



Community Cohesion and Sustainable Communities Strategy

“A cohesive community is one that is in a state of well-being, harmony and stability”

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Bengali

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Chinese

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Gujarati

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Polish

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Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔

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1	17/01/07	Approved	21/02/07	AP	Services and Operations
2	27/03/08	Updated name of Gloucester Partnership Sustainable Community Strategy	N/A	PM	
3	07/04/08	General Review and Update taking account of changes to LSP, Target changes and new guidance	May 2008	AG	Services and Operations

Contents

1.	Introduction	5
2.	Key Strategic Partners	8
2.1	Gloucester City Council	8
2.2	Gloucester Partnership	8
2.3	Gloucestershire Strategic Partnership	9
2.4	Gloucestershire Community Safety Partnership	10
2.5	Local Neighbourhood Projects and Agencies	10
3.	Local Context in which Gloucester City Homes operates	11
4.	Definitions of Community Cohesion	13
5.	Purpose of GCH Community Cohesion Strategy	15
6.	Housing's importance to Community Cohesion	16
7.	Aim of GCH Community Cohesion & Sustainable Community Strategy	17
8.	Key Documents	18
9.	Delivering the GCH Policy requirements	20
10.	Where are we now?	21
9.1	Equalities and Diversity:	21
9.2	Communications	22
9.3	Community Funding	23
9.4	Income Maximisation	23
9.5	Housing Provision and Meeting Demand	25
9.6	Lettings and Sustaining Tenancies	26
9.7	Resident Involvement	27
9.8	Delivering Decent Homes and Environments	29
11.	Gloucester City Homes – Key Targets: 1 st April 2008-2009	30
12.	Cross-Communities Action Plan 2008 (with outcomes)	42
	APPENDIX A: Gloucester City Council – Housing Strategy 2005-2010	50
	APPENDIX B: Community Cohesion Fund	52
	APPENDIX C: Research on Worklessness	53



Community Cohesion and Sustainable Communities Strategy

1. INTRODUCTION

“A cohesive community is one that is in a state of wellbeing, harmony and stability.”

GCH recognises the importance of understanding the tensions within society to enable them to be addressed and promote cohesion in neighbourhoods. A key to creating better, more cohesive places to live is through learning from and understanding each other, whilst seeking to reduce or eliminate social exclusion which is about tackling issues linked to low incomes, unemployment, poor housing, high crime and family breakdown.

Such tensions focus heavily throughout social housing. In 2007, Professor John Hills issues his paper entitled, “Ends and Means: The future roles of Social Housing in England”. In that paper Hills reintroduced the focus on deprived neighbourhoods and tackling social exclusion as aims of social housing. Hills underlying message is stark:

- Social housing has failed to break the links between tenure and poverty.
- Social housing is the tenure with the greatest worklessness – the proportion of working age people without jobs has increased from 30 to 55% since 1981
- Social tenants are more likely to have overlapping disadvantages (e.g. lack of qualifications, being disabled etc)
- Employment related mobility is much lower than in other tenures

“Social exclusion is more than about income poverty. It is a short - hand term for what can happen or areas have a combination of linked problems, such as unemployment, discrimination, poor skills, low incomes, poor housing, high crime and family breakdown. These problems are linked and mutually re-enforcing. Social exclusion is an extreme consequence of what happens when people don't get a fair deal throughout their lives, often because of disadvantage they face at birth, and this disadvantaged can be transmitted from one generation to the next”

Gloucester City Homes cannot deliver successful and vibrant communities alone. We recognise the importance of working with key strategic partners on a multi-agency basis to deliver the outcomes everyone wants. It is important therefore that GCH seeks to lead the agenda as a key strategic partner to tackle worklessness, which is one of the Government's key agendas alongside social mobility and mixed communities to tackle the issues highlighted by Hills. It can be defined as

“Worklessness is a less familiar term than unemployment to describe those without work. It is used to describe all those who are out of work but who would like a job. People use it because common definitions of unemployment miss out important groups of people who are not working but who would like to. “

The link between a social housing and creating successful communities that has hope and purpose is vital to a cohesive community. Community Cohesion is a major element of Gloucester City Homes work and covers a number of strands. They range from

tackling social exclusion through effective financial inclusion, providing sustainable homes in successful communities and ensuring people feel safe and secure with equal access to services, employment. Most importantly community cohesion is about listening, understanding and communicating by everyone working together and celebrates difference.

Gloucester City Homes has an extensive profile of the diverse needs of our customers. 75% information is known about the equalities breakdown of our customers alongside key information about age, ethnicity, disability, gender, sexual orientation and faith. We also have extensive knowledge of deprivation across a range of indicators. This enables us to plan services, which provide inclusion, whilst ensuring we have a range of measures to develop the community. These include for example:

- Specific funding schemes for community based projects
- A financial inclusion strategy which maximises incomes and access to free credit services
- Provision of training and trainee placements both with GCH and through our partners to improve our resident's job prospects/opportunities.
- Working with young people
- Working with community groups
- Working with minority groups
- Working with schools and key partners to develop training and employment opportunities
- Holding community days
- Holding Action days including community improvement days
- Community walkabouts
- Face the People events in the evening with a joint presence of different agencies as part of safer communities

At a strategic GCH is represented on the Executive board of the Local Strategic Partnership, through this role we are able to contribute to the vision and influence its core strategies for achieving it. We ensure that all our strategies and policies align with Gloucester's Sustainable Communities plan and convert these into effective actions at a local level through joint planning with residents and partners as highlighted above.

Our detailed plans for 2008-2009 are shown at the end of the strategy. A summary of the key targets for 2008-2009 is shown below:

- Support and work with strategic partners on the delivery of the key aims within the Sustainable Community Strategy
- Continue to commit to the RESPECT Targets particularly in terms of pro- actively managing anti -social behaviour
- Maintain influence through the City's Crime and Disorder Partnership and chairing the Family Intervention Project



- Achieve 85% customer database and design services which meet their individual needs and aspirations
- Maximise the opportunities to secure funding from the community funding scheme available to local groups to provide community based projects and initiatives
- Monitor and develop further our financial inclusion strategy with particular emphasis on welfare benefit campaigns, developing a worklessness action plan to maximise income opportunities in order to reduce social exclusion
- Seek to secure funding under the Working Neighbourhoods Fund to develop local initiatives to tackle worklessness in the most deprived areas of the City
- Provide at least 4 local employment opportunities through our strategic decent homes partners and work with local schools to promote positive behaviours
- Deliver tenant priorities through major environmental funding schemes to improve local communities
- Working in partnership with the Council and the local community to identify areas for regeneration and development to meet housing need and create long-term communities where communities are happy, safe and secure
- Create an environmental standard in partnership with our tenants to provide clear and consistent service standards for all residents in the local community
- Ensure that the new choice based letting system provides for equality of access and avoids separation of communities through race or faith.
- Hold a city wide young peoples event which will develop positive initiatives and seek young peoples views to develop a youth strategy
- Hold one city wide community event which encourages involvement from diverse groups and organisations to create understanding and inclusion
- Work in Partnership with the Neighbourhood Projects to implement community based projects, which meet local need by local providers in partnership

