



St George Neighbourhood Partnership – Draft engagement plan 2016-17

How to increase community involvement and engagement

Our vision is to make the St George Neighbourhood Partnerships (NP) area clean, green, safe, healthy and prosperous.

The purpose of this engagement plan is to set out the strategy for the Neighbourhood Officer (with support from colleagues and N.P Comms Group) to **increase resident involvement** in the St George Neighbourhood Partnership (NP).

The focus is on activities that link to priorities already identified in the St George NP Plan. The Neighbourhood Officer for the NP will either lead, support or promote these activities to achieve **1600 engagements per year** from April 2016 – March 2017.

The engagement plan aims to:

1. Access more /new residents, groups, organisations and businesses an opportunity to understand and influence Council decisions and resource allocations and ultimately shape and improve local services.
2. **Target underrepresented community members and develop suitable mechanism, which will enable them to have an input into the NP activities (new priority chosen by the Operations sub-group)**
3. Provide opportunities for new ideas and projects to come forward based on the above

Communication and Contacts that run through the whole plan

- In addition to engagements specified below, the following will be common in most/all elements of the N.P Plan.
- Developing a facebook page for parents and carers of What's on, toddler groups, free events
- Run weekly engagement activities via visits to group and parks focusing on older people, families of under xxs and disabled people
- Promoting the idea of a St George and Redfield 'voice' local publication – similar to Hanham Voice, Fishponds voice etc

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

- Developing links with community and residents groups
- Establish and expand channels of communication for use with disseminating messages including website, social media and notice boards
- Refocus forums using them as a platform for local groups to showcase their work, moving away from the forums being used as reporting shops.
- Seeking to make use of each engagement opportunity to encourage residents; particularly underrepresented groups to engage with the NP
- Develop the knowledge base of NP members and the community around reporting single issues.

Key

NP	Neighbourhood Partnership	VCS	Voluntary and community sector organisations
NF	Neighbourhood Forum	CDO	Community Development officer
COMMS	N.P Comms Team sub group	PCSO	Police Community Support Officer
FOG	Friends of Parks Groups (of which there are many)	NO	Neighbourhood Officer
SSE	Street scene enforcement team (part of Neighbourhood Management team)	(12)	Number in brackets = target number of people engaged

St George Environment (Building Successful Places)

Priority 1:The NP area has quality Parks & Green Spaces accessible to all

What	Whom target groups	When	How engagement and promotional activity	Outputs (no.) T.B.C	Outcomes	Evidence	Lead officer other officers involved
Progress Area Investment Plan Priorities including; Reviewing plan Installing infrastructure Improving access to all parks/open spaces	Friends of Parks groups. Users Redfest. Residents	Ongoing	Sub group meetings Social media and noticeboards to promote progress or consult, promote existing groups Celebration events	() subgroup per year Social media engagement () Increased membership of FOG's ()	Promote or consult on Improvement plan New residents involved in parks groups.	Minutes Results of consultations No. attendees	ARD LH GC

Why? Large number of green spaces and parks that require improved access to be fully inclusive for disabled people and families with pushchairs and prams. St George Park is not only an important local park but also a 'destination park' for residents across Bristol, especially East Bristol. Friends of groups have been working to improve the park. The number of residents and young families in area is growing. Usage is high. Different groups and interests. Part of B.CC Parks Investment programme review.

Priority 1:The NP area has quality Parks & Green Spaces accessible to all

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Fundraise and improve Meadowvale Green space	Residents Community association Children's centre Youth services Community development workers	Ongoing	Face to Face at events Social media to promote new play facility and building for hire.	() no engaged in social media () attending events	Improved provision for residents, children and young people at Meadowvale green space. Increased community links	New equipment installed User counts /satisfaction surveys	Rachel Parks Project manager GC
Why? Meadowvale green space is in the heart of a housing estate next to school and children's centres and community centre. Lack of play provision in the area was identified for both young children and young people. Existing provision for young people not suitable. This is in a Super output area, one of 10% most deprived areas in England.							
Consult with residents at Colebrook Road on investment options	Environment sub group Residents Users Ecologist	October – Dec 2016	Consult residents and users of space on what they'd like to see Support formation of a Friends of Group Detailed work on options with funding available	() members () doors knocked or park users face to face () Posters () no engaged via social media	- New group - More people involved in the environmental subgroup New park		
Why? Environment sub-group have prioritised these sites							
Consult with residents near Furber Road Green space on investment options and parking issues.	Residents Users/school children – Two Mile Hill businesses	October – December 2016	Consult residents and local school on future use of green space, and parking issues.	() members () face to face door knock () No response to consultation	- New group - More people involved in the environmental subgroup New park		

Why? Green space underused. Small wildflower area planted. Parking around perimeter of green space causing erosion of grass edge, however, some suggestion of formalising parking and improving green space for residents.

