

BUILDING COMMUNITIES TOGETHER

Knightstone's resident led neighbourhood
investment programme

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Building Communities Together

The Principles;

- Focusing on our neighbourhoods of highest need
- Delegating decision making and budget allocation to our residents
- Delivering highly localised solutions through partnership working and neighbourhood investment
- Brokering and facilitating change
- Community organising



Building Communities Together

The Legacy;

- Increasing resident neighbourhood satisfaction levels
- Sustainable and empowered communities capable of realising a shared vision
- Delivering our purpose and reducing our input levels (narrowing the gap between our neighbourhoods)



Knightstone's Neighbourhoods

c480 in total (av 23 households)

- c380; Sustainable – minimal issues, basic management
- c50; Medium input – clear issues, proactive management
- c40; High input – unclear issues, reactive management
- c10; High New – new neighbourhoods, new issues ●
- Moderate input levels every 3 years; Jan 2011. ●

From Neighbourhood Services – To Neighbourhood Organisers

Our Purpose; to manage sustainable tenancies, estates and communities

- Tenancy management
- Estate management
- Building Communities Together

Driven by 4 Managers and 13 Neighbourhood Officers

Significant culture change

Training and development programme

Manageable programming; basic, timely steps and lots of detailed guidance



The BCT Programme

- Two high input neighbourhoods per Officer patch
- Wheel 4 used through Engagement and Consultation Phase (scoring/problems/solutions)
- Consolidation, analysis and prioritisation – based on resident satisfaction scores and 2 – 3 year approach
- Budget alignment, allocation and delegation
- Action Planning with residents
- Action Plan delivery from May 1st
- Resident's Steering Group from June
- Conference in Sept (inc Participatory Budgeting)



The BCT Neighbourhoods

26 Neighbourhoods across our region

- Over 1,700 properties: over 5,000 residents
- Optimum size for effective Neighbourhood Management = 5,000 households (15,000 residents)
- BCT av 56 properties/150 residents per neighbourhood
- *'150 looks small, but in hunter gatherer societies it was the size of a typical community'* (Robin Dunbar) ●
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Value For Money?

Delivery costs

- c£250k p/a for Neighbourhood Management Team
- c£300k p/a investment in BCT as a proportion of Neighbourhood Services staff time (0.3)

Investment budget

- NDC £50m over 10 years, £10,000 per household
- £150k in 2010/11 (£100 per household)
- £1m across 3 years: 2010 – 2013 (£680 per household)



The Results – What Residents Told Us

Resident Satisfaction Scores

- Highest; 34.53
- Lowest; 22.73
- Average; 27.45

Community 2.67

Parking, play and communal areas 3.14

Safety 3.29

Surroundings 3.35

Respect 3.49

Agencies 3.65

Neighbours 3.68

Local Facilities 4.18



Issues and Solutions – What Residents Told Us

78 sets of issues and solutions: 3 per neighbourhood

- Parking and highways management (19)
- Safer community (18)
- Community development (18)
- Environment and estate improvements (17)
- Children's provision (6)



Barack Obama – Community Organiser

“ In theory, community organizing provides a way to merge various strategies for neighbourhood empowerment. Organizing begins with the premise that

- (1) the problems facing inner-city (or disadvantaged) communities do not result from a lack of effective solutions, but from a lack of power to implement these solutions;***
- (2) that the only way for communities to build long-term power is by organizing people and money around a common vision”*



Realising a Neighbourhood Vision

Steps towards change, empowerment, partnerships and succession;

- Resident led action plan and investment programme
- Neighbourhood Action Team of residents, partner agencies and Knightstone representatives
- Delivery of solutions to solve local problems
- Evidence of impact and increased satisfaction
- Supporting residents to work direct with partner agencies to drive further change (potentially using Re-generate model: Root Solutions/Listening Matters) towards realising a vision for their neighbourhood
- ... or not....



Localism at street level

‘What many people really want is action and influence over very local issues. The desire for swift and responsive action doesn’t automatically mean that communities want to hold onto power themselves.

They want to be listened to by councillors or council officers who have the power to make things happen, for those problems to be addressed quickly and where things can’t be done, to be told why.

This doesn’t necessarily need powers to be devolved to communities, but it does need sensible partnership working at street and neighbourhood level.’

Saffron Woodcraft – Young Foundation; from New Start; April 2009



Why are we doing this?

Because we have to

- Tenants Services Authority Standards (by April 1st 2011);
'requiring providers of social housing to demonstrate how they empower their residents, and how they work together with other agencies to achieve measurable improvements in the communities they work with'

...and, because we can

