



## Filwood Knowle and Windmill Hill Neighbourhood Partnership – engagement plan 2016-17

The purpose of this engagement plan is to set out the strategy for increasing resident involvement in the Filwood, Knowle and Windmill Hill (FKW) Neighbourhood Partnership (NP) during 2016-17, through the priorities set out in the FKW NP Plan. The FKW NP provides residents an opportunity to understand and influence Council decisions and resource allocations and ultimately shape and improve local services. This plan explains how the FKW NP will engage **1600** residents as part of decision-making or local action which progresses the priorities with the NP Plan. **How do we get more people involved and carry out the priorities of the NP Plan...? This plan highlights engagement work as part of the priorities from the NP plan during 2016-17.**

The FKW NP plan was agreed by the NP meeting in 2015 and the plan was updated in 2016. As part of the NP plan, there are a number of priorities. Within these priorities there are some planned activities, some of which will have a focus or an element around community engagement. The following objectives set out how engagement will feature as part of these planned activities, primarily involving work led by or contributed to by the Neighbourhood Officer for the NP.

### Priorities/activities that run through the whole plan, and tasks that will be relevant to multiple parts of this plan

- Developing a community and residents groups' directory
- Establish channels of communication for use with disseminating messages
- Attempt to meet with a group or take part in an opportunity to engage each week (average of one per week)
- Seeking to make use of each engagement opportunity to encourage residents (particularly underrepresented groups) from underrepresented groups to engage with the NP

### Key

NP	Neighbourhood Partnership	KW Fest	'Knowle West Fest' (taking place Sept 2015 in Filwood)
NF	Neighbourhood Forum	ICRA	Inns Court Residents Association
FKW	Filwood, Knowle and Windmill Hill (wards within Bristol)	PCSO	Police Community Support Officer
NHW	Neighbourhood Watch	KWMC	Knowle West Media Centre
YP	Young People	(12)	Number in brackets = target number of people engaged

## Environment – Global Green Capital

**NP's objective: to have safe, clean and well managed parks, roads, pavements and open spaces**

### Clean and tidy streets and pavements

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
<p><b>Street Champions:</b> Use of the existing resource (assuming that the FKW NP will agree that the scheme should be used in the NP area).</p>	<p>Residents of any streets in Filwood, Knowle and Windmill Hill. Not just targeting worst affected streets - starting with <b>Newquay Road</b> work, but using resource anywhere if appropriate.</p>	<p>June 2016 onwards</p>	<ul style="list-style-type: none"> <li>- Prioritise use in the Newquay Road problem solving plan area.</li> <li>- If successful, then publicise scheme and encourage sign ups at all opportunities                             <ul style="list-style-type: none"> <li>o Neighbourhood Forums and all community group meetings</li> <li>o Knowledge Magazines</li> <li>o Explore linking with Neighbourhood Watch (NHW) schemes. Check with beat team where the NHW groups are and how they can be contacted.</li> <li>o Work with Knowle West Media Centre – how do we tell the story?</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- <b>10</b> Street champions signed up or reengaged in Newquay Road</li> <li>- Supply copies of Neighbourhood Charter as the guide containing all info that would be needed</li> </ul>	<ul style="list-style-type: none"> <li>- Cleaner and tidier streets (less fly-tipping, less litter)</li> <li>- Increase in reporting of waste and street scene issues</li> </ul>	<p>Signups of Street Champions</p>	<p><b>Lloyd Allen</b></p>
<p><b>Why?</b> If residents can be engaged as eyes and ears to report issues, then hopefully this will improve the look of areas and in turn encourage others to keep their area tidy and sign up to become street champions themselves. If people have this role, this can result in residents feeling that they have more ownership of their neighbourhood.</p>							
<p><b>Walkabouts</b> in Inns Court, Filwood</p>	<p>Residents of the Inns Court</p>	<p>On-going (frequency TBC during 2016-17)</p>	<ul style="list-style-type: none"> <li>- Take part in walkabouts, encouraging residents to report the issues that they find directly.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>30</b> Residents engaged over the year</li> </ul>	<ul style="list-style-type: none"> <li>- Cleaner and tidier streets (less fly-tipping, less litter)</li> <li>- Increase in reporting of</li> </ul>	<p>Record of reports from walkabouts</p>	<p>Lloyd Allen <b>Overall lead is: Lorena Alvarez</b></p>