Consult with Friends of Gladstone Street Greenspace about future development of the site.	Residents Users F.O. Gladstone street park	Ongoing Autumn 2016 onwards	Attend F.O meetings Face to face survey/consultation Community event	Old play surface removed. () Survey completed () attending events	Increased community use of space Improved community knowledge	Results Minutes Photographs New contacts signed up to ebulletin	
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Why? Small green space which had old rubber surfacing which was redundant as play equipment damaged/removed. Local route to shops and bus stops surrounded by houses and elderly peoples dwelling. Opposite Redfield Educate. Interest from local residents to find out what is liked and wanted for the space if anything. Wellbeing grant to hold community event/consultation.

Priority 2.The NP area is clean, tidy and well maintained. An area free from litter graffiti, fly tipping and posting

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
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Priority 2. The NP area is clean, tidy and well maintained. An area free from litter graffiti, fly tipping and posting

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
<p>Reduce on-street litter and fly tipping</p> <p>Aesthetically improve neglected focal areas. Kingsway precinct, Church rd shopping area and the St George Fountain</p> <p>Ensure weeds and gullies are cleared</p> <p>Reduce dog fouling</p> <p>Improve quality of public rights of way</p>	<p>Residents</p> <p>Schools</p> <p>Housing associations</p> <p>Businesses</p> <p>St George in Bloom</p> <p>Church Road Action group</p>	<p>Ongoing but Autumn and Spring focus.</p> <p>Summer focus for St George in Bloom</p>	<p>Share Citizens Charter via enewsletter/social media</p> <p>Use Social Media and door knocking to encourage self-reporting of issues</p> <p>Encourage info sharing to enable more enforcement to be successful.</p> <p>Promote volunteer community litter picking days Encourage to sign up to online community litter picking sites.</p> <p>Specific education and enforcement project in Speedwell/meadowvale with Community development worker to help with front gardens and gardening requests (Autumn onwards). Work with residents on bulb planting project.</p> <p>Work with business to keep their frontages tidy and</p>	<p>() Citizens Charter 'hits' and handed out</p> <p>() SSE enforcement actions</p> <p>() St G in bloom meetings</p> <p>() St G in bloom social media engagements</p> <p>() no doors knocked</p> <p>() no business contacts</p> <p>() parents/children</p>	<p>- Cleaner and tidier streets (less dog fouling)</p>	<p>Record of reports</p> <p>Photos before and after</p>	<p>G.C</p> <p>Rachel</p> <p>SSE</p> <p>S.R</p> <p>B.W</p> <p>PROW</p>

Priority 2. The NP area is clean, tidy and well maintained. An area free from litter graffiti, fly tipping and posting

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
			<p>accessible.</p> <p>Specific Awareness and Enforcement campaign with SSE team eg Autumn School – Tidy Friday and Dog mess poster campaign.</p> <p>Continue to support projects like St George in Bloom, Church Road Action group and others with sites such as Billboards site.</p> <p>Use Community payback on certain hotspots and areas needed management.</p> <p>Promote - Litter action and community litter wardens</p>	<p>engaged</p> <p>() meetings attended</p> <p>() members engaged</p> <p>() social media engagements</p> <p>() litter picks</p>			
<p>Why? A key issue identified regularly at Forums, sub groups, Councillor enquiries and reports to SSE and Cleansing team. Utilising local volunteers will be key to transforming other sites in future. More self-reporting will save officer time.</p>							

Traffic and Transport (Keeping Bristol Moving)

The N.P will address local Traffic and transport

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Reduce speeding and provide traffic calming in prioritised locations	-		<p>Facilitate 4 Traffic and Transport subgroup meetings per year and continue to grow number of attendees</p> <p>Consult on schemes via social media and website (in addition to statutory processes)</p> <p>Run Traffic and Transport info workshop to share knowledge</p> <p>Increase number of volunteers on Speedwatch</p>	<p>4 meetings per year</p> <p>() members attending</p> <p>() No attendees</p> <p>() volunteers</p>	-	<p>Attendees</p> <p>Schemes implemented</p> <p>More speedwatch streets</p> <p>Results of speedwatch analysis</p>	GC

Why? Traffic and Transport issues affect all sectors of the community. Subgroups have important role in ensuring devolved funding for highway measures is prioritised effectively and fairly. Subgroups will be more effective with wide range of members with different interests and concerns. Due to large number of requests for improvements, softer measures and education/behaviour campaigns need to run alongside physical measures and therefore increasing residents knowledge of the pros and cons of different options is helpful in managing expectations and the long list of aspirations.

