officer
Anthony Holt – Community Development Officer
Sara Fearn – Former Peer Navigator

Bolton at Home


- Community benefit society
- 18,000 homes across borough of Bolton
- Investing in properties and building new homes
- Our work goes far beyond bricks and mortar.....

Successful community regeneration needs a commitment to help people become more socially and economically active:

- Opportunities to prosper and transform lives
- Helping customers maximise their income



Community Investment Team

- Front facing service
 - Enabling and supporting transformation of lives of tenants and communities
 - Long term sustainability of neighbourhoods
 - Ability to respond resiliently to change
 - Seek out alternative forms of investment
 - Broaden experiences
 - Improve skills
- 

Our Approach

- 28 members of staff
- Includes some externally funded posts – Big Local, Ambition for Ageing, Controlling Migration Fund
- Core staff made up of Community Development Officers & Arts Officers

Community Development

Community Development National Occupational Standards

Community development enables people to work collectively to bring about positive social change. This long term process starts from people's own experience and enables communities* to work together to:

- Identify their own needs and actions
- Take collective action using their strengths and resources
- Develop their confidence, skills and knowledge
- Challenge unequal power relationships
- Promote social justice, equality and inclusion

in order to improve the quality of their own lives, the communities in which they live and societies of which they are a part.

* Communities refer to those that can be defined by geography, identity or interest.

Community Development

- Supporting groups to plan and deliver local projects which tackle a range of issues
- Developing spaces for people to come together
- Facilitating community events and celebrations
- Helping to build local and borough wide networks
- Linking local people and groups to services and organisations
- Bringing partners together to shape work around issues or neighbourhoods
- Bringing investment into our neighbourhoods
- Managing externally funded programmes that create change in our neighbourhoods
- Developing volunteers to make a difference in their own lives and communities
- Promoting involvement in relevant local and national campaigns
- Supporting and developing the Peer Navigator model in our neighbourhoods

Housing Percent For Art

- Established in 1997 by Bolton Council Housing Department, to allocate 1% of capital to arts and cultural activity
- Nationally unique service, in a social housing context
- Opportunity to experience a wide range of contemporary art to engage with these customers on a more creative, constructive and democratic level
- Bolton at Home Percent for Art web pages have details of a number of projects from our first 21 years
www.boltonathome.org.uk/percent-for-art



Volunteers
Pride
Drama
Consultation
Bolton Light Festival
Erasmus
Ambition For Ageing
ESOL
Men In Sheds
Barrier Busting
Young People
Campaigns
Bolton Lunches
Food Growing
Empowerment
Training
Community Cinema
Social
Community Networks
Sport
Manchester Day Parade
Litterpicking
Stars of the Community Awards
UCANs
Health
Community Buildings
Arts
Cohesion
Storehouse Pantry
Action
Pop Up Business School
Great Get Together
Culture Champions
Residents Associations
Working Wardrobe
Octagon Theatre
Women's Groups
Holiday Kitchen
Anti-Poverty
Bolton Wanderers
Celebrations
Environment
Mindfulness
Confidence
Family Fun Food
Schools
Families
Carers
Parades

What we've achieved

in the last **12 months**:

69

groups supported by the Community Investment Team. 14 of those voluntary groups manage community buildings, delivering activities and services across estates.

305

volunteers supported by the Community Investment Team. Who in turn deliver a variety of activities serving communities across Bolton.

69,921

volunteer hours contributed to the Bolton economy, equivalent to **£708,883** financial investment.



£482,743

external funding brought into our communities.

18

groups supported to host **Great Get Together** events across the borough.



The team has led on **26** borough-wide projects including the Manchester Day Parade, Bolton Light Festival and Bolton Wanderers Community Match.



Peer Navigation




Peer Navigation

- Partnership with Bolton CVS
- Employing local residents to work in the communities in which they live
- To forge links between public sector, community sector and individuals
- To promote behaviour change, self care and community cohesion
- To improve access to voluntary and community sector provision
- To support local community action – both existing and new
- To be a voice for the local community



What does 'navigation' look like?

