

Public Document Pack

Supplementary information – NE Outer Area Committee, 26th October 2009 – Agenda
Item 11

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APPENDIX 2

PFI Round 6 Lifetime Neighbourhoods for Leeds Community Consultation Plan

1.0 Background

1.1 Introduction

The Lifetime Neighbourhoods for Leeds project seeks to strengthen existing neighbourhood regeneration strategies by focusing on providing a mix of high quality affordable Lifetime Homes and Extra Care Services for older people (55 years plus).

1.2 Aims

This strategy will provide a comprehensive framework and consistent approach for communications to be shared between key stakeholders and partners involved in Lifetime Neighbourhoods for Leeds. It will support the project management through the period of procurement of a contractor and identifies a range of tools for communicating key messages and information to all stakeholders as well as to encourage the involvement and engagement of the community.

2.0 Implementation

It is necessary to have a targeted and considered strategy for the involvement and engagement of the community, to enable residents to be part of the decision making process. This plan sets out how the Council will implement the strategy at various stages of the project's development. This is especially key when dealing with older and vulnerable tenants and residents. The advantage of the LNL project is that it is a well defined group for targeting with the opportunity to tap into an existing network of systems.

The following activities will be employed:

- A programme of consultation events will be prepared to coincide with key stages of the procurement process. This will be targeted activity involving older tenants and residents, their families and carers.
- It will be important to consider the opinions of a number of target groups as well older people for example people in 50's who may be recipients of the new homes and services in the future and those requiring affordable housing.
- For those older tenants directly affected by rehousing proposals, care will be taken to ensure they are consulted very early in the process and on an individual, face-to-face basis to help reassure where necessary and to be able to respond to very specific individual needs.
- A verbal project update should be provided on a regular basis and in a format accessible to the residents impacted by the new developments. For example, a regular coffee morning for residents, families and carers, to give information on the project and its progress and allow time for questions to be asked.

- It will be key to work in partnership with health and care practitioners when working with older tenants and residents, taking professional advice and working within existing support systems.
- The project will work with well established older people's forums and networks including setting up, where appropriate, focus group sessions to advise on the proposals as they are developed.

3.0 Statement of Community Involvement

A Statement of Community Involvement (SCI) shows how a local authority will involve local people and stakeholders in decision making on planning matters, plan making and planning applications. It also outlines how consultation will take place with other stakeholders (any interested groups) and statutory consultees (groups the Council has to consult by law).

The SCI records how the public and stakeholders have been involved in the development of the planning application proposals. A SCI is required for each site/application as part of the Outline Planning Application. The aim of community involvement before application submission, is to avoid objections at a later stage on matters which could have been resolved earlier, which may cause delays in the processing of the application and to add quality to the scheme.

The Round 6 Project Team are responsible for ensuring that appropriate consultation at the pre-application stage is carried out. The SCI guidance states that the minimum consultation requirements at pre-application stage should include an appropriate combination of all or some of the following:

- Advert in local paper giving people a contact to find out more
- Publicise on the Council's web site
- Notify people by letter and/or site notice who live near by (neighbours and others, who are located in close proximity to the proposed application and could, therefore, be directly affected by the proposal) and tell them where they can find out more information
- Hold at least one public event near to the development site (e.g. an open day, public meetings, road shows, focus and discussion groups and workshops). Events like these should describe the development and provide an opportunity for local people to say what they think and/or ask questions. Officers from Planning Services could be present at such meetings but the onus would be on the developer to establish such meetings as part of their responsibility.
- Attend one Area Committee meeting to provide information and receive comments, if the timing of Area Committee meetings will allow.
- Contact local community organisations to find out what they think about the proposed development.
- Liaison with the local Ward Members.
- Make a presentation to the relevant Plans Panel
- Take a record of all comments received.

The statement of Community Involvement should include:

- Details of the consultation undertaken, including a list of residents, organisations/ interest groups contacted and a commentary on the events held (format, location and duration).
- Summary of all comments made .
- Confirmation of where the comments have resulted in revisions to the scheme and provide an explanation where comments have not been taken on board .
- Highlight any criticism by groups or individuals about the consultation process.

4.0 Stakeholder Groups

4.1 LCC, partners and community groups

Project Update – a regular project update will be provided/distributed to LCC staff, partners, staff working directly with community groups and key members of the community as an effective method of sharing correct, up-to-date information with key stakeholders.

Presentations - Officers will also make themselves available to give presentations to LCC staff, partners and at community group meetings or to project teams working in the affected areas, where appropriate and at relevant stages of the project's development.

4.2 Tenants and residents

Marketing materials will need to be appropriate to the audience. Care will be taken to use plain English and easily accessible formats, fonts, colours and images.

