

# Broadwater Farm Engagement Framework

## 1. Background & Context

Homes for Haringey and Haringey Council are committed to meeting the highest standards when delivering services to our residents. There is a commitment to engage and communicate in a style which enables residents to shape and influence what we do.

In order to be consistent, clear and accurate in our engagement and communication, we have developed a framework which is aligned to our resident engagement strategy. The approach to how we engage with all our stakeholders needs to allow them to have an influence in strategic decisions that are proposed or made.

A range of projects are taking place on the Broadwater farm estate that have come from serious structural failures that were identified between 2017 and 2019. These structural failings have driven several risks mitigated responses that have resulted in projects which require a coordinated and planned response. Any engagement and communication completed on the BWF estate, needs to follow the framework guidelines and principles.

## Engagement Framework - Guidelines and Principles.

### Methods of Engagement

1. A variety of engagement methods should be used to maximise the quantity and quality of the feedback received. The engagement should be designed to be inclusive and the feedback received should be utilised to understand the needs of the stakeholders.
2. The engagement should allow for innovating and captivating ways to allow the stakeholders to be involved in influencing the decision-making process when necessary. The engagement must be inclusive and flexible and adapted where necessary to reflect the group of stakeholders who are being engaged.
3. The following methods of engagement can be used:
  - Questionnaires
  - Meetings
  - Drop in sessions
  - Roadshows
  - Letters
  - Stakeholder panels
  - Presentations
  - Working groups
  - Door knocking

### Diversity and Inclusion.

4. The engagement should be inclusive and designed to allow everyone the access to give feedback and get involved in a way which is convenient for them.
5. The engagement should recognise and welcome diversity by creating a platform which will allow everyone the ability to access services and information. The engagement should allow everyone the opportunity to have their say and get their views, ideas and suggestions through. We have over 24 languages spoken on this estate and we want to allow social integration alongside respecting individual communities and cultures.

### Capacity building

6. The engagement should seek to build the capacity of the stakeholders involved where necessary. This can be achieved through internal and external training to ensure that their engagement is meaningful and beneficial, and their views are valued.
7. The engagement we will seek to develop new networks and relationships between residents and stakeholders. This should work to enhance a community which already has a good sense of unity and spirit and continue to build the capacity and knowledge of everyone involved. We need to establish any present skills and knowledge and look at what training and skills are needed.

### **Clear and Concise**

8. The engagement should be clear and concise and have a consistent approach to how we engage with stakeholders with differing needs. It should aim to use simple language to explain things and eliminate any jargon or abbreviations.
9. We will continue to maintain a sustainable dialogue which is meaningful and engaging and will ensure that joint decisions are carried forward for a decision to be agreed which truly reflects the views of the community.

### **The use of Technology**

10. We will use technology to provide a variety of ways to become involved to enable us to reach a more diverse range of residents. Technology can be used for people who have less time to attend meetings, but can quickly supply feedback via a smart phone, or be involved in a forum.
11. Technology should be used to provide innovating and captivating ways for our stakeholders to get involved and to share information quickly. The engagement method will depend upon the specific project. Technology can be used to support the diversity of stakeholders who engage with us.

### **Transparent and Accountable**

12. We will be transparent and accountable for administering and facilitating the various platform of engagement. We will promote social integration and explain how the built environment can play a part in social integration and how we can learn to develop ideas that promote social integration. This should work to enhance a community which already has a good sense of unity and spirit
13. We will manage expectations regarding what decisions our stakeholders can have an influence in shaping and what decisions will be made by Haringey and Homes for Haringey staff.

### **Independent Tenant Liaison Advisors (ITLA)**

14. We will put in place an (ITLA) who's role is to provide independent advice and guidance on projects taking place which are of a sensitive nature and involve rehousing.
15. We want to continue to provide access to independent advisors for the areas where scrutiny and discussions where engagement and decisions will result in a huge impact on the high influence/high interest stakeholders.
16. We will use an (ITLA) to embed an ethos of capacity building and training into all engagement streams to offer more support for stakeholders to be more meaningfully engaged after learning and developing new skills around specified areas.

## Stakeholder Engagement Map.

	<b>HIGH INFLUENCE</b>	
<b>HIGH INTEREST</b>	BWF Council Residents	
	BWF Leaseholders	
	Classford Sterling MBE - Runs the BWF Football Academy (helps to shape young people, building confidence along with showing positiveness and respect for each other.	
	The Metropolitan Police - Ben Boulter Constable 2360NA - Haringey Neighbourhood Policing Metropolitan Police Service - North Area BCU ( <i>Enfield &amp; Haringey</i> )	
	Haringey Council (Regeneration Team) Homes for Haringey BWF Project team	
	Willow school and children's centre	
	Surrounding area (Willan road)	
	Broadwater Farm Enterprise Units	
	Broadwater Farm Health Centre	
	Broadwater Farm Resident's Association. -Jacob Secker (Secretary Broadwater Farm Residents' Association)	
	Councillors – Councillor Seema Chandwani Councillor Mahir Demir Councillor Sarah Williams	
	<b>LOW INTEREST</b>	Lordship Recreation Hub is a thriving community centre and café, by the lake and children's playground hosting a variety of activities.
		Friends of Harmony Garden- An independent group called the Friends of Harmony Gardens (FOHG). They were formed by volunteers and staff actively involved in the gardens over the last few years.
Fusion Gym- The gym has stations that includes a variety of resistance and cardiovascular machines, including free weights and spacious functional floor area. The workers at fusion support local initiatives around sport/fitness and well-being.		
Hest - Navigator- May/June - based on BWF - Other employment initiatives.		
	Church on the Farm - Church on the Farm, Tottenham is a Christian congregation serving the Tottenham community and seeking, engaging, and encouraging others through a Life - changing Christian journey.	