- Ringing and messaging each week to remind and encourage to attend a group
 - Accompanying to a first appointment with a service
 - Picking up or 'knocking on' on the way to a group session
 - Signposting and referring but also encouraging and asking how things have gone
 - Friendship, confidence building and positive encouragement
 - Welcoming people who are new to an area
- 

Peer Navigators – The Pilot

- Johnson Fold – approx. 1,000 properties
- Employed 3 local women – all Bolton at Home tenants and not in employment
- Well connected in local community
- Themes – Environment, Women, Creativity, Food poverty

What did we achieve?

- Navigations to projects and services
- Enhanced voluntary and community provision
- Increased participation
- Local initiatives - grassroots
- Personal development – ripple effect



Challenges

- Professional Boundaries
- Monitoring and Evaluation
- Pastoral Support for Peer Navigators
- Protecting Peer Navigators
- Organisational Issues
- Career Development

What We Learned

- Flexible recruitment procedure
- Training
- Range of experiences
- Preparing for next steps
- Peer support
- Adapting the model

Sara's Story



Willow Hey Community Project Farnworth, Bolton






Background to the Project


- The Willow Hey Community Project is located on a disused allotment site at Doe Hey Grove, Farnworth

Aims and Objectives

- The project was initially set up to tackle food poverty in the local community as lots of families were facing food poverty and using food banks to support their families.
 - The project initially supported the local community to grow their own healthy organic food on the site and in their own gardens.
 - The project would also reduce social isolation, establish support networks and improve health and well being in the local community.
- 



Current Sessions

- Weekly community food growing and social sessions
 - Men in Sheds support sessions
 - Social Eating sessions
 - Women of Willow Hey group
 - Forest Horizons - woodland school and wild food forages
 - Green Woodworking and Yurt Building workshops
 - Seasonal festivals and celebrations
- 

Men in Sheds





- Reducing social isolation
- Improving health and wellbeing
- Having a purpose
- Belonging to a team
- Support networks that go on outside the project
- Laughter and camaraderie



Roundhouse Project



Roundhouse Project



Green Woodworking Sessions



Creative Woodcraft & Woodwork Skills



Willow Hey Community Project,
Doe Hey Grove, Off Lavender Road, Farnworth. Bolton.

Learn green woodcraft skills taught by an expert locally here in Farnworth, including sustainable foraging, using appropriate tools, making a shave horse, understanding the qualities of different woods and natural materials and what woodcrafts you can make from them using ancient traditional woodcraft skills.

A unique local opportunity not to be missed.



Contact :

Anthony Holt

on

07747 764558

Learn a wide range of woodworking skills through a range of projects, taught by time served joiners and carvers. Learn new skills including how to use professional joinery tools and equipment. An opportunity for local residents living near Willow Hey Community Project to come along, meet new people, make new friends and get involved in a local project whilst learning valuable transferrable skills free of charge.

Booking is essential.