2. KEY STRATEGIC PARTNERS

There are a number of key partners, which GCH will work with to deliver our community cohesion strategy

2.1 GLOUCESTER CITY COUNCIL

Gloucester City Council has included a clear requirement about developing Community Cohesion within **Appendix A** of its Housing Strategy, which is replicated at the end of this document. The City Council's main work however focuses through their statutory obligations to manage and drive the Gloucester Partnership to which the focus on community cohesion and stronger communities is driven.

2.2 GLOUCESTER PARTNERSHIP

Gloucester City Homes is represented on the Executive Board of the Local Strategic Partnership – the Gloucester Partnership that brings a range of influential organisations and together to work on a multi- agency basis. GCH has a highly influential role, which will drive the strategy forward and make it happen

The Gloucester Partnership decided to develop a new **Sustainable Community Strategy** for 2008- 2018 to take advantage of the changed context for partnership working; to recognise and celebrate all the improvements that have been achieved; and to make the most of the future opportunities available to the city

The Local Government White Paper 2006 sets out the importance of ensuring that the Sustainable Community Strategy is developed with regard to all other local plans.

The strategy has 4 aims:

- Aim 1** A place where the future matters
- Aim 2** A place where all communities matter and where people want to live
- Aim 3** A place where all people matter and we 'narrow the gap' in health, poverty and social exclusion
- Aim 4** A place that thrives

The Gloucester Partnership also has a role in ensuring that the Strategy is aligned with the Local Development Framework and the local Housing Strategy.

The Local Development Framework is a set of planning documents setting out how the development and growth of Gloucester should happen. The Housing Strategy sets out

a vision and strategic framework for all housing within Gloucester, recognising the impact that housing has on the social, economic and environmental well being of communities.

“The Sustainable Community Strategy for Gloucester City 2008- 2018 endorses the Equalities Statement in the Local Area Agreement, and is committed to the following principles and process.

Principles

- Supporting and celebrating the diversity in Gloucester’s many communities of place and communities of interest.
- Engaging with and addressing the needs of Gloucester’s most disadvantaged and excluded communities.
- Promoting community cohesion across all communities.
- Promoting equality of opportunity for all groups and individuals across the six equality strands of age, disability, gender, race, religion or belief and sexual orientation.

Process

- Working with the voluntary and community sector to engage socially excluded communities to highlight the needs of disadvantaged groups and identify outcomes and delivery mechanisms to address inequality.
- Using equality impact assessments for all major projects.
- Engaging stakeholders in the process of proofing the Sustainable Community Strategy in terms of equalities and community cohesion.
- Identifying and seeking to address any issues arising from this proofing process.”

2.3 GLOUCESTERSHIRE STRATEGIC PARTNERSHIP

Each of Gloucestershire’s six districts also has its own has their own local strategic partnership. These bring together partners from the public, private and voluntary & community sectors to deliver their respective Community Strategies. The Gloucestershire Strategic Partnership (GSP) is a 'partnership of partnerships', providing the framework within which other partnerships operate.

It has 3 main roles:

1. Develop a long-term vision for Gloucestershire
2. Develop an effective Sustainable Community Strategy for Gloucestershire

3. Provide a forum for exploring new and emerging issues and to recommend ways for taking these forward (or not)

The Gloucestershire LAA is built around five 'blocks'. For the purpose of this policy, the key block is Safer and Stronger Communities - Gloucestershire Community Safety Partnership.

Gloucester City Homes would feed our through the Gloucester Partnership both through the Executive Board and via direct targets contained within the sustainable community strategy.

2.4 GLOUCESTERSHIRE COMMUNITY SAFETY PARTNERSHIP

The Gloucestershire Community Safety Partnership (GCSP) will manage the Safer and Stronger Communities Agreement on behalf of the Countywide Gloucestershire Strategic Partnership (GSP). The GSP's Community Strategy seeks 'to make a positive difference for people who live in, work in and visit Gloucestershire', and proposes that this is achieved primarily through six themed approaches, one of which is the ambition to achieve 'A Safe County'.

Gloucester City Homes has a major strategic influence in the partnership. We work with key agencies and chairs the **Family Intervention Project** which meets monthly to review support progress on a case by case basis, securing funding for future support and developing support services on a strategic basis in accordance with Home Office targets within the Governments RESPECT Agenda.

2.5 LOCAL NEIGHBOURHOOD PROJECTS AND AGENCIES

Gloucester City Homes recognises the importance of supporting and working with local Neighbourhood Projects and Community Agencies as they are the lifeblood of support to local residents and are in the heart of the community. GCH has funded two local projects that support our resident involvement strategy and work closely with us to meet agreed targets. These are shown at the end of our 2008-2009 Action Plan.

3. LOCAL CONTEXT IN WHICH GLOUCESTER CITY HOMES OPERATES

Gloucester covers an area of approximately 5 square miles and is the administrative centre for the prosperous county of Gloucestershire. It has a relatively high population density - there are 111,900 people (consisting of 47,900 households) living in the City giving a population density of over 27.6 persons per hectare.

Housing affordability in Gloucester is an issue with the average property price in the City being 7.5 times the average family income. 21.5% of the City's residents are under 16 years of age and 17.4% over retirement age. 6.1% of households classify themselves as non-white, accounting for 7.5% of the total population and is by far the highest in the County.

The three main minority groups are Asian/Asian British (the largest group at 37.2% of the BME population), Black/Black British and Mixed/Chinese. Along with other districts in the county, Gloucester has seen a substantial increase in the number of migrant workers, particularly from countries recently admitted to the EU. Official statistics suggest that this equates to 1,922 since June 2003 (with 992 from Eastern Europe). However much of the information around numbers is based on anecdotal evidence. Working with local partners, such as Community Counts and the Council's Homelessness team, GCH is working to develop a clear picture of Gloucester's changing community and identifying the impact this will have on our future customer base.