The N.P will address local Traffic and transport

Priority

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Resolve Parking Problems by working with Police, Parking Services and SSE team on campaigns including Operation Sale and Parking outside schools.	Residents Business Schools			() no parents/carers spoken to () no enforcements	-	-	
Why? Specific parking issues need focused awareness raising and enforcement campaigns .							

The N.P will address local Traffic and transport

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Address pedestrian/cycle conflicts and promote safer cycling.	-		Promotional activity on Church Road and Towpath with PCSOs Hand out lights and promote considerate cycling. Social Media to promote Better by Bike and Travelwest websites.	() cyclists spoken to	-	-	
Why? The range of walking, cycling and Shared spaces in Bristol and the increase in cycling means there are locations where there is conflict. Whilst illegal							

cycling on footways can be enforced, road safety education and awareness is important, free cycling training, routes and sharing the space is also a good method and reducing car ownership/usage is an important objective for the City as a whole.

The N.P will address local Traffic and transport

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Improve access to Public Transport	-		Promote consultation and changes to bus services through social media. Feed Traffic and Transport sub-group concerns to relevant departments.	() social media engagements	-	-	

Why? Parts of St George are not well-served by public transport and direct bus services to Temple Meads/Arena site is an aspiration. Xx % of households do not have access to a car.

Families, younger and older people (Health and caring Bristol)

4. Priority 1 NP will support activities for all sections of the community

5. To Target underrepresented community members and develop suitable mechanism, which will enable them to have an input into the NP activities

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Promote facilities and opportunities for activities for people of all ages.	Residents Groups including; Carers/young carers Parents/carers Grandparents Older people's homes Youth services Older people's services Bristol Ageing Better	October 16 onwards	Promote range of contacts for Youth providers, Older people activities, Disabled , St George directory of organisations Promote services and events via Social media and future free publications Run energy-saving/money – saving 'expert' days. Visit Toddlers, pre-school and library events Promote Wellbeing grants Promote Discover East Bristol (20 things to do before you reach 113/4, or photo competition). Door knock identified communities (Meadowvale is one), Elderly peoples dwellings.	() () () () () ()			GC Rachel Providers of Youth services Creative Youth Network BAB Community development

			visits to group and parks focusing on older people, families of under xxs and disabled people				
Why? Increasing engagement in communities underrepresented in N.P work and vulnerable households. Young families, younger people, older people and disabled people are more affected by Fuel Poverty, debt issues and isolation. Meadowvale has high levels of xxx							

Crime and Community Safety

Priority 1 – Reduce supply and cultivation of drugs. Priority 2 Domestic Violence. Priority 3 Reduce ASB in key hotspots. Priority 4 Reduce incidents of domestic burglary and increase resilience

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Targeting key locations and using Police and NDT priorities to focus work.			Link to themed Forums with Police and other agencies to offer proactive info/advice 'roadshows' at Forums. Use Social Media to share crime hotspots and prevention work. Include crime prevention messages in hand outs and social media.	() attending () receiving advice			Police NO
Why? 13-14%? of the St George 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).							
Reduce the amount of Hate Crime SARI and Police identify and target affected			Use Social media and community notice boards to promoting the work of the Strategic Partnership Against Hate Crime. Ensure incidents are recorded and reported. Signpost	() no of reports engaged in social media	Increased reporting of incidents. Support for victims.		

communities.			victims to agencies.	() reports or signposting	Workshops if necessary.		
Why? Increases in incidents of Hate Crime rose sharply after BREXIT and B.C.C committed to not only lowering this figure to pre-BREXIT but continuing to raise awareness and education around Hate Crime so that no one in the city experiences prejudice and hate.							
Promote the reporting methods, E.g. crimestoppers and police	- residents		<ul style="list-style-type: none"> - Social media - Public meetings - Forums - letter drops and campaigns 	() People reached via social media () People reached face to face	- increase in number of police lead operations warrants	- increase in reports to the police	NO PCSO's
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.							

Community Development and Cohesion (Active Citizen and Vibrant Bristol)

Priority 1 NP to ensure all resident can influence decisions in local neighbourhood and influence public services

("Target underrepresented community members and develop suitable mechanism, which will enable them to have an input into the NP activities")

Priority 2 Increase volunteering

Priority 3 Strong VCS organisations delivering quality project in the area

Priority 3 To celebrate diversity

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Support community			Offer help to complete Wellbeing	(4) x wellbeing subgroups			N.O

groups and community fun days			<p>grant forms and reduce barriers to applying. Promote work of community groups and Community Development officer via social media and use of community noticeboards.</p> <p>Attend events within different communities. Providing info on getting involved in N.P, specific topics and increase ebuletin contacts list.</p> <p>Signpost residents to different groups.</p>	<p>() attending workshop</p> <p>() grant 'help sessions'</p> <p>() events attended</p>			
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Community buildings and facilities

Promote/take advantage of community asset transfer opportunities, Future development of open spaces and public areas.