## Environment – Global Green Capital

**NP's objective: to have safe, clean and well managed parks, roads, pavements and open spaces**

**Clean and tidy streets and pavements**

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
					waste and street scene issues		

**Why?** If fly tipping is left to accumulate it attracts more and more fly tipping. There is also a need to monitor the grounds and ensure they are being maintained properly. ICRA were monitoring the Inns Court estate for many years. They led it and we support it, booking in clearance where needed. Now, new support needed in Inns Court.

**Clean and efficient environment, desirable and well managed parks, green spaces and environment**

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
<b>'Keep Knowle West Tidy 2016'</b> campaign	Any interested residents and groups across Filwood (incl. NP members, Filwood Neighbourhood Meeting) Linking in with the problem solving work round <b>Newquay Road</b> .	July-October 2016	<b>Campaign featuring:</b> Door-knocking front gardens in untidiest streets (front gardens and littered streets) in conjunction with StreetScene Enforcement action	90% of doors on target streets knocked ( <b>150</b> )	<ul style="list-style-type: none"> <li>- Visually cleaner and tidier streets in Filwood</li> <li>- Number of reports decreased (or perhaps increased showing more are taking an interest?)</li> <li>- Increased resident awareness of how to tackle local environmental</li> </ul>	- Evaluation of campaign	<b>Lloyd Allen</b> <i>Also involved:</i> Andrew McLean Tim Bird
			Waste doctors – deployed to properties where there is evidence that they are not using recycling properly	Advice given, recycling boxes handed out ( <b>15</b> )			
			Recruit new Street Champions (using Neighbourhood Charter resource)	New Street Champions ( <b>5</b> )			
			Publicity in local press and online	1 Article / press release			

**Clean and efficient environment, desirable and well managed parks, green spaces and environment**

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
			Talk to residents at the 2016 Knowle West Fest	10 residents spoken to at KW Fest	issues		
			Community Payback involved in specific litter picking and clearance jobs	2 organised litter picks / clearance			

**Why?** Often, build-up of waste and fly tipping is tolerated and no action is taken - people do not necessarily know how to report it or take action. Empowering people to be able to take some action will hopefully result in a cleaner street, and put pressure on to keep it that way. Also sits within 'Clean and tidy streets and pavements' priority.

<b>Inns Court – resident engagement</b>	All residents of Inns Court	May 2016 - March 2017	<ul style="list-style-type: none"> <li>- Family fun days to encourage the community of Inns Court, and see what comes from it (whether it's residents to take on the running of the existing IVRA group or whether it's something different, e.g. street champions)</li> <li>- Support A&amp;S Police beat team as they continue to pursue the installation of CCTV in the play area.</li> <li>- Take part in walkabouts, encouraging residents to report the issues that they find directly.</li> </ul>	<ul style="list-style-type: none"> <li>- Door knock and letter drop about opening event</li> <li>- Knowledge magazine article</li> <li>- Residents engaged through events (200)</li> <li>- Residents engaged through walkabouts (as above)</li> </ul>	<ul style="list-style-type: none"> <li>- Residents involved in family fun day events</li> <li>- Residents taking an interest in being part of community in Inns Court</li> </ul>	<ul style="list-style-type: none"> <li>- Numbers of residents engaged through fun days, walkabouts</li> <li>- Word of mouth feedback from residents</li> </ul>	Lloyd Allen <b>Overall lead is: Lorena Alvarez</b> <i>Also involved:</i> PCSOs
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**Notes** ICRA is currently not functioning, and it would be good to see residents taking ownership of their community again, in whatever form they wish to do so.