Gloucester is the most deprived of all the local authority districts in Gloucestershire. It has five super output areas within the top 10% and 15 within the top 25% of most deprived areas nationally. We manage properties in wards, which have high rates of unemployment: over one-third of the economically active residents of the Podsmead ward are not in full-time employment, Westgate (7.09%) and Barton/Tredworth (5.9%). In Matson, 8.25% of households with dependent children have no adult in employment compared with the City average of 4.5%. These wards also show high levels of limiting long-term illness and low rates of educational attainment and car ownership. 49% of households in the Westgate and 35% in the Matson wards do not own a car.

The unemployment rate in Gloucester is 2.4%, which is slightly higher than the South West regional average, but below the national average of 2.7%. The proportion of households in Gloucester in receipt of Housing Benefit is 19.7%, with 63% of our Tenants in receipt of benefit. 22% of households in the Gloucester district are defined as being in fuel poverty. The Matson, Barton and Westgate wards fall within the worst 10% in the county with 32%, 33% and 29% of households in fuel poverty respectively.

GCH has a diversity database with a current 75 % Tenant profile (with a target to increase this to 80% by 31/3/08) and an 80% return from our leaseholders. The database informs us that 93 % of our customers are White British, with 7% from other ethnic groups.

The predominant religion is Christian with 74.6% of Tenants identifying themselves as Christian compared with 1.6% as Muslim. 47 % of our Tenants are over 60 and 5.3 % are under 25. 46 % of our Tenants have some form of disability, with 19 % having specific mobility difficulties. Comparatively 16.9% of the City population suffers from long term limiting illness with 7% of the economically active population having long-term illness.

A large number of Tenants refused to answer the question on sexuality (30 %), of those who responded, 97% identified themselves as heterosexual, 3% as non-heterosexual. The information is being used to develop and implement action plans to improve service delivery by focusing on identified Tenants needs such as communication and access to services.

Further Information:

A survey was carried out in 2003 that asked 52 community and voluntary sector organisations a number of questions regarding perceptions of Community Cohesion.

Overall, 83.3% of people thought that Gloucester was a place where people from different background get on well together.

Furthermore:

- 81.3% thought that Gloucester is a place where people respect ethnic differences.
- 88.6% thought that “extremist groups” were not active or influential.
- 84.4% thought very positive or positive about the future of community relations in Gloucester.

However:

- 59.1% thought that tension exists between different socio-economic groups
- 85.8% thought that there was some, or a lot of tension between people from different ethnic groups.
- 92% thought that racial prejudice exists in Gloucester.
- 98% thought that people from different cultures and faiths lead separate lives, either to some extent or a lot.

(Source: Baseline research and facilitation for a Gloucester Partnership for a Community Cohesion Strategy Report by CLES Consulting for the Gloucester Partnerships (October 2003))

4. DEFINITIONS OF COMMUNITY COHESION

“Community Cohesion is about different communities, individuals, groups and agencies talking to each other to find common ground where they respect difference so that they may more powerfully engage with each other to improve everyone's life.”

The Government's new definition of Community Cohesion – Source CLG 2008

Community Cohesion is what must happen in all communities to enable different groups to get on well together. A key contributor to community cohesion is integration, which is what must happen to enable new residents and existing residents to adjust to one another.

Our vision of an integrated and cohesive community is based on three foundations:

- People from different backgrounds having similar life opportunities
- People knowing their rights and responsibilities
- People trusting one another and trusting local institutions to act fairly

And three ways of living together:

- A shared vision and sense of belonging
- A focus on what new and existing communities have in common, alongside a recognition of the value of diversity
- Strong and positive relationships between people from different backgrounds

Gloucester Partnership Definition of Community Cohesion – January 2008

Community cohesion is locally defined in Gloucester as being:

“about different communities, individuals, groups and agencies talking to each other to find common ground where they respect difference so that they may more powerfully engage with each other to improve everyone's life”

A Cohesive Community is one where:

- There is a common vision and a sense of belonging for communities.
- The diversity of people's different backgrounds & circumstances are appreciated & positively valued;
- Those from different backgrounds have similar life opportunities; and
- Strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

What is Community?

People have their own definitions. For the purposes of this document the term community means communities of interest and takes into account:

Black and Minority Ethnic Communities, Care Leavers, Carers, Children, Disabled People, Faith Groups, Gay & Lesbian, Geographical Communities, Homeless People, Older People, People with Learning Disabilities, People on Low Income, People with Literacy & Numeracy Problems, People with Mental Health Problems, People with Other Health Issues, Prisoners and Ex-offenders, Refugees and Asylum Seekers, Residents Living in Areas of Multiple Deprivation, Substance Users, Travellers, Unemployed People, Young People. (This list is not exhaustive and is listed in alphabetical order)

Community Cohesion is also about building cohesion across neighbourhoods – so that young people in one area get to know and respect young people from another

What do we mean by Cohesion?

Cohesion affects everyone. It is about all communities, not just those from Black & Minority Ethnic Communities. Because of this it requires collective ownership. Cohesion cannot be forced. But the process can be hastened by taking into account issues of equality and by making sure there is a fair and even distribution of resources, relevant to individual and community need. Community Cohesion includes equalities, access and inclusion and is the means by which all three of these areas can be addressed.

5. PURPOSE OF GCH COMMUNITY COHESION STRATEGY

This document sets out GCH's second **Community Cohesion Strategy** and **Action Plan** to support the Gloucester Partnership Sustainable Community Aims, Gloucester City Councils strategic aims, and the Local Area Agreement of the Gloucestershire Strategic Partnership. Most importantly, they meet the aims of the communities we manage on behalf of the Council.

GCH can contribute through the delivery of core management tasks. These include the provision of new housing and re-modelling of existing stock to meet community and individual aspiration, freedom of choice in allocation and lettings, tenant engagement and involvement, tenancy support and culturally sensitive service delivery.

6. HOUSING'S IMPORTANCE TO COMMUNITY COHESION

Housing has an important role to play in Community Cohesion in a number of ways:

- Home and neighbourhood are key determinants in how people get on with each other
- Housing investment is big investment – providing excellent opportunities to pursue community cohesion and mixed neighbourhoods
- Housing is a scarce resource
- Housing is the key component of neighborhoods
- Housing practitioners are close to the ground having the contacts and opportunities to engage with many communities and help them be more cohesive
- Cohesion is a vital element of sustainability and place shaping
- Housing is a “way – in” to promoting interaction between people
- Housing can be the source of, but also the solution to local conflicts
- A major obstacle to integration is not knowing who lives where – housing providers need this information and can be the source of it
- Housing organisations are a key neighbourhood resource – their people, services and buildings can be vital in assisting wider community development

GCH will work with our key strategic partners outlined above to work on a multi-agency basis to ensure communities take a lead and are empowered through our partnerships to become successful communities, which work and live in harmony.