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Help and support CVS groups to apply for CAT or improve community facility.			<p>Signpost organisations to the property teams.</p> <p>Promote any CAT adverts via social media.</p>	-			

Why? Land and buildings currently being considered for CAT and land swaps and housing opportunities.

Employment, Training and Economic Development

Priority 1 : Increase local business resilience

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
<p>Explore ways of helping people into employment and training</p> <p>Support use of local retail centres and businesses.</p>			<p>Promote via social media the work of other agencies that advertise employment and training, job fairs, VOSCUR, Bristol volunteering bureau</p> <p>Develop a business 'contacts' list.</p> <p>Ensure local people are employed for distribution roles as part of the Scoping report for a St George Voice newspaper.</p> <p>Include a 'volunteers/jobs/training' section in any future 'voice' newspaper.</p> <p>Use library to run more Digital support or signpost to ICT training/back to work sessions.</p> <p>Consider jobs noticeboard in library and other venues.</p> <p>Promote use of local retail centres and businesses through social media, businesses fair and community</p>	-			<p>NO</p> <p>Library colleagues</p> <p>Job centre colleagues</p> <p>Jobs Fairs</p>

			newspaper.				
Why? Helping people into employment and training, especially young people is one of key mayoral priorities and was already an N.P priority. Xx no of young people are not in training or employment in St George							

Housing and planning and major projects

Priority 1 - Influence new developments

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
Publicise and promote any consultations on new developments	Subgroups Residents		<p>Ensure T and T and Envt sub-groups can influence planning applications to ensure local highway issues tied into planning conditions or S106 agreements.</p> <p>Use Rail electrification and L.Hill road closure as opportunity to promote sustainable transport and reduce car use for short journeys.</p> <p>Re-establish planning/Development sub-group to help revitalise Church Road shopping area and other sites.</p>	<p>New S106 and CIL money secured</p> <p>New sub group established x 4 per year () members</p>	<p>More influence on T ad T issues where new developments occur.</p> <p>Strategic way of improving local area.</p>	S106 and CIL secured or planning conditions linked to issues.	GC

Why?

Community Engagement

Addressing inequality and Active Citizenship

NP's objective: Organise community engagement opportunities and Increase publicity and awareness

New Comms subgroup priority P1: Activity 1: "Target underrepresented community members and develop suitable mechanism, which will enable them to have an input into the NP activities"

What	Whom target groups	When	How engagement and promotional activity	Outputs	Outcomes	Evidence	Lead officer other officers involved
<p>Utilise existing communication channels</p> <p>Develop new channels for engaging with community</p> <p>Encourage local groups to utilise these channels through own social media sites.</p>	<p>All residents</p> <p>Local groups</p> <p>VCO organisations</p> <p>Businesses</p> <p>Schools</p>	<p>Ongoing</p>	<p>Grow knowledge of St George N.P website, Facebook and Twitter via social media, literature, notice boards, business cards and calendars</p> <p>Collect new contacts list at every engagement.</p> <p>Develop Ebulletin</p> <p>Scope and Project manage opportunity for a St George free community newspaper (voice) as employment/self-employment opportunity.</p> <p>Utilise free publications to promote N.P to residents.</p> <p>Face to face impromptu engagement with supply of leaflets to parks,shops,</p>	<p>Increased 'likes' and 'views'</p> <p>Increase our database contacts and develop newsletter for individual, organisation and businesses</p>	<p>Increased awareness of and engagement with N.Ps by residents, businesses, schools and groups</p> <p>Sustainable community with shared goals and interests</p>	<p>Social media statistics</p> <p>Website hits</p> <p>No of new contacts</p> <p>No of e newsletters</p>	

Why? Xx % of the population is BME. There is no BME resident representation on the NP							
Develop Neighbourhood Forums to be flexible, innovative, creative opportunities for residents to get involved with the NP and the resolve the neighbourhood issues important to them.			<p>Continue to use themes to offer reason for residents/community to attend</p> <p>Vary locations and times of Neighbourhood Forums.</p> <p>Increase number of new residents attending by</p> <ul style="list-style-type: none"> - Engage with groups, rather than try to draw groups in. - Outdoor 'drop in events' in the summer - Hand out signposting info and Citizens Charter 	<ul style="list-style-type: none"> - Summer 'drop in' events () - Take part in outdoor or other summer events () - Neighbourhood Forums () - Attend groups meetings () 	Increased resident involvement in St George Forum	<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>	
Why?							
Why?							