This Project is supported by Bolton at Home

Bolton
at **Home**



Women of Willow Hey



Forest Horizons - Woodland School



Eats and Meets – Social Eating Sessions



Community Food Growing



Seasonal Festivals – Summer / Halloween



Culture Champion – Bill Jackson



Anthony Holt – Community Development Apprentice



Malton Avenue Land Development

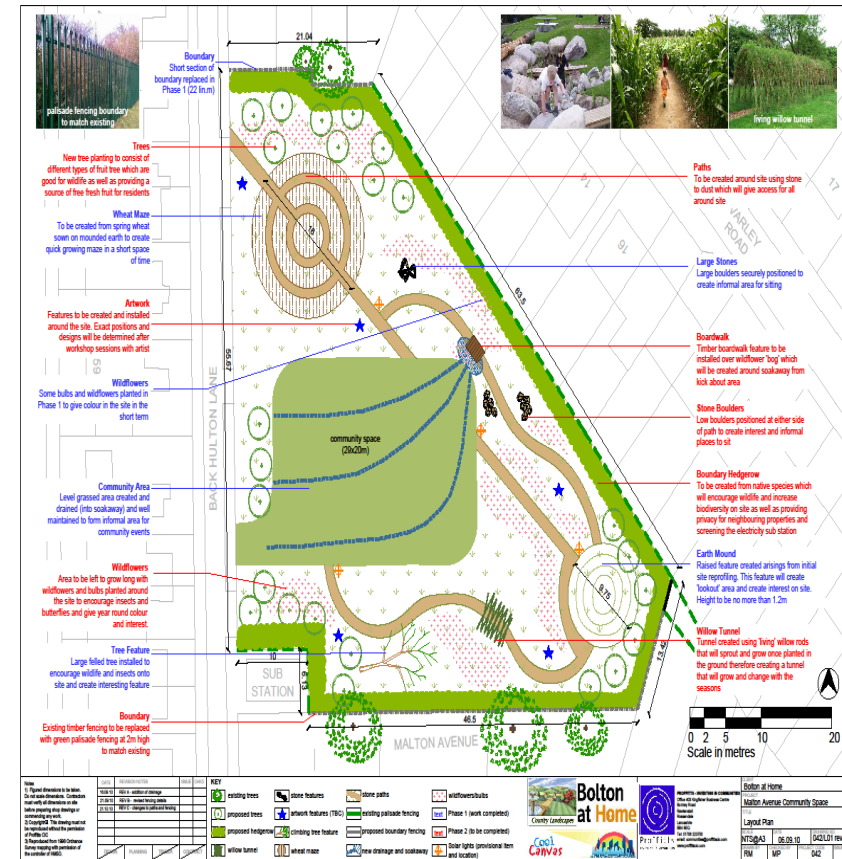


Community Engagement Process

- Consult with surrounding and wider community
- Encourage people to get involved
- Explore how the land could be developed with the community
- Based on consultation, invite tenders from local providers for the development of the land
- Local people voted for their preferred option



Involving the community at all stages



Community Cohesion – bringing people together



- Community fun days and celebrations
- Food growing projects
- Cycle maintenance
- Youth club activities
- Football tournaments
- Litter picking
- Environmental days
- Team Deane community health sessions



Any Questions



Bolton
at **Home**



Inclusive Housing Advisory Panels in Leeds

***Ian Montgomery,
Mick Dodds, resident***

Leeds City Council



The 9th National Tenants Panels Conference

Leeds City Council: 'Housing Advisory Panels'



What are HAP's?



- 11 HAPs in Leeds
- Made up of tenants and local Ward Members
- 'Monitor and review delivery of local housing services'
- Have a total budget - £450k for city as a whole (used to fund around 300 projects a year)
- Long established formal ways of working (fundamental review in 2017/18)



Review looked at....



- How we can broaden the involvement of tenants and residents in decision making
- Being connected to local communities and the wider tenant base.
- Strengthening links with wider council priorities and the 'Priority Neighbourhoods'
- Maximising value for money in everything they do.

Lots of input from Tenants, HAP members, Ward Members, staff and previous applicants.



Review outcomes...



- In total, 30 recommendations implemented...



Themed citywide meetings...



Increased membership...



- Less formal approach (no 'interviews')
- Rise in people coming to observe
- Local 'recruitment' plans

Now have **102 HAP** members – most ever had.



More flexible involvement



- Using others skills and experiences better (co-opting)
- Valuing everyone's contribution – 'friends' who might not be able to attend meetings
- Sharing proposals with local residents groups or others
- More customer friendly online surveys when consulting residents on projects



Citywide updates



HAP Review – March 2019 Update



As we approach the end of the financial year, now's a good time to share with all HAP members the latest summary of progress around the HAP Review. Helping make sure everyone is aware of what's going on, and that we get to hear feedback from other HAPs who are trying different ways of working.