7. AIM OF GCH COMMUNITY COHESION & SUSTAINABLE COMMUNITY STRATEGY

The aim of the strategy is as follows:

- Promote a fair chance; to reduce poverty and promote equalities and social inclusion
- Provide opportunity, long term regeneration and sustainable communities
- Promote a safe, clean, green environment; to have a safer city free from hate crime and the fear of crime
- Celebrate our diverse community and foster pride and harmony within the community.
- Provide high quality, responsive, accessible and inclusive services to all GCH customers.
-
- Tenants, residents and Leaseholders have the right to live in peace and safety, free from all forms of discrimination, harassment, and prejudice.
- All individuals should be treated with respect and their contributions valued.
- Everyone must have an equal opportunity to participate and receive services in accordance with their needs.
- Cultural difference is seen as an asset and cultural diversity is celebrated.

8. KEY DOCUMENTS

The strategy is supported by key documents and these are shown below and available on Gloucester City Homes Server 76 (under Policies and Strategies) and also from the Policy and Governance Manager:

Document	Date of Issue
Future funding of Matson and Coney Hill Neighbourhood projects	April 2008
Social Exclusion and Community Cohesion – Housemark	March 2008
Community Cohesion and Housing – A good practice guide- Housing Corporation / CIH	2008
Sustainable Community Strategy for Gloucester	January 2008
GCH Delivery Plan 2008-2009	April 2008
Improving Opportunity, Strengthening Society: The Government's strategy to increase race equality and Community cohesion – Home Office- 2 years on, a progress report	August 2007
Gloucestershire Local Area Agreement	March 2007
Inside Housing – Special Feature	November 2006
GCH Equality and Diversity Strategy	November 2006
GCH Tenant Compact	November 2006
Gloucestershire Sustainable Community Strategy	November 2006
GCH Asset Management Strategy	January 2005
GCH Resident Involvement and Community Strategy -	November 2006
Leading cohesive communities: a guide for local authority leaders and chief executives – IdEA / LGA	2006
Local Government White Paper – Strong and Prosperous Communities	2006
Improving Opportunity, Strengthening Society: The Government's strategy to increase race equality and Community cohesion – Home Office	January 2005
Integration Matters – Homes Office	2005
Community Cohesion: 7 steps, a practitioners toolkit – Home office / ODPM	2005
Gloucester Partnership- Community Cohesion Proofing Tool	May 2005



Document	Date of Issue
Community Cohesion: An action guide – LGA (Home Office, Audit Commission, ODPM etc)	2004
Building Community Cohesion into area based initiatives – Home Office	2004
CIH Document – Building Together	March 2004
CIH Document :Offering Communities Real Choice – lettings and community cohesion	October 2003
Building a picture of community cohesion – Home Office	2003

9. DELIVERING THE GCH POLICY REQUIREMENTS

GCH has a key role to play driving the social and community cohesion agenda forward for their areas. We recognise that each local area we manage is unique and the make-up, circumstances and events, which result in cohesion in one area, may not always do so everywhere. It is the combined, joined up and sustained efforts that build a cohesive society. Equally, there needs to be cohesion between areas to support each other and address any problems jointly.

Further to this the Race Relations (Amendment) Act 2000 (RRA), Disability Discrimination Amendment Act 2005 (DDA), and the Employment Equality (Age) Regulation 2006 introduces positive duty to promote race, disability and age equality. This requires authorities to have 'due regard to the need', in everything they do, and specifically to: tackle racial, disability and age discrimination, promote equality of opportunity, and promote good relations between people from different groups.

These requirements will be central to the work that Gloucester Partnership have identified under the Sustainable Communities Strategy and the Gloucestershire Strategic Partnership undertake in relation to Community Cohesion.

GCH believes that it is essential that the approach to Social and Community Cohesion within Gloucester is developed and owned by all local agencies and organisations. All should work in partnership, and integrate the issues within the Safer and Stronger Communities Agreement in order to mainstream activity, sustain progress and achieve positive outcomes.

10. WHERE ARE WE NOW?

9.1 EQUALITIES AND DIVERSITY:

GCH is a driving force and committed to diversity and equality policies and practices. Our mission, vision and values support and enforce our commitment to equalities and diversity **"delivering and building strong and successful communities...work in partnership with residents....respond quickly and fairly...achieve our targets and standards....respecting every tenant and leaseholder...be creative and dynamic in delivering our services..."** We have developed a range of actions to understand the impacts on our community through:

- **GCH Equality Service Standards** - developed via Focus Groups, consulted on at the Tenants Conference in August 2006 and reviewed by Customer Forum in January 2008
- **GCH Equalities Forums** - A range of equalities forums for tenants, stakeholders and diversity champions have been set up, focusing on the organisations progress against the equalities action plan.
- There is a trained **Diversity Champion** within every team and at every level within GCH.
- **GCH Equalities and Diversity Policy** - developed with the Diversity Project Team, consulted with staff and tenants and publicised via Tenants Times and our website.
- **GCH Equalities Scheme** - developed and publicised for 2006-2009, which embodies all current legislation and relevant guidance, including CRE and DRC codes of practice and the Equalities action plan. The overall scheme is reviewed annually.
- **GCH Equalities Action Plan** - developed by the Diversity project team, using customer profile information and service level impact assessments. This is subject to review and challenge by the various Equalities and Customer Forums and key targets and resulting actions are publicised to tenants and monitored by senior Management and the Board
- All staff and board members receive **annual training on Diversity and Equalities** and this is a key element of our Induction Programme. The Diversity project group, Diversity champions and managers have received training by dialog (including GCH obligations in respect of relevant equalities legislation and the impact assessment process) to ensure this work is carried out effectively and efficiently.

GCH has gathered comprehensive diversity data on 75% of our tenants and 80% of our leaseholders. The data covers age, ethnicity, disability, gender, sexual orientation and faith. GCH maintains Monitoring Data on the composition of our workforce, board members, partners and applicants in a broad range of categories as recommended by the CRE, by gender, ethnicity, religion, disability, age and sexuality. This information is also compared to the 2001 census data for the Gloucester district to identify how GCH and our partner / contractor profile compares and what impact current and projected

profiles may have on our future customer base. Statistical information on the diversity of our customer base and how it compares with the Gloucester District is provided to both the Management Team and the Board via a Members Information Sheet.

