



St George Neighbourhood Partnership

Draft engagement plan April 2016- March 18 (written Sept 16)

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
4. Encourage local ownership and action in light of reduced resources and budgets within B.C.C

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
- 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
PT	Public Transport team	NPC	Neighbourhood Partnership coordinator
SSE	Street scene enforcement team (part of Neighbourhood Management team)	(12)	Number in brackets = target number of people engaged from March 16 to April 17

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.)	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	(4) subgroup/year (60) posters (500) Social media engagement (2) Increased no of Friends of groups or (15) members. (50) attending events.	Promote or consult on Improvement plan New residents involved in parks groups.	Minutes Results of consultations No. attendees	ARD LH NO Parks

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.)	Outcomes	Evidence	Lead officer other officers involved
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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.	(50) no engaged in social media (30) attending events	Improved provision for residents, children and young people at Meadowvale green space. Increased community links	New equipment installed User counts /satisfaction surveys	(CDO) Parks Project manager NO

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	Environment sub group Residents	October – Dec 2016	Consult residents and users of space on what they'd like to see	(10) members (50) doors	- New group - More people involved in the	Funding spent on improvements	NO
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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
on investment options	Users Ecologist		Support formation of a Friends of Group Detailed work on options with funding available	knocked or park users face to face (15) Posters (20) no engaged via social media	environmental subgroup New park	Before and after usage counts Photos	

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.	(6)members (30) face to face door knock (30)No response to consultation	- New group - More people involved in the environmental subgroup -improvements agreed	New Group exists Proposals agreed	NO
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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. (30) Survey completed (20) attending events	Increased community use of space Improved community knowledge	Results Minutes Photographs New contacts signed up to ebulletin	NO FOG
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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
<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 newsletter/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 accessible.</p>	<p>(50) no handed out</p> <p>(200) social engagements</p> <p>(100) doors knocked.</p> <p>(50) St G in bloom social media engagements</p> <p>(20) no doors knocked</p> <p>(20) no business contacts</p> <p>(720) parents/children</p>	<p>- Cleaner and tidier streets (less dog fouling)</p> <p>- More evidence to enforce effectively</p> <p>- More local action</p> <p>- More community projects.</p>	<p>Record of reports</p> <p>Photos before and after)</p> <p>No SSE enforcement actions</p> <p>No Community payback days on litter picking, clearing PROWs or other hotspots</p>	<p>NO</p> <p>CDO</p> <p>SSE</p> <p>S.R</p> <p>B.W.C</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>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>engaged</p> <p>(6) meetings/site visits attended</p> <p>(30) attending celebrations/events</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.

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	-		Facilitate 4 Traffic and Transport subgroup meetings per year and continue to grow number of attendees Consult on schemes via social media and website (in addition to statutory processes) Run Traffic and Transport info workshop to share knowledge Increase number of volunteers on Speedwatch	(4) meetings per year (10) members attending (50) social media (20) No attendees (5) new volunteers	Issues reported and some prioritised for funding. Improved consultation processes. More promotion of positive improvements Local action.	Attendees Schemes implemented More speedwatch streets Results of speedwatch analysis	NO

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		Campaigns with motor sales traders Campaigns outside schools	(50) no parents/carers spoken to (4) no enforcement visits	More responsible drivers and businesses	SSE Enforcement records Police recods	NO

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	(20) cyclists spoken to (20) lights handed out to those cycling without them.	Increased awareness of highway code	No lights given out and people stopped.	NO PCSOs

			by Bike and Travelwest websites.				
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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 – including local railway station	Traffic and Transport sub group Residents Disabled people		Promote consultation and changes to bus services through social media. Feed Traffic and Transport sub-group concerns to relevant departments.	(100) consultations distributed (50) social media engagements	Improved public transport service/route or infrastructure	Public Transport team service improvements	G.C PT

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

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

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

6. 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 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	(100) social media engagements (2) days (50) attendess (200) emails (500) social media (50)	Promotion of services Increased take up of services Increased membership of N.P and attendance at forums Increased no of grant applications received.	Before and after counts from providers. No grants received Attendees at forums.	NO CDO Providers of Youth services Creative Youth Network BAB Community development

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
Promote reporting methods. using Police and NDT priorities to focus work.			<ul style="list-style-type: none"> - Social media - Public meetings - Forums - letter drops and campaigns 	(50) People reached via social media (50)People reached face to face	Increase in number of police lead operations warrants	increase in reports to the police	Police NO

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.