Since the last update...

- A couple of HAPs have put the 'HAP friends' concept into practice – i.e. having up to five tenants per HAP who are happy to share ideas and comments about funding applications or HAP priorities but who aren't able to attend face-to-face meetings. In the spirit of broadening membership, removing barriers and giving more tenants the opportunity to make a contribution.
- The above, along with local recruitment plans, has helped HAP membership grow to 91 tenants, leasehold and co-opted members. Whilst this is a high, we know there are still HAPs with some membership gaps – so the team will be focussing on these.
- We're looking at dates at the moment for another citywide HAP get-together around the theme of 'sharing and celebrating'. Sharing how we've been getting on implementing the HAP Review and celebrating the difference HAPs continue to make. Invite coming soon.
- HAPs are busy updating their priorities for the year ahead – presented on some new 'look' plans on a page. These new versions make it clearer who these plans are for, how they are used and how HAPs use them to set their local priorities taking into account wider community issues and other work or activity going on in the area.



They share information and ask the HAPs to put their own local priorities against four broad themes:

- Environment and housing
- Health and well-being
- Community safety
- Employment and Skills

It's a common template, but local HAPs can tailor to their local areas. Please do share feedback about them, we'll keep adapting them to make them as useful as possible.

HAP Review - July 2018 Update



- The Inner South HAP have launched their own Facebook page (search Housing Advisory Panel Leeds Inner South) – as a way to share HAP priorities, give feedback to residents, get suggestions and hopefully attract new members. We'll trial this between July and October, take any feedback on board, and then look to replicate for everyone. Early comments so far have been really positive – with some 90+ local residents liking the page or sharing comments.



- A new template for recording key actions and HAP decisions (so not such a long written record of meetings) was discussed and some of the Chairs and bits of feedback received. The Inner East HAP have volunteered to trial this for a couple of meetings to see if there's a less resource intensive way of recording HAP activity and decisions – we'll keep HAPs updated.

Over the summer we'll focus more on how we review HAP priorities – taking into account Community Committee and Housing Leads priorities. Work in this area will be shared in a future update, and some HAPs will look at doing things differently in the autumn so we can develop a new model for everyone's benefit and hit the ground running with fresh priorities in April 2019 onwards.

Please share and discuss this update in local HAP meetings and we'll keep sharing ideas and progress.

Housing Leads
Tenant Engagement Team
housingadvisorypanels@leeds.gov.uk
0113 378 3330





Katie Bell

2 April

Inner South Housing Advisory Panel Bid Success - Newhall Crescent bin stores

ISHAP funded new bin stores and communal bins at Newhall Crescent after tenants pointed out that the space wasn't adequate. The new bin stores have tidied up the area, provided more opportunities for tenants to recycle and improved access for refuse workers to collect the waste.



Before



After

If you want to improve your environment or make a difference in your area, ask your housing office staff about Housing Advisory Panel Bids.

www.leeds.gov.uk/hap

email: housingadvisorypanel@leeds.gov.uk



Housing Advisory Panels -
Shaping a local community



Dennis Moody

3 shares Seen by 46



Like



Comment



Share



Write a comment...



HAP Facebook activity





Rukhsana Lcc shared a post.

17 December 2018 · Add topics

Pudsey Ward completed HAP project.



Rukhsana Lcc

12 December 2018

#HousingLeeds Local residents raised concerns about the issue of motorbikes riding down the ginnel at speed onto the main road (Wellstone Road) and have had near misses with cars/vehicles. They were a risk to the public & children playing out and walking across the path and those using the ginnel.

In order to address this issue, the Outer West Housign Panel funded a staggered barrier at the bottom end of the ginnel near the main road to stop/slow down the children on bikes/quads & cars.

This measure has now address the concerns raised and created a much safer environment for the wider public, tenants/residents and children living in the area.



Jan Cleverly uploaded a file.