By establishing a comprehensive customer profile, we are able to plot individual tenant and family needs and then provide the most appropriate form of communication to provide services and get feedback. This includes Translated Materials, Large Print documents, and audiotapes as examples. We have extended our methods of communication to our tenants and publicise these through the Tenant Times Magazine, our Website that includes the web browser facility, Neighbourhood Projects Newsletters, Local Media and in our daily communication with tenants.

Working with local partners, such as **Community Counts** and the Council's **homelessness team**, GCH has developed a picture of Gloucester's changing community and identifying the impact this will have on our future customer base. As a result of this work, we have added Polish to our standard languages for translation purposes. We have also developed different approaches for engaging with hard to reach groups. For example, working in partnership with the City Council and the Neighbourhood partnerships and projects we have worked with the local community through Fun Days and specific events, for example the August 2006 City Gay Pride Event.

GCH recognises that our workforce should reflect the community it serves and has in direct response to the customer profile implemented a range of positive actions to facilitate this: -

- Tenant Development - focusing on tenants from under represented groups. For example, Tenants with learning difficulties.
- Positive action traineeships
- Work experience/placement scheme set up with senior schools situated on GCH estates to provide regular work experience placements to children from families within our catchment area.
- Employability Project – pilot working with GCC Community Development unit, Community Counts, White City Neighbourhood Project, Job Centre plus and our repairs and decent homes partners to provide job preparation training, work placements, traineeships and apprenticeships for tenants.
- Providing Work Placements for service users undertaking training through the neighbourhood projects.

9.2 COMMUNICATIONS

GCH has a clear Communication Strategy, which outlines our practices on translation and interpretation facilities including guidelines on how and when to use them. We have commissioned Language line to provide translation services supplemented by the Council's Tapestry service. Additionally, our web pages can be translated into Chinese using Google translation.

Our main purpose is to ensure that all our communications reach our target audiences by producing them in a range of formats to suit the diverse needs of our customers, including hard reaching groups and those with special needs:

- Translation
- Large print
- Braille
- Audio;

Have in place a range of methods by which our customers can receive information and communicate with us, to suit all their needs, including:

- GCH Website : www.gloscityhomes.co.uk
- Free phone customer services line
- Interpreting and translation service
- Minicom
- E-mail
- Online information and reporting
- Text message service;

and that we explore and implement other methods as technology becomes available.

9.3 COMMUNITY FUNDING

GCH has allocated £5,000 for sponsorship of suitable local community projects during 2007-2008 and again in 2008-2009. We provide community grants up to a maximum of £500 to each organisation. A copy of how we allocated funding to sponsor local community events and projects for 2007-2008 budget is shown in **Appendix B**

The purpose of the scheme is to develop community cohesion by:

- Providing opportunities for people to become actively involved
- Improve quality of life by providing opportunities, health, welfare and local environment or facilities.
- Increase skill and activity which encourage talent and raise standards

9.4 INCOME MAXIMISATION

GCH will support our tenants and work with agencies to promote cohesion so that the community works well together and respect individual difference. It is important that local residents within a community have access to advice, training, employment, and

welfare benefits so that they have the opportunity to contribute to the community, without barriers with equal say in how the community lives together.

A key element of this strategy will be to develop financial inclusion so that we minimise financial exclusion, which is the inability of individuals, households or groups to access necessary financial services in an appropriate form. This in turn may lead to exclusion from cheaper services, for example, Gas and electricity paid by Direct Debit and an over-reliance on expensive financial products and services where APR for credit can range from 100% to 400%.

Financial Exclusion can manifest itself in many ways:

- Lack of access to a bank or building society account
- Lack of access to necessary financial services and credit, such as insurance (e.g. Home contents) and pensions.
- Admitted access to services which could improve an individual's financial situation, such as advice or education.
- Arrears of rent, utility, council tax, TV licence payments
- Disconnection from utilities
- Reliance on credit from sources other than high street banks
- An inability to save even small amounts

The implications of financial exclusion can be much broader. Exclusion from mainstream financial systems presents a barrier to learning about various financial products available. Families can be locked in a cycle of poverty and exclusion, or turn to high cost credit or illegal lenders resulting in greater financial strain and / or unmanageable debt.

Financial exclusion can manifest itself in various ways. Rent arrears and variable payment patterns are often an indicator of wider financial difficulties. Therefore arrears management practices based on early intervention and prevention are the key to breaking the cycle of financial exclusion.

GCH has a pro-active income maximisation and arrears management practice:

- Focuses on arrears prevention and intervention at the earliest opportunity
- Makes effective use of all available approaches to rent arrears, using eviction only as a last resort
- Demonstrates a commitment to the government's three key financial inclusion priorities:
 - Advice: access to free face-to-face money advice.
 - Banking: access to bank accounts and savings schemes.
 - Credit: access to affordable credit.

9.5 HOUSING PROVISION AND MEETING DEMAND

6.1% of households classify themselves as non-white, accounting for 7.5% of the total population and is by far the highest in the County. The three main minority groups are Asian/Asian British, Black/Black British and Mixed/Chinese. Of these the largest group (37.2%) identified themselves as being Asian/Asian British. Along with other districts in the county, Gloucester has seen a substantial increase in the number of migrant workers, particularly from countries recently admitted to the EU, moving into the district. Official statistics suggest that this equates to 1,922 since June 2003 (with 992 from Eastern Europe). However much of the information around numbers and socio/economic needs is patchy and based on anecdotal evidence. Working with local partners, such as Community Counts and the Council's homelessness team, GCH is working to develop a clear picture of Gloucester's changing community and identifying the impact this will have on our future customer base.

There is major pressure in Gloucester to meet Housing demand, and Gloucester is experiencing an increase in migrant workers, which can place further pressure to provide affordable housing, which could potentially ferment racial tension. As at December 2006, there are 5,800 potential tenants on the housing register and 750 on the transfer list.

Housing provision must meet housing demand to avoid racial tensions and possible extremism witnessed, particularly in the North of England in recent years. There is a long history of racial inequality in housing and housing related services. Ethnic minorities are more likely to be homeless, live in overcrowded conditions and express dissatisfaction with their homes.

"Imposed segregation" through housing continues to pose problems for social integration in some parts of the Country and for many people, racial harassment is a continuing reality. If there are places where people compete for jobs and housing within establish communities, racial tensions may be exacerbated. It is vital to attain mixed communities and design them accordingly to avoid unhealthy rivalry.

A key area of our work is to work in partnership with the Council to regenerate local communities and transform the environment. Regeneration will focus of a range of factors including investment costs, the community at large and future opportunity to create an environment where people can work, play and live in harmony.

Continued work with the Council's Enabling Team review the opportunities for the regeneration of our estates, through the sustainable community strategy and Government Office, identifying options for new build or remodelling properties to support the Council's Housing strategy and high local demand for social housing in Gloucester. This will include pursuing initiatives to assist the Council with its Homelessness Strategy.

