

Report Title	Campsbourne Housing Partnership – Key Learning Points
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Status of Report	Non-confidential

1. SUMMARY

- 1.1 This paper provides an update on the Campsbourne Housing Partnership pilot and a summary of the key learning points to date since the pilot began in March 2010. Additionally, a brief list of recommendations and a 'what next' overview for the Campsbourne pilot is included.

2. BACKGROUND

- 2.1 The Campsbourne Pilot began as an initiative to develop and foster productive working relationships with RSLs operating in Haringey.

- 2.2 The pilot has the following aims:

'The Campsbourne Housing Partnership agrees to work together to improve lives and homes in and around the Campsbourne estate by:

- ◆ Establishing areas for joint working
- ◆ Optimising resources
- ◆ Opening up new possibilities to partners
- ◆ Working with the community'

3. KEY LEARNING POINTS

- 3.1 **Build Trust** – When starting the pilot there was a distinct sense of unease between the RSLs and the 'local authority'. This was partly due to the new 'local standard' pressures introduced by the TSA and partly because of a history of perceived local authority demand to tie RSLs down with localised benchmarking and PI's.

To counter this, we initially focused on the operational 'quick wins'. In working together effectively on planned and ongoing projects the group built a relationship of trust and responsibility in equal measure.

- 3.2 **Appoint a lead coordinator** – In order for the joint working group to operate smoothly, there needs to be a recognised lead to coordinate the groups work to maintain momentum.

There should also be agreement around who distribute and follow up on actions, booking venues and providing updates. Also, the lead may be required to assume strategic responsibilities, such as contacting and meeting potential new partners and relevant agencies (see 3.4 below), designing forward plans for agreement and initially taking the lead on new projects if applicable.

In respect of this project, Homes for Haringey have taken the lead although strong support has been provided by the neighbourhoods service.

- 3.3 **Minimise formal reporting** – Though it is essential that the groups work measures its impact, we avoided formal reporting measures such as targets or performance indicators which people felt would be burdensome.

Instead, we're looking at regular satisfaction surveys across all residents in the area to see if they see the impact of the work. Furthermore, Housemark, the social housing sector's leading provider for performance improvement, has begun researching methods for evaluating community projects. The Campsbourne pilot has started to draw on this work and will involve the group's partners.

- 3.4 **Engage all landlords in the area** – Across Haringey, and many London boroughs, there are areas with a large number of landlords operating in geographically small but densely populated estates. To date we have engaged three of the largest RSLs operating in the country – Circle 33, Metropolitan Housing Partnership and London & Quadrant.

Engagement with Hornsey Housing Trust have been unable to commit staff time to the project.

Engagement therefore will work for landlords in different ways depending on their presence in the borough and their priorities at any given time.

- 3.5 **Keep strategies simple** – We've found it has been beneficial not to overcomplicate strategies and structures. The groups' main purpose is community outreach work and resident involvement and our aims reflect that. It has helped to maintain a focus on specific issues instead of widening the work too far.

- 3.6 **Cohesive communication** – Given that a number of organisations are undertaking projects in a given area at any one time there is an issue around how residents receive information. This project has looked at joining up the way we talk to people as a partnership, as opposed to separate organisations.

A recommendation of the group and a function currently being explored is to create a joint communications plan, i.e. newsletters, estate bulletins, virtual forums, that encompasses all events, opportunities and resources known to the group to all residents to minimise conflicting information.

- 3.7 **Build the reputation** – The Campsbourne group is growing in reputation in Haringey and organisations have become more aware of the group. As such, the group is often engaged at an early stage on projects. This has been important to ensure the group can influence the various initiatives in the area.

- 3.8 **Keep the core group number to a minimum** – There was a temptation to involve as many groups, teams and organisations as possible from the start. This approach was tested on the Northumberland estate and resulted in a forum of committed members but each with a specific agenda that did not immediately lend to a cohesive vision. We have found it beneficial on Campsbourne to keep the core group to a minimum.

When necessary, the Campsbourne group has engaged other agencies on specific issues, such as the ASB problems between the existing Campsbourne estate and the newly built New River estate.

- 3.9 **Consult residents** – we initially selected the estate for this pilot following feedback from residents after a door knocking campaign. It was clear from people that satisfaction was low in the area, especially in comparison to other residents near by. This initial work has helped us focus our early efforts and we are now proposing further consultation to ask residents what they want the group to focus on.

4. WHAT NEXT?

- 4.1 **Resident consultation and involvement** – We're undertaking a cross-landlord door knocking campaign to prioritise the actions outlined in our 2011 forward plan. As a result of this work and a food growing project on the estate we are aiming to identify 'resident leads' who the Campsbourne partnership can support in building a strong involved resident group.
- 4.2 **Meeting the priorities** – Following the consultation, the group will plan projects/activities and allocate resources accordingly.
- 4.3 **Community worker** – Using the door knocking data and existing information, we plan to submit grant bids for a community worker. The community worker will work with local officers of the partners, i.e. tenancy management, resident involvement teams, and act as a conduit/resident liaison for the Campsbourne group. We expect the bid to be submitted before the end of the financial year with the support of the whole group.
- 4.4 **Evaluation** – conduct another door knocking/resident feedback exercise in late 2011 to evaluate the impact of the group. Draw on and pilot new methods of community project evaluation, i.e. Housemark framework.