

Involving Communities in Neighbourhood Regeneration Policy

Cornwall Housing

Treven Kernow

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Policy control sheet

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Equality impact assessment record

Date	Type of assessment conducted	Stage/level completed	Summary of actions/decisions	Completed by	Impact assessment review date
20-08-12	Full	Complete	See EIA	T.Tregenza and E.West	Aug 2015

Notes

This policy was achieved through consultation with tenants and officers from East and West service areas.

Legal influences on this policy

Tenant Compacts

Non-legal influences on this policy

Other documents linked to this policy

Tenant Participation Strategy

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1 Introduction

- 1.1 At Cornwall Housing, we are committed to creating places where people want to live, now and in the future. We recognise the principles of good design and successful development centre around involving those who live in the area and are committed to making good things happen.
- 1.2 For some of the older houses we manage, redevelopment may be the only way to ensure those homes are fit for the future.
- 1.3 Where redevelopment is necessary, we want to ensure that those affected will have the opportunity to be involved, and to make sure we have the level of community commitment that is required to create places where people want to live.

2 The purpose of this policy

- 2.1 This policy supports our Tenant Compacts and shows how we will ensure that you tenants as our tenants and will continue to have a clear and influential role in everything we do.
- 2.2 A key aim of this policy is to ensure that the opportunity to be involved in neighbourhood regeneration is openly promoted and available to all. We will ensure no individual is discriminated against on grounds of sex, marital status, race, disability, age, sexual orientation, language, social origin or other personal attributes including beliefs or opinions (e.g. religious beliefs, political opinions). We will promote equality of opportunity by publishing information in different languages and other formats such as large print, audio and Braille, on request.
- 2.3 This policy outlines how we will:
 - engage with communities early on;
 - maximise opportunities for involvement throughout the regeneration process; and
 - work with communities in developing a clear and influential role for them to play in shaping the future of local housing.

3 Our commitments to communities affected by proposals to regenerate housing

- 3.1 We are committed to ensuring that both you and other residents and stakeholders can participate in neighbourhood regeneration and we will work with you to identify different ways to make this possible.

- 3.2 We will work in partnership with stakeholders to ensure that regeneration uses real experience and creative solutions to meet the many needs of our current and future tenants.
- 3.3 We will promote best tenant involvement best practice during regeneration.
- 3.4 We will integrate good design into all new developments and focus on long term environmental sustainability.
- 3.5 We will use development opportunities to create sustainable neighbourhoods where people want to live and where they feel supported and empowered.

4 Informing communities about proposals to regenerate housing

- 4.1 By involving you at the earliest opportunity, we hope to ensure the regeneration process is shaped by the local community and will contribute to meeting its needs.
- 4.2 As soon as Cornwall Council and ourselves consider it feasible that regeneration could take place in an area, one of our officers will visit you in person to:-
- explain why your home is being considered for redevelopment.
 - give information about re-housing options and compensation.
 - listen to your thoughts and concerns.
 - leave information, together with the contact details of someone you can talk to about the proposal.
- 4.3 This may be a worrying time for some people. We will listen to concerns and answer as many questions as we can. We will at all times be honest and up-front about the reasons behind the proposal.
- 4.4 Following the visit, a newsletter will be sent out to explain the proposal to give information and invite the community to attend one or several public events. We will provide information in other formats if needed, such as large print, audio or translated into other languages.
- 4.5 We will work with the recognised Tenants' and Residents' Association where applicable, in shaping the regeneration process.
- 4.6 Where possible, we will invite you to be involved in selecting consultants such as architects and in developing design briefs,

so that the design process is informed by those that know the area best.

4.7 At public event(s) we will: -

- give information about why the area is being considered for regeneration;
- show several different images of what the area could look like if it were redeveloped;
- give as much information as we can about the likely timescale;
- have information available about re-housing and compensation; and
- **listen** to you and explain how what your community is telling us will influence the what happens next.

5 Engaging communities in planning and decision-making

5.1 We will be flexible in our approach so that the opportunities for involvement will be tailored for your community and to also to you as an individual.

5.2 We will offer different options for involvement, such as: -

- one-off workshops or drop in sessions.
- regular meetings with the design team.
- questionnaires.
- telephone feedback.

We will discuss these and other options with you, and we will find ways to make it easy to participate.

5.3 We will offer training to you, in order to facilitate involvement. For example:

- how to develop a design brief.
- how to interpret architects' drawings.
- the principles of community led-design.

5.4 If requested, we will provide an independent tenant advisory service.

5.5 If you do not wish to be involved, we will respect that.

5.6 We will ensure that the decision-making process is transparent and that there is a clear role for local residents. Some decisions made may be beyond our control, such as planning or finance decisions, so we will manage expectations where necessary and be clear about what can, and what cannot be achieved.

5.7 We will provide regular updates to you, other residents and stakeholders on progress.

- 5.8 We will be up-front and honest when schedules change and will do our utmost to limit disruption.
- 5.9 In all newsletters and materials sent about the regeneration, we will provide the name and phone number of someone who can be contacted for more information.

6 Monitoring and review

We will monitor the effectiveness of this policy through regular cyclical satisfaction surveys of all tenants. This policy will be reviewed with tenants within five years.

Alternative formats

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If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact:-

Mar mynnowgh hwi kavos an kedhlow ma war son-sidi, sonsnod, yn Braille, prynt bras, furvas aral po styrys yn taves dres Sowsnek, kesteveugh mar pleg: -

Address

Cornwall Housing Ltd
Chy Trevail
Beacon Technology Park
Bodmin
Cornwall
PL31 2FR

Telephone

General enquiries and repairs: **0300 1234 161**

Repairs (North East area): **01208 893489**

Text: **07941 712 712**

Email

General enquiries and
South East repairs: info@cornwallhousing.org.uk

Repairs (Mid): sharedrepairs@cornwallhousing.org.uk

Repairs (North East): ncdcrepairs@oceanhousing.com

Website

www.cornwallhousing.org.uk