Creating opportunities to meet housing needs and tackle homelessness through redevelopment or new development either alone or in partnership with others. GCH will act as a lead partner

Linked closely to this objective will be our work to manage homelessness in the city, and we will work closely with Council's Re-Housing Options and Strategy and Enabling teams to develop opportunities to manage and create short-term residential units so that we can support need in the City in a responsive way.

9.6 LETTINGS AND SUSTAINING TENANCIES

GCH operates within a formal SLA with the Council on how we work together to process applications efficiently and effectively and deal with any potential management issues. We have agreed a localised lettings policy to assist the Council to fulfil their responsibilities in relation to homeless households.

GCH provides a tenant handbook and information pack which includes key information for tenants and we complete a housing benefit application form with the tenant at the on site letting.

At the sign up of a new tenant a risk assessment is completed and a support plan is developed for vulnerable users to ensure the tenancy is affordable and sustainable. GCH is part of the CORE data-gathering group and completes a new letting form, which provides key performance and management data.

There is also a protocol for care leavers and young people. GCH can demonstrate strong partnership links working with a range of agencies including local neighbourhood projects, Surestart, the police, homelessness, youth offending team, together in Matson, Connections and Community Counts to ensure fair representation and service take up to promote tenancy management to diverse groups and create community sustainability and cohesion.

GCH is a key partner with the Council in developing the county- wide Choice Based Lettings Scheme, which will be in place in April 2009. This will enable tenants to invest in areas that they choose to live in as opposed to having limited options for housing. GCH will work within the County partnership to influence mixed communities and where there is segregation, to interact with the community and avoid the creation of fear and mistrust. It is important that the choice based letting scheme includes safeguards to avoid separation of communities on the grounds of faith or race. GCH will work closely with our partners to ensure the scheme is fair and equitable and does not discriminate.

In 2008, we will launch a charter to be issued to all tenants on creating strong and positive relationships within Neighbourhoods linked to:

- Valuing the contribution of different individuals and communities
- Having some basic shared values and expectations
- Creating equal opportunities for people from different backgrounds
- Acting fairly in the allocation of resources or arbitrating between different interests
- Welcoming new arrivals while helping settled communities cope with change

- Building positive relationships between people from different backgrounds

9.7 RESIDENT INVOLVEMENT

Community Cohesion is about finding ways to support and motivate individuals to contribute to the future of their communities and breaking down barriers that might exist between different groups – especially those from different ethnic backgrounds.

The principles apply:

- Within local neighbourhoods
- Between different neighbourhoods across a town or city
- Between different groups such as ethnic communities
- Between older people and younger people
- Between newcomers and established residents.

What works has to be decided locally because community cohesion will have different meanings to different groups. For example, local priorities may be concerned with fostering greater understanding between older, white residents and newly-arrived people from an unfamiliar ethnic background or may concern the links – or lack of them - between an inner-city area and outer suburbs.

Resident involvement has a substantial impact on GCH and the service we deliver, “Tenants are at the heart of what we do”. Our Resident and Community Involvement Strategy have created a new resident involvement structure for tenants and residents. The new options available for tenants to get involved have resulted in the number of tenants actively involved doubling since December 2005. Some residents don’t want to be involved in formal meetings or structures and so we have worked with tenants to enable them to get involved where they feel comfortable. For example, as mystery shoppers, a Block or Street Representative or merely just contacting us through Community Days, Social Events, Estate Action Days or Walkabouts.

Our tenant compact, “Tenant Participation Charter” was launched in November 2006 and now forms a clear part of the induction process for new employees. The charter drives our Resident Involvement Strategy and is key to future tenant involvement on services and the community. The launch of the GCH Customer Forum in May 007 ensures all tenant feedback, service improvements, the community and performance is managed and monitored by tenants of GCH. Our forum will then feed into the new strategic forum of the council, which manages overarching housing strategy.

As a strategic enabler, we develop partnerships with voluntary agencies, the Police, Council and other social landlords to deliver the priorities at a local level, formalised through Neighbourhood Agreements. GCH has led the development of four neighbourhood partnerships in the City, in partnership with the City Council. Working with our tenant groups in Matson, Morelands, Longlevens and Barnwood, they told us that the improvement of the community and environment was their priority and so they



formed the core lead group to set up and launch the partnerships with support from key local agencies. They have been expanded to include all members of the community.

Opportunities for training and development are provided for tenants through shared training with GCH staff, TPAS and other local providers. This is publicised and promoted through the Tenant Times and the Web.

GCH has a clear understanding of our local community and provide a range of Events and Activities to involve residents. In June 2008, we will be holding a citywide event specifically focused on young people with the aim of developing positive relationships.

GCH has also been working with the Neighbourhood projects and has recently agreed new standards for the 2008-2009 financial year that has resulted in a comprehensive cross communities action plan that details key objectives in the following areas:-

- Healthy living.
- Advice.
- Youth engagement.
- Education and employment.
- Community services.
- Environment.

GCH provides a range of support to enable tenants with specific needs to become involved. Our sheltered schemes have hearing loops and our Website has Browse aloud. For example, an Annual Event was held in December 2007 focusing on community cohesion, ASB and improving local environments, which tenants identified as key priorities. This work has been enhanced through major tenant conferences including the decent homes event, customer event and decent homes workshops.

A substantial budget is available to develop resident involvement and support existing and new tenant involvement groups, provide local events and incentives to get involved. Tenants have their own Estate Improvement Budget, where they set their own priorities for environmental improvements to their local community.

9.8 DELIVERING DECENT HOMES AND ENVIRONMENTS

In 2007, GCH achieved 2* status which unlocked around £40 million to improve homes and communities in Gloucester over the next 3-4 years. This is having a major impact on the lives of our tenants and residents who have suffered as a result of under-investment in recent years. The impacts will be significant with around £9,000 investment per property.

GCH is now able to provide safer, greener and cleaner estates that people want to live in and enjoy. In 2008, we will spend almost £0.5 million on environmental and security improvements linked to tenant priorities established through the Investment Conference in March 2008. These are as follows:

Priority	Properties without Communal Areas	Properties with Communal Areas
1	Security Lighting	Refurbishment of Communal Areas
2	Front Fencing	CCTV
3	Side gates	Car Parking
4	Landscaping	Internal Lighting
5	Car Parking	Landscaping
6		Refuse Facilities
7		External Lighting
8		Landscaping
9		Refuge Facilities
10		External Lighting
11		Block Issues
12		Security Doors
13		Security Gates and Fencing
14		Drying Areas
15		External Sheds

We will also improve the warmth and affordability of energy in our homes through double-glazing, additional insulation for all homes and improvements to external areas.