17 December 2018

Here are the key decsions and actions from the OS HAP meeting held on Tuesday September 25th 2018



Outer South - Sept 2018 DRAFT Actions Summary.doc
Document



You and Claire Tenant Engagement

Seen by 25



Like



Comment



Share



Write a comment...





Katie Bell shared a post.
26 November 2018

Ian Pickup and Cllr Angela Gabriel Flying the Flag for Leeds City Council Housing Leeds Housing Advisory Panel, Leeds Inner South



Katie Bell is with Vikki Blake and 5 others.
26 November 2018

Cottingley Play Park official opening today. Arranged by James Leedsco with Ian Pickup and Cllr Angela Gabriel representing the Leeds City Council Housing Lee...
[See more](#)

Paul Wray, Cllr Angela Gabriel and 2 others

1 share Seen by 46

Like

Comment

Share



Andrew Tenant Engagement Officer
29 April

Too busy or unable to attend meetings – but happy to give us your views?
Your local Housing Advisory Panel (or HAP) is looking for up to five HAP 'friends' - members of the community who may be too busy or unable to attend face to face meetings, but who care about their neighbourhood and are happy to share their views about proposed projects.

Your local HAP has a budget to fund community and environmental projects. To help HAPs consider a broad range of tenant and residents views, we'd like to have others who are happy to share their views and ideas into HAP meetings so HAPs can take these into account in their decision making.

As a friend of the HAP you would receive a full copy of proposals that we share with other HAP members six times a year.

Interested? For more info ring 0113 378 3330 (or works mobile if prefer) or email housingadvisorypanel@leeds.gov.uk

Seen by 7

Katie Bell

Like

Comment

Share



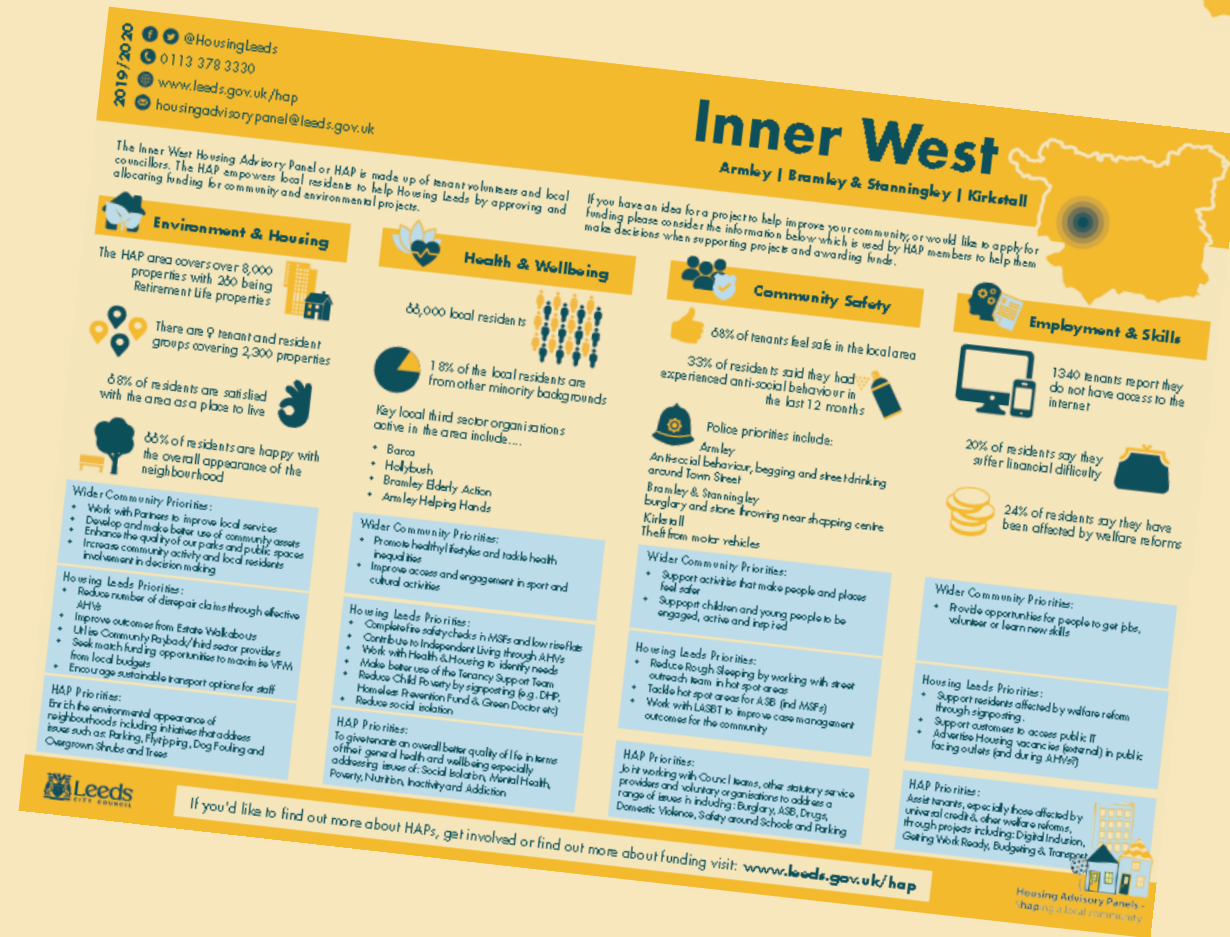
Write a comment...