One-to-ones

Anyone directly affected by change will be briefed on a one-to-one basis about their individual circumstances.

Focus Groups

The project will work with existing older people's forums and organisations for advice and specific information relating to the key target groups.

Newsletters

A project newsletter will help inform the wider community about the plans for the housing regeneration in their areas and the services available for older people. This will be produced at least twice a year and will be an opportunity for partner contributions as well as reinforcing the key messages about the project.

Notice Boards

To be utilised in the areas affected by development to help keep people informed of the project.

Flyers

To be produced and distributed, at least 1 week in advance of consultation events.

'About Leeds' Civic newspaper

Provides information and articles in free newspaper circulated to all Leeds households. Update articles to be included twice a year.

Surveys/Questionnaires

Research exercise used to gather quantifiable information on uncomplicated issues. Used to gather views and opinions and to measure attitudes, satisfaction and performance.

4.3 Hard to Reach Groups

Consideration will be given to the specific needs of different groups within the community and communications activity made accessible to ensure that all residents are able to fully participate in the consultation process. Wherever possible, existing local structures and networks will be utilised to access these groups.

The translation of key information into different languages, Braille or use of translators will be provided in response to specific requests. Where possible, resources within the community will be utilised. This information should be provided in both English and the requested language(s) to help with the learning of English and where relevant, display material will make use of diagrams, images or plans to help understanding.

All venues used for events organised in line with this Communications Strategy will be DDA compliant so that disabled residents wishing to attend can do so.

4.4 Members of the Council

Project updates will be given at each of the Area Committees in a report format twice a year but with more detailed presentations at key stages or milestones.

4.5 Web page Development

Web pages for the project will be established and built as the project progresses. There is a separate website policy for bidders in relation to putting information on their own website.

4.6 Events

LCC City Projects Office should have a presence at community events held within the regeneration areas in support of the Area Management Teams and the ALMOs in order to help raise the positive profile of the project and respond to enquiries.

4.7 Rehousing

Communications activity will support the ALMOs as they progress with rehousing of tenants currently living within the development sites. Communication with tenants in relation to rehousing must recognise and follow guidance from Leeds City Council, Environment and Neighbourhoods, Decanting Protocol.

5.0 Current Consultation Process

During September – December 2009, the Project Team will undertake a series of consultation events, distribute information etc, to introduce the project proposals to stakeholders and to support the outline planning process which commenced at the end of August 2009. Below is an outline of the consultation process;

6.0 Future Consultation

We may be required to return to a number of stakeholder meetings in order to provide programme updates or to address any concerns raised during the initial round of consultation. All future meeting dates are programmed into the Stakeholder Communication Schedule.

Update newsletters shall be produced in partnership with the Area Management Teams and circulated to all relevant stakeholders at each decision round. Any programme progress shall be highlighted and the outcome of the consultation process will also be detailed. A standard template shall be used to guide the newsletter and work will be undertaken with colleagues from within Area Management. As the programme enters the competitive dialogue stage it may be deemed appropriate to form relevant Community Advisory Group(s) across key locations.

7.0 Communication Materials

Throughout the consultation period the Council will manage all communications with tenants and residents and approve all materials regarding the project.

Community Consultation Strategy (October 2009-December 2009)

<u>Where</u>	<u>What</u>	<u>Who</u>	<u>Why</u>	<u>How/When</u>
Site to be Identified	Letter	Tenants and Residents surrounding each site who may be directly affected.	Inform Tenants and Residents of where they can find out further information.	Neighbouring properties to be identified and those necessary residents to be sent a letter outlining the proposals for each relevant site. All letters to be sent during October/November 2009.
	Verbal Project Updates	All relevant stakeholders.	Provides greater information and opportunities for people to feedback their comments.	<u>Meetings/Groups:</u> <ul style="list-style-type: none"> • Area Committee Meetings • Area Panel Meetings • Tenants and Residents Groups • Older People and Disabled People Forums
	Information Newsletter including questionnaire	Whole Community and Elected members. Individual Households and businesses neighbouring developed sites.	Provides greater information and opportunities for people to feedback their comments.	Distributed to all attendees at the above meetings Via Post to local tenants and residents
	Documents available for inspection (to include Architect Sketches, Photo's etc)	All relevant stakeholders.	Provides free and easy access for all stakeholders during normal office hours.	<u>Notice Boards:</u> <ul style="list-style-type: none"> • Library • One Stop Centre • Local shops/post office • Community Centre
	Local Ward Member Briefings	Local Ward members.	Inform Local Ward members and keep them up-to date with programme developments.	Briefings to be held with each relevant ward member throughout October 09.
	Article added to YEP community Website	All relevant stakeholders.	To disseminate information to a wide audience.	Add any update articles to the YEP community website pages.

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