Reduce the amount of Hate Crime SARI and Police identify and target affected communities.			Use Social media and community notice boards to promoting the work of the Strategic Partnership Against Hate Crime. Ensure incidents are recorded and reported. Run workshop for police to support target groups if needed.	(20) noticeboards (10) attendees	Increased reporting of incidents. Support for victims. Workshops if necessary.	Crime report figures	NO NPC Police
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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.

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: focusing on targeting 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 groups and community fun days			<p>Offer help to complete Wellbeing 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 ebulletin contacts list.</p> <p>Signpost residents to different groups.</p>	<p>(4) x wellbeing subgroups</p> <p>(8) attending workshop</p> <p>(2) grant 'help sessions'</p> <p>(4) events attended</p> <p>(50) social media engagements</p>	<p>Increased no grants received and projects funded</p> <p>Increased sign up to ebulletin</p>	<p>No grants received</p> <p>Photos, sign up sheets, equalities monitoring.</p>	<p>N.O CDO NPC Wellbeing subgroup</p>

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.			Signpost organisations to the property teams. Promote any CAT adverts via social media.	(20) social media on any CAT invitations.	Applications received for CAT	No applications	CDO NPC NO

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
Explore ways of helping people into employment and training			Promote via social media the work of other agencies that advertise employment and training, job fairs, VOSCUR, Bristol volunteering bureau	(50) social media engagements	Increased signposting	No signposted	NO Library colleagues
Support use of local retail centres and			Develop a business 'contacts' list. Include a 'volunteers/jobs/training'	(40) businesses on list	Increased training/employment gained	feedback Promote use of local people for distribution roles	Job centre colleagues Jobs Fairs

businesses.			<p>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>Suggest jobs/volunteers/grants noticeboard in library and other venues.</p>	(2) workshops delivery	Noticeboard in place	<p>as part of the Scoping report for a St George Voice newspaper.</p> <p>Photo</p>	
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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 and wider community know about planning applications, and consultations</p> <p>Re-establish planning/Development sub-group to help revitalise Church Road shopping area and other sites.</p>	<p>(50) social media engagements</p> <p>New sub group established x 3 per year</p> <p>(5) 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>	Ongoing	<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>(100) Increased 'likes' and 'views'</p> <p>(50) new contacts</p> <p>(3) ebulletins per year</p> <p>(4) adverts per year</p> <p>(50) per quarter.</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> <p>Advert in 'Week In'</p>	<p>NO</p> <p>CDO</p> <p>Comms team</p>

Why? To target wider community and underrepresented groups

<p>Develop Neighbourhood Forums to be flexible, innovative, creative opportunities for residents to get involved with the NP and resolve the neighbourhood issues important to them.</p>			<p>Continue to use themes to offer reason for residents/community to attend and grow number attendees.</p> <p>Vary locations and times of Neighbourhood Forums.</p> <p>Increase number of new residents attending by</p> <p>Invite groups, rather than try to draw groups in.</p> <p>Hand out signposting info and Citizens Charter</p>	<p>(50) attendees as average not maximum</p> <p>Summer outdoor events(50)</p> <p>Neighbourhood Forums (4 per year)</p> <p>Groups contacted attended (4)</p>	<p>Increased resident involvement in St George Forum</p>	<p>Info from NP meetings as to who is involved with and engaging with the NP</p> <p>Equalities monitoring</p> <p>Ebulletin contacts list</p>	
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Why? To ensure Forums meet the needs of the local community and be flexible to the way N.Ps will evolve in future.