**Clean and efficient environment, desirable and well managed parks, green spaces and environment**

<b>What</b>	<b>Whom</b> target groups	<b>When</b>	<b>How</b> engagement and promotional activity	<b>Outputs</b>	<b>Outcomes</b>	<b>Evidence</b>	<b>Lead officer</b> other officers involved
<p><b>Improvements to parks</b> Environment sub group to identify improvements for Parks across the Partnership and to document in an Improvement Plan. The Plan to reflect existing priorities for Victoria Park Perretts Park and Knowle Park.</p>	All residents of FKW, whether they already sit on the NP or not	May 2016 - March 2017	<ul style="list-style-type: none"> <li>- Improvement plan developed and agreed by NP</li> <li>- Opportunities advertised to local groups (including social media)</li> </ul>	<ul style="list-style-type: none"> <li>- Environment sub group meetings <b>(30)</b></li> <li>- Articles in local newsletters</li> <li>- Residents and groups applying <b>(20)</b></li> </ul>	<ul style="list-style-type: none"> <li>- Improvements to parks and green spaces in Knowle and Windmill Hill wards</li> </ul>	<ul style="list-style-type: none"> <li>- Improvements scheduled / completed</li> </ul>	<p><b>Lloyd Allen</b> <i>Also involved:</i> NP Environment sub group</p>

**Why?** Salcombe Road site sale will release funds for use within parts of the NP area.

## Crime and Community Safety

**NP's objective: to keep residents safe, and make them feel safe**

**Reduce Anti-social behaviour (ASB)**

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Delivery of the Newquay Road Problem Solving Plan	- Residents of a section of Newquay Road and sections of surrounding streets	June 2016 - March 2017	<ul style="list-style-type: none"> <li>- Co-ordinate and conduct (with local PCSOs) a follow up survey to determine which issues are more prominent compared to last year</li> <li>- Attend local groups to engage local residents in being part of a network of street champions, or potentially a residents group</li> <li>- Explore Friends of Newquay Road play area group</li> </ul>	<ul style="list-style-type: none"> <li>- <b>100</b> residents surveyed</li> <li>- <b>200</b> engagements with residents</li> <li>- <b>20</b> engagements for Friends of group</li> </ul>	<ul style="list-style-type: none"> <li>- Street Champions established</li> <li>- Increase in reporting</li> </ul>	- No. of sign ups, number of residents engaged.	<b>Lloyd Allen</b>

**Why?** Significant multi-agency problem solving plan currently underway for this area. Part of this work to engage and involve local residents to increase resilience.

## Community buildings and facilities – Building Successful Places

**NP's objective: to ensure local community buildings are supported to benefit the local communities and neighbourhoods**

**Community organisations that meet the needs of local neighbourhoods and communities**

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
<p><b>NP to provide effective fora for residents</b>, local groups and organisations to network, share successes and to explore their challenges</p>	<p>All FKW residents</p>	<p>On-going</p>	<ul style="list-style-type: none"> <li>- Regular engagement visit to:                             <ul style="list-style-type: none"> <li>- a local group</li> <li>- Eagle House over 50s</li> <li>- Eagle House womens group</li> <li>- Eagle House coffee morning</li> <li>- Novers social group (Wednesday 2-4pm)</li> <li>- Trewint Gardens coffee morning (Thursdays)</li> <li>- Illminster Avenue school coffee morning</li> </ul> </li> <li>- a pop-up engagement in a high footfall location                             <ul style="list-style-type: none"> <li>- Victoria Park</li> <li>- Broadwalk shopping centre (outside)</li> </ul> </li> <li>- Take opportunities to engage groups (not necessarily targeted work, but grab opportunities as they happen) e.g. residents that visit the NP office on Filwood Broadway</li> <li>- Be prepared with publicity on hand to signpost</li> <li>- Discussions and polls on Facebook</li> </ul>	<ul style="list-style-type: none"> <li>- regular visit to local groups <b>(300)</b></li> <li>- Pop-up engagement at busy footfall location <b>(150)</b></li> <li>- Conversations with local residents (unscheduled) <b>(40)</b></li> <li>- Info passed out</li> <li>- Social media discussion <b>(50)</b></li> </ul>	<p>Useful interactions and information given out</p>	<p>Residents have engaged with / joined NP</p>	<p><b>Lloyd Allen</b> Also involved: Andrew McLean</p>