Fresh 'plans on a page'...

Four themes:

- Environment and Housing
- Health and Wellbeing
- Community Safety
- Employment and Skills



Fresh 'performance' reports



- Local and relevant info, sharing key news/updates - easier for HAPs to act on

HAP Performance and Information Update			
Environment & Housing	Health & Wellbeing	Community Safety	Employment & Skills
<p><u>Estate Walkabouts:</u></p> <ul style="list-style-type: none"> All walkabouts have been planned for the coming year, quarter 1 walkabouts will begin week beginning 3rd June 2019 Wortley have carried out 6 Estate Walkabouts with local councillors Very few walkabouts have resident involvement and this is something we would encourage <p><u>Block Inspection Feedback:</u></p> <ul style="list-style-type: none"> Removal of fly tipping in blocks is a priority and we have a good working relationship with team who remove bulky items. No Issues on High rise blocks in Wortley Fire Safety Checks completed 	<ul style="list-style-type: none"> At week 8 Pudsey have completed 484 Annual Home visits of a total of 2064. At week 6 Wortley had completed 385 AHVS of a total of 2385 WYFS referrals completed Tenant support referrals completed Safeguarding reports made Working closely with ASC/CSC and support services. 	<ul style="list-style-type: none"> Currently tasking meetings take place every six weeks which is a joint meeting with a number of partners including housing, police, youth services, Leeds Anti-Social Behaviour Team and other partners. Following Joint working to address the high level of ASB on the Heights Estate the situation has greatly improved and Court Orders obtained. Currently looking to arrange a door knock exercise in the Valley Road area where we have had reports to anti-social behaviour 	<ul style="list-style-type: none"> Pudsey currently has 169 Universal Credit cases Number of tenants require additional support in regards to their claim. Of 169 claims we have applied for 59 of those claims to be paid directly to us as the landlord Wortley has the 3rd Highest number of claimants in the Leeds area Support has been provided and payment plans and in some cases direct payments set up to ensure rent is covered. A number of Direct Housing Payments applications have been successfully submitted. Money Buddy Surgeries to assist tenants with benefit entitlement, digital inclusion and budgeting <p>Digital Inclusion Activity:</p> <ul style="list-style-type: none"> Enhanced Income Officer now has an I-pad to assist tenants with their claims



Working smarter...



- Online surveys
- What's App groups
- Action and decision lists (not long minutes)
- Behind scenes change – for 'end to end' process
- I-Pads to engage better, show video's of projects - now looking at paperless meetings.



