

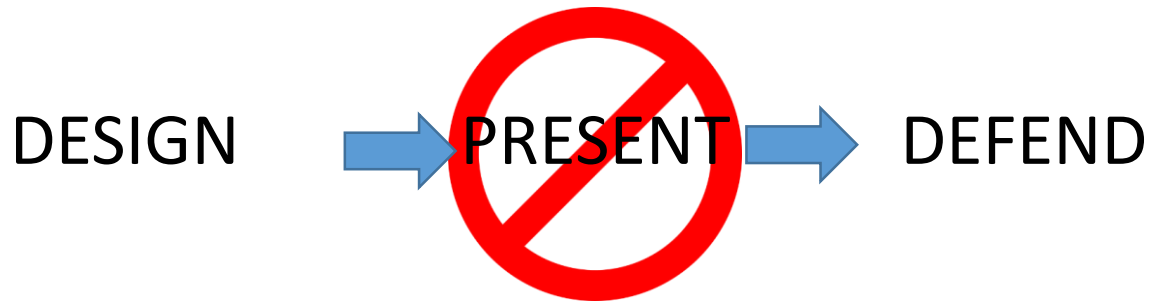
Engage - Innovate - Empower - Deliver

Approach to Development and Resident Involvement

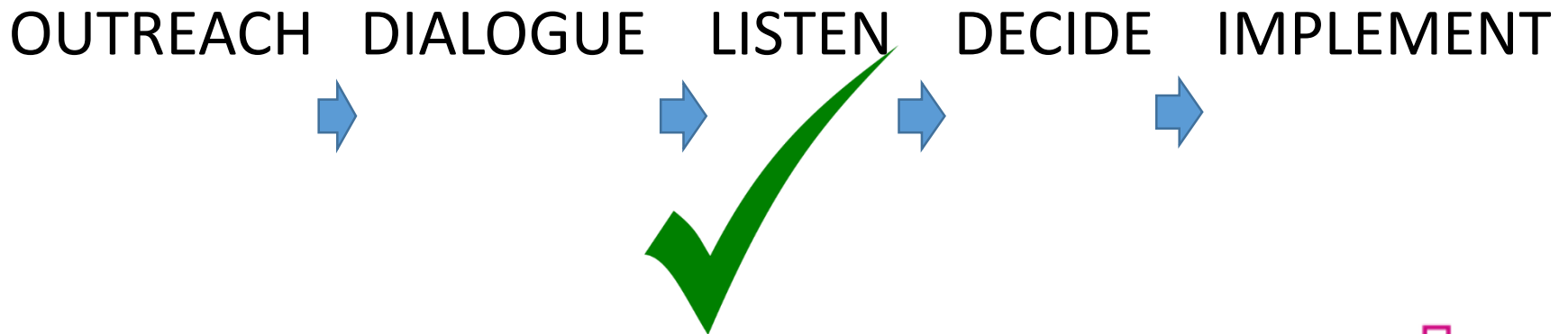
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Collaborative Approach



TRANSPARENCY, PRO ACTIVE NOT REACTIVE



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Collaborative Approach

- **Proactive, bespoke and tailored to the needs of the community – not a one size fits all approach.**
- **Will there be delays to the new homes programme with this approach?**
 - more intensive
 - run in parallel with site investigation and further development work stages
 - **BENEFITS all** - approach makes successful developments- residents know what works/doesn't work currently, their insight is vital to ensure quality homes that are affordable to build, manage, maintain and live in are achieved, with a sustainable, cohesive community and demonstrable legacy

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Development Team

A new expanded development team - focus is on stakeholders

Experienced team of 12 from RP, LA & Private practice background.

- Commercial and socially committed, energetic and target focused having delivered varied programmes from infill through to large scale regeneration and masterplanning
- Range of skills and experience in:
 - project & Programme management
 - New Build development
 - Design, planning & delivery
 - Regeneration, Masterplanning & stakeholder engagement
 - Supported housing
 - Major acquisitions
- We work as a team!



The delivery of the Mayor's Target new social rented homes **MUST be a collaborative approach with the community from the outset of each scheme**. All in the team live this approach – evidence of such?

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Evidence – one example of many

Context:

Haringey were creating a Tottenham Strategic Regeneration Framework (SRF) and Area Action Plans – setting out the vision, priorities and key transformation actions to deliver comprehensive social, economic and physical regeneration in Tottenham over the next 20 years.