This demonstrates GCH's commitment to energy efficiency, elimination of fuel poverty for all tenants and improving the local environment as part of our drive towards developing and maintaining sustainable communities.

11. GLOUCESTER CITY HOMES – KEY TARGETS: 1ST APRIL 2008-2009

Action 1	Responsibility	Core Value and KLOE	Target Date
Provide support and act as a key partner in delivering key aims contained within the Gloucester Partnerships - Sustainable Community Strategy, whose key aims inter-relate to social housing and creating successful communities. GCH signed up to those targets it was able to directly influence and support in our work December 2007 and will monitor those targets as an executive board member	Chief Executive / EMT	Integrity, Pride, Quality and Innovation KLOE31 Diversity	31/03/2009
<p>Outcome for tenants: Effective community involvement Sustainable communities Socially inclusive residents Decision made at local level affecting communities</p>			

Action 2	Responsibility	Core Value and KLOE	Target Date
Introduce texting facilities to engage with hard to reach groups to improve access to our services	Communications and Media Manager IT and Business Support Manager	Integrity KLOE 30 Access	30-09-2008
Extend opening hours to provide opportunities for working customers to access our services	Resident Involvement and Customer Services Manager	Integrity KLOE 30 Access	01-04-2008 and continuous review
<p>Introduce a charter to be issued to all tenants on creating strong and positive relationships within Neighbourhoods linked to:</p> <ul style="list-style-type: none"> Valuing the contribution of different individuals and communities Having some basic shared values and expectations Creating equal opportunities for people from different backgrounds Acting fairly in the allocation of resources or arbitrating between different interests Welcoming new arrivals while helping settled communities cope with change Building positive relationships between people from different backgrounds 	<p>Resident Involvement and Customer Services Manager</p> <p>Communications and Media Manager</p>	Integrity KLOE 30 Access	30-09-2008
Ensure community funding scheme is well publicised in 2008-2009 and incorporates criteria around community cohesion.	Communications Officer	Integrity KLOE 30 Access	31 st March 2008
<p>Outcome for tenants: Accessible information to all tenants and key stakeholders Support local initiatives and agencies to support the community Monitor activities which bring communities together</p>			

Action 3	Responsibility	Core Value and KLOE	Target Date
<p>Review the GCH Equalities Scheme on an annual basis</p> <p>Review the effectiveness of the Equalities Forum and develop a range of engagement opportunities for under represented groups</p> <p>Ensure Impact Assessments are completed on all new or reviewed Strategy and Policy of GCH so that the diverse needs of tenants and equality of access</p> <p>Monitor against service standards to understand differential impacts on diverse groups</p> <p>Achieve 85% customer database and ensure GCH deliver services which meet tenants needs based on their profiles</p>	<p>Human Resources Manager</p>	<p>Integrity, Pride, Quality and Innovation KLOE31 Diversity</p>	<p>31-05-2008</p> <p>30-09-2008</p> <p>Ongoing</p> <p>31-03-2009</p> <p>31-03-2009</p>
<p>Outcome for tenants: Equal access to service for all tenants Services are tailored to individual tenant needs Tenant have the opportunity to be involved in driving and developing services By working with tenants directly we can develop the most efficient way to meet their needs Create harmonious communities by developing services based on customer profiling</p>			

Action 4	Responsibility	Core Value and KLOE	Target Date
<p>Monitor the effectiveness of the Financial Inclusion Strategy and review key targets linked to:</p> <ul style="list-style-type: none"> • Provide funding support for the Council's welfare benefits campaign team • Benefit Campaigns and Publicity in partnership with the Council's welfare benefits campaign team • Maximising Housing Benefit opportunities to meet household costs • Publicising and sign posting residents to local support agencies. • Within the financial inclusion strategy, develop a worklessness action plan in conjunction with local communities and key partners • Submit a bid to CLG under the working neighbourhoods fund to support local level initiatives to tackle worklessness in our most deprived areas • Develop our work with Neighbourhood Projects to promote the credit union securing financial inclusion and social enterprise for tenants who have no access to funding and making sure it meets the needs of all communities. 	<p>Director of Housing and Business Development</p>	<p>Quality KLOE4 Housing Income Mgt</p>	<p>30-09-2008 and continuous review</p>



Action 4	Responsibility	Core Value and KLOE	Target Date
<p>Outcome for tenants: Provide support mechanisms for vulnerable tenants and those on low incomes Provide a full range of payment methods to pay rent Provide debt counselling support Assisting tenants to maximise their income and minimise their debt Avoid high interest charges on debts Increase the ability to remain the home Provide access to all tenants which is tailored to meet their individual needs Ensure a range of different communities participate</p>			

Action 5	Responsibility	Core Value and KLOE	Target Date
<p>Ensure the environment within our communities are well maintained by being safe, green and clean through various actions including:</p> <ul style="list-style-type: none"> • Maintain at least 12 estate action days and 12 walkabouts to identify immediate or planned environmental improvements for tenants. • Ensure at least 4 Face the People events are achieved with a range of key agencies • Monitor the grounds maintenance contract and review with both the Council and Enterprise as a key partnering client • Monitor cleaning of communal areas to ensure our cleaning contractor ensures areas are kept clean, litter free and create pride in the home and community. 	<p>Resident Involvement and Customer Services Manager</p>	<p>Quality KLOE 10</p>	<p>30/04/08 and continuous review</p>
<p>Outcome for tenants: The environment that people live in is safe, clean and inspiring</p>			

Action 6	Responsibility	Core Value and KLOE	Target Date
Develop 5 year Environmental Improvement Programme linked to the targets agreed with Tenants at the Annual Investment Conference held in March 2008.	Housing Services Manager	Pride KLOE6 Tenancy & Est. Mgt.	30-06-2008 and continuous review
Develop in partnership with tenants an Environmental Standard for GCH which provides a consistent standard across all of our estates / communities	Director of Housing Management and Business development		31-12-2007
Ensure all environmental budgets are agreed by our tenants and outcomes achieved	Director of Asset Management & regeneration		31-03-2009
<p>Outcome for tenants: Tenants identify priorities for environmental works and improvements to a consistent standard Tenants are involved in the way works are designed to an agreed standard Tenants feel safer on the estates and have a pride in their community</p>			