Other changes...



- More inclusive process for HAP bids under £1,000
- New reader friendly 'Terms of Reference'
- Updated Application Form linked to priorities
- Updated Guidance Notes – stressing early contact always good.
- New promotional materials
- HAP film – not pdf/hard copy annual report



Continuous Improvement...



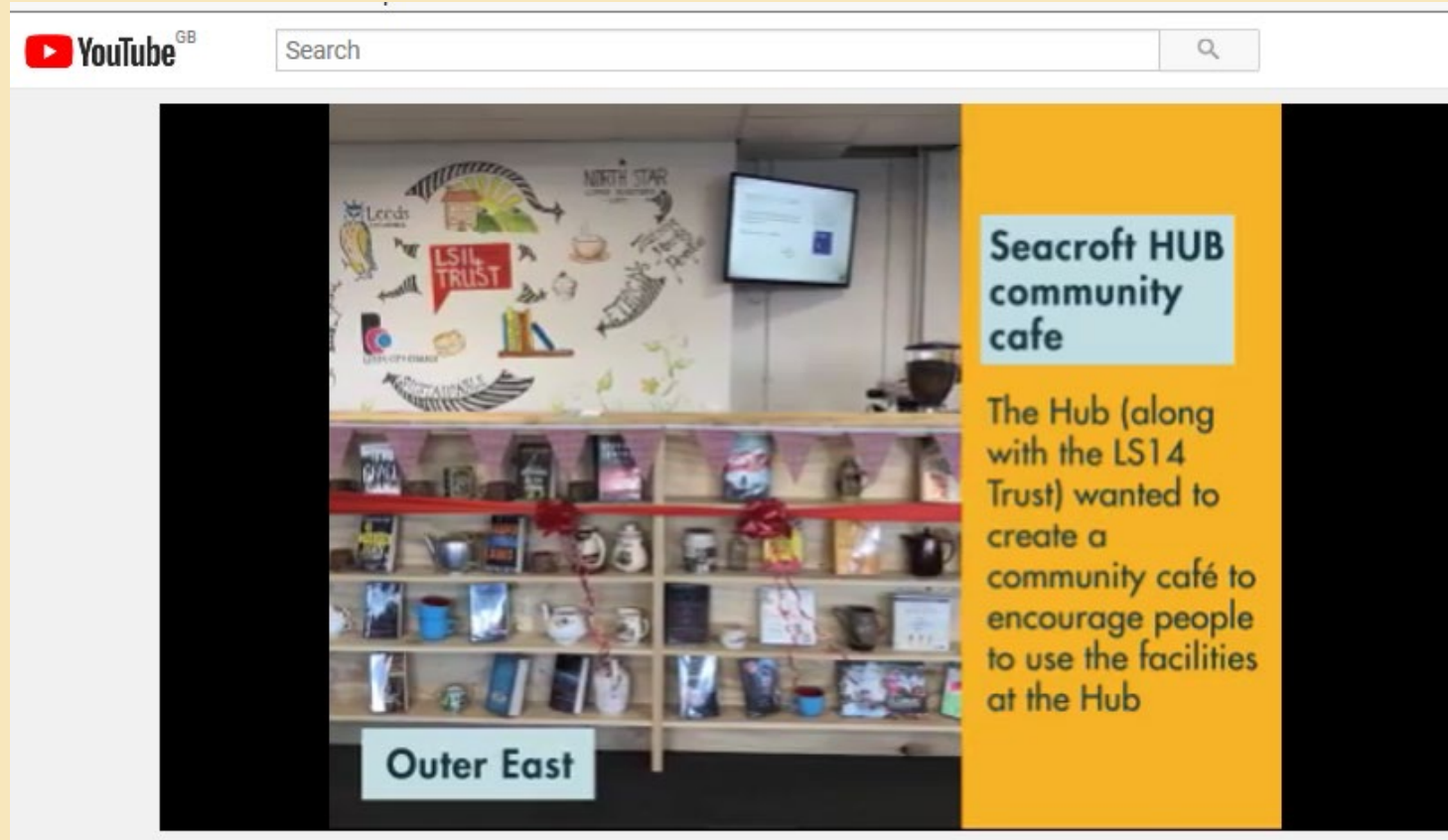
HAPs experimenting:

- Links with others – e.g. local school council's, students doing walkabout and presenting own applications.
- Paperless meetings
- Learning about strengths based approaches (or Asset Based Community Development)
- Technology – e.g. Slido for group feedback
- Attending funding fairs and other events

All the new ways of working helping other forums work and think differently...



The difference HAPs make...



[HAP Film](#)





Ian Montgomery
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Our Youth Community Ambassador Programme and Housing Association Youth Network (HAYN)

Ryan Stephenson - Former National Ambassador
Jess Duggal - Neighbourhood Investment Officer

Clarion Futures



National Ambassador and the HA Youth Network

**Jess Duggal Neighbourhood Investment
Officer & Ryan Stephenson- Former
National Ambassador**

Housing Association Youth Network

- Set up in 2015 involving a range of HA's with a presence in London
- Dedicated website www.hayn.co.uk
- Meets quarterly- focused on key themes, funding opportunities and sharing good practice



VALUES

We will live out values through:

Sharing best practice to improve the quality of services across our communities

Collaborating to maximise resources and provide greater opportunities for young people

Influencing and **challenging** decision making internally and externally as advocates of young people

Improve our knowledge by working with specialist services across the youth space

The foundation for our values is to **include young people in all that we do**

- HAYN has received over **£2million** additional funding
- Created a **website** to share knowledge and resources
- Collective **Impact** figures
- Developed **strategic partnerships** across youth space including UK Youth ;Youth Employment UK; Centre for Youth Impact and Vision for Young Londoners amongst others
- Arranged **HAYN Conference** for over 100 attendees

- Annual Conference and Awards
- Impact analysis
- Future pots of funding
- Sub groups
 - Youth Violence
 - Homelessness
 - Employment
- Northern HAYN set up in September 2019- 12 HA's attending and more would be welcome

INSPIRE

**National
Ambassadors**



**Community
Ambassador
Programme**



EMPOWER

CONNECT

**National and
International Youth
Exchanges**



VOLUNTEER



**Awards and
recognition**



**BE THE
CHANGE**

**Youth Connectors
(long-term volunteer)**



Youth Events



**RAISE
AWARENESS**



**Promotion and
Impact**

**BE THE
VOICE**

**BUILD
TOGETHER**

Ryan Stephenson

National Ambassador 2016



**CLARION
FUTURES**

WHY DID I BECOME AN NATIONAL AMBASSADOR?

We as Ambassadors want to be role models for the younger generation. We all want to improve our communities and make them safer. Becoming an Ambassador opened doors for us to do this. To have our voices heard by those who make decisions that affect us directly.

National Ambassador Priorities

We agreed on what the priority issues were for us as young people.

In my Cohort we chose to focus on

- Youth voice and youth led offer
- Estate Management
- LGBT and disability awareness and support



Ask yourself?

- How often do you encourage youth to take lead on projects and events?
- Is your work youth lead? Meaning do you listen to young people about how they want the services delivered?
- Are the young people you work with empowered to make decisions rather than told what to do?
- Do you consult and listen to your young people before you make changes to services?

Exercise

Q & A

Pledges:

What will you do in your organisation/
community to hear the voice of young people?

The background of the entire image is a photograph of a conference room. In the foreground, the backs of several audience members' heads are visible as they sit in rows of chairs. In the background, a man in a white shirt is standing and presenting to the audience. The entire image is covered with a semi-transparent purple overlay. A white rectangular box with a thin border is centered on the image, containing the main text and contact information.

THANK YOU

FOR ATTENDING THIS EVENT



@NHC



Northern Housing Consortium

www.northern-consortium.org.uk