**Why?** Engaging more people with the NP is the main purpose of this engagement work

## Addressing inequality and Active Citizenship

**NP's objective: to work towards all members of the community having an opportunity to fulfil their potential**

**Respect and equality in our neighbourhoods**

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
NP support for the <b>Knowle West Fest 2016</b>	All residents, particularly BME residents and YP	Between now and August 2016	<ul style="list-style-type: none"> <li>- Take opportunities to advertise event to groups</li> <li>- Be prepared with publicity on hand to invite</li> </ul>	Face-to-face conversations at event ( <b>20</b> )	Useful interactions and information given out	Residents have engaged with / joined NP	Lloyd Allen <b>Overall lead is: Andrew McLean</b>

**Why?** 13-14% of the Filwood population is BME. There is no BME resident representation on the NP (correct?). There are issues of hate crime and hate incidents in the ward (among the worst affected areas in Bristol).

Deliver the resident engagement elements of the Newquay Road problem solving plan			See 'Crime and Community Safety' section				Lloyd Allen
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**Why?** Part of Newquay Road problem solving plan

<b>Signposting by PCSOs</b>	- Victims of crime and people they meet	May 2015 – March 2016	Signpost people they spend time with to the NP (signpost to Neighbourhood Officer) to see if they want to influence	Victims of crime given opportunity to engage with NP	Useful interactions and information given out	Residents have engaged with / joined NP	Lloyd Allen <b>Overall lead is: PCSOs</b>
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**Why?** PCSOs engage with some of the hard to reach groups, often those groups who might not even consider engaging with their local NP. Potentially there are opportunities to use the interactions that PCSOs have to signpost residents to the NP to encourage further involvement.



## Addressing inequality and Active Citizenship

**NP's objective: to work towards all members of the community having an opportunity to fulfil their potential**

### Active Citizen Opportunities

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
<p><b>Develop Neighbourhood Forums</b> to be flexible, innovative, creative opportunities for residents to get involved with the NP and the resolve the neighbourhood issues important to them.</p>	All FKW residents	By April 2017	<p>Continuing the development of FKW Neighbourhood Forums (following the 2015 stock take). Including:</p> <p><b>Windmill Hill:</b></p> <ul style="list-style-type: none"> <li>- Engage with groups, rather than try to draw groups in.</li> <li>- Increase publicity of the NFs; ensure that posters are going up in original agreed list of locations, also parks notice boards and social media</li> <li>- Continue with thematic meetings rather than just standard meetings.</li> <li>- Outdoor 'drop in events' in the summer (July-Sept 2016); Marksbury area, Totterdown and Victoria Park (tying in with existing events)</li> <li>- Look at opportunities to experiment with engagement forms for 2017-18</li> </ul> <p><b>Filwood:</b></p> <ul style="list-style-type: none"> <li>- Publicise the Filwood Neighbourhood Meeting (formerly Filwood Liveability Group) together with the Neighbourhood Forums</li> </ul>	<ul style="list-style-type: none"> <li>- Windmill Hill summer 'drop in' events <b>(30)</b></li> <li>- Take part in outdoor or other summer events <b>(80)</b></li> <li>- Neighbourhood Forums <b>(100)</b></li> <li>- Knowle West together meetings <b>(10)</b></li> <li>- 8 Filwood Neighbourhood meetings <b>(30)</b></li> </ul>	<p>Increase in effective for a in FKW</p> <p>Increased resident involvement in FKW</p>	<p>Increased feedback and through the NF reports</p> <p>Info from NP meetings as to who is involved with and engaging with the NP</p>	<p><b>Lloyd Allen</b></p> <p>Andrew McLean</p>

**Why?** The Neighbourhood Forums stock take was carried out in January 2015. A number of concerns were raised about the lack of involvement by residents in the Windmill Hill ward. There were concerns and suggested improvements for Filwood and Knowle wards too, but Windmill Hill was the most important area for change.