Chantelle led her team to develop grassroots engagement and involvement with the local community to fully influence aspirations

Collaborative approach:

- Project called Tottenham's Future engaged over **3,600** people ranging from 10-80 years old- gangs, NEET's, vulnerable adults, community groups and third sector, faith groups, schools, etc in 6 weeks. Pop up's, community liaison groups established, door knocking, 1-2-1 meetings. The report was considered by Cabinet in March 2014 with recommendations from the community that were agreed as principles for Tottenham development.
- 14 Residents were trained on film making and soundtrack production as an intergenerational project by BBC production crew members. They wrote, interviewed local residents and community leaders, directed and produced the film called Our Voice. Accredited AQA Introduction to Film Making qualification. Film was showcased at the Town Hall to Executive team of the Council, Leader and Cabinet Members and the public.
<https://www.youtube.com/watch?v=nkqTAmQt7d8>
- Capacity built gang members and ex offenders, some still on tags from Northumberland Park, 4th most deprived ward in London on design with a City architectural practice McAslan & Partners. Their vision was presented to the GLA as a Ted Talk, with the then Mayor of London in the audience
- Members of the community wanting to get back into employment were trained and paid as Community Engagers who carried out a community research in their locality. Valuable insight was gained through peer engagement. They got a Level 2 Community Research qualification.
- Resident Steering groups and Community Champions were established throughout Tottenham where no TRA. Residents were trained on design development leading to a Design Code and Technical Charter supported by the Council and architects were co-procured. Material choices and construction processes influenced.

Outcomes:

- 3 former gang members gone on to university, one of which is now an architect, several NEET's are working or in apprenticeships, all of the 11 community engagers were supported into employment, 1 young person involved in the film has established a social enterprise organising youth and family support conferences called Succeed to the Max. 4 residents involved in the Tottenham's future project now work for the Council in the development and communities team, one is a trainee Project Manager

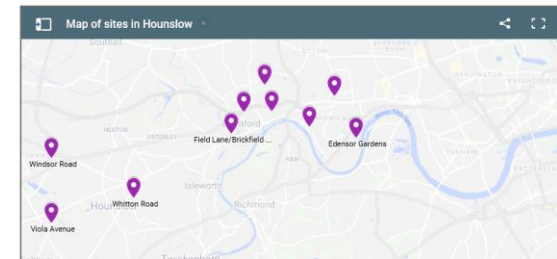
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OUTREACH & RESEARCH

- Walk and talk with the estate – identification of opportunities, ownership
- Stakeholder mapping with the community- community engagers
- Digital engagement- Stickyworld, Commonplace <https://hounslow5000pledge.commonplace.is/>
- Events at different times of the day and days– drop in’s, pop up’s in streets and markets, coffee mornings, gender or faith only, specific focus sessions for target groups like green space, cycling, focus sessions specific to older in life, parents, childrens’ centres, school’s, GP practice, disability groups, where young people are hanging out
- Informal face to face communication with active presence within the community, home visits
- Engagement with established group’s and community organisations e.g. Positive Ageing Council, Neighbourhood Communities Development Partnership Group
- Translation and interpreting
- Community activities- fun days co-designed – families
- Additional support for vulnerable people
- Those living in temporary accommodation
- Engage with Ward Councillors and take on board their insight



Map of projects



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DIALOGUE AND LISTEN

- Capacity building- officers, independent specialists or by residents from other London boroughs or Lewisham
- Avoid jargon and complicated maps/diagrams
- Community Design Safety Champions
- Listen, then you said, we did together – ongoing and open for all to see
- Keep all engaged, involved and communicated with according to their preference- newsletters- visual - pictures of the team and other activities, letters, Commonplace, estate noticeboards, social media platforms, meetings and events, home visits, door knocking
- Dedicated phone number and address and officers

Decide and implement

- Improve quality of life and life chances to develop a positive legacy – local ownership opportunities- social enterprises- security for site- Change Makers programme, accredited training, job opportunities
- Co-design and implementation – steering groups and representation at Planning consultation and construction management plans, viability detail
- Ensure it is evident what the community influenced
- Holistic approach and joined up working across services- health and wellbeing
- Potential development opportunities from infill garages sites etc to larger sites will have a consultant and project team appointed who will be evaluated on their social value offer. Residents will be trained to sit on the procurement panel.
- Partnering London Metropolitan University and Lewisham College, CrackedIt- pathways.



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Feedback

- Feedback is valuable
- We want to do reviews with the community we are working with so we can continuously improve