Action 7	Responsibility	Core Value and KLOE	Target Date
<p>Develop options based on the Whole Life Costing Model for community regeneration programmes in partnership with the Council's to meet the local housing strategy.</p> <p>Ensure our Customer base is profiled and mapped to develop projections in Housing need in the future and matched to stock profile and service provision.</p> <p>Analyse existing customer trends to form future housing need assessments linked to % turnover of dwellings, locations, ASB, schools and employment opportunity</p>	<p>Director of Housing and Director Asset Management</p>	<p>Quality, Integrity KLOE3 Stock Invest & A Mgt. KLOE32 VFM</p>	<p>Continuous review throughout 2008-2009</p>
<p>Outcome for tenants: Matching demand and needs for homes Good quality homes that are sustainable and meet long term demand Improved security to areas that are maintained Identify development opportunities for additional homes Reduction in repair costs Develop pride in the area</p>			



Action 8	Responsibility	Core Value and KLOE	Target Date
Act as a strategic partner for the Introduction of the Choice Based lettings project ensuring safeguards are in place to avoid separation of communities based on faith or race.	Director of Housing and Business Development	Quality KLOE6 Tenancy & Est. Mgt. KLOE30 Access	30-06-2008 with implementation on the 01-04-2009
<p>Outcome for tenants: Provide housing choice and wider choice of properties Tenants are informed of the availability of properties county-wide Local lettings to meet specific needs Sustaining tenants in their homes</p>			

Action 11	Responsibility	Core Value and KLOE	Target Date
Implement the resident involvement strategy to increase the diversity of involvement and offer the right level of resources	Director of Housing Services	Pride and Quality KLOE30 Access	30-04-2008
Hold one community action day for all residents that encourages diverse involvement across the City	Resident Involvement and Customer Services Manager		31-12-2008
Hold one event for all young people across the City, which will seek to engage young people in positive and creative ways.	Human Resources Manager		14-06-2008
Develop a youth based strategy for implementation in 2009 as an outcome from the young peoples event	Human Resources Manager		31-03-2009
Develop Estate Agreements for all TCC and TA's ensuring equal resources are shared which address priorities and agreed and shared with the local community	Community Involvement & Customer Access Manager		31-05-2008
<p>Outcome for tenants: Have an established and knowledgeable customer forum Tenants are able to improve services at a level that they choose Supporting social enterprise – e.g. gardening, painting etc Customers are able to drive services Tenants are at the heart of influencing all of our services Services are designed to meet customer need and aspirations Highly trained tenants leading to improved prospects for improvement Services are designed to meet individual needs</p>			

12. CROSS-COMMUNITIES ACTION PLAN 2008 (WITH OUTCOMES)

Responsibility:

Director of Housing and Business Development with the Neighbourhood Projects of Matson and Coney Hill

HEALTHY LIVING			
1 st Quarter Outcomes	2 nd Quarter Outcomes	3 rd Quarter Outcomes	4 th Quarter Outcomes
<u>Coney Hill Neighbourhood Project</u>			
PROJECT:- Armchair Aerobics for the Elderly in Sheltered Housing Schemes			
Promote classes	Promote classes	Promote classes	Promote classes
Increase take-up	Increase take-up	Increase take-up	Increase take-up
Run sessions:-	Run sessions:-	Run sessions:-	Run sessions:-
<ul style="list-style-type: none"> • Fitness classes. 	<ul style="list-style-type: none"> • Fitness classes. 	<ul style="list-style-type: none"> • Fitness classes. 	<ul style="list-style-type: none"> • Fitness classes.
<ul style="list-style-type: none"> • Weight management. 	<ul style="list-style-type: none"> • Weight management. 	<ul style="list-style-type: none"> • Weight management. 	<ul style="list-style-type: none"> • Weight management.
<ul style="list-style-type: none"> • Fun and fitness. 	<ul style="list-style-type: none"> • Fun and fitness. 	<ul style="list-style-type: none"> • Fun and fitness. 	<ul style="list-style-type: none"> • Fun and fitness.
<ul style="list-style-type: none"> • Men's physical activity. 	<ul style="list-style-type: none"> • Men's physical activity. 	<ul style="list-style-type: none"> • Men's physical activity. 	<ul style="list-style-type: none"> • Men's physical activity.
<ul style="list-style-type: none"> • Physical activity drop-in. 	<ul style="list-style-type: none"> • Physical activity drop-in. 	<ul style="list-style-type: none"> • Physical activity drop-in. 	<ul style="list-style-type: none"> • Physical activity drop-in.
<ul style="list-style-type: none"> • Singing activity. 	<ul style="list-style-type: none"> • Singing activity. 	<ul style="list-style-type: none"> • Singing activity. 	<ul style="list-style-type: none"> • Singing activity.
	<ul style="list-style-type: none"> • Food and nutrition. 	<ul style="list-style-type: none"> • Food and nutrition. 	<ul style="list-style-type: none"> • Food and nutrition.
		<ul style="list-style-type: none"> • Health checks. 	<ul style="list-style-type: none"> • Health checks.
			<ul style="list-style-type: none"> • Blood donation.
<u>Matson Neighbourhood Project</u>			
PROJECT:- Music and movement in Sheltered Housing Schemes			
Promote classes	Promote classes	Promote classes	Promote classes
Increase take-up	Increase take-up	Increase take-up	Increase take-up
Music and movement	Music and movement	Music and movement	Music and movement
	<ul style="list-style-type: none"> • Food and nutrition. 	<ul style="list-style-type: none"> • Food and nutrition. 	<ul style="list-style-type: none"> • Food and nutrition.
		<ul style="list-style-type: none"> • Health checks. 	<ul style="list-style-type: none"> • Health checks.
			<ul style="list-style-type: none"> • Blood donation

ADVICE			
1st Quarter Outcomes	2nd Quarter Outcomes	3rd Quarter Outcomes	4th Quarter Outcomes
<u>Coney Hill Neighbourhood Project</u>			
PROJECT:-			
Base line:- Enquires received last year totalled 1,136, which was an increase of 22%.			
Drop in service Mon-Fri	Increase referral and tenant take-up by 3%	Increase referral and tenant take-up by 3%	Increase referral and tenant take-up by 3%
Surgeries in other areas			
Advice areas:-			
• Money advice			
• Welfare benefits			
• Legal and other			
<u>Matson Neighbourhood Project</u>			
PROJECT:-			
Base line:- 50 clients per week over two advice centres totalling 2,500 annually.			
Drop in service Mon-Fri	Increase referral and tenant take-up by 3%	Increase referral and tenant take-up by 3%	Increase referral and tenant take-up by 3%
Surgeries in other areas			
Advice areas:-			
• Money advice			
• Welfare benefits			
• Legal and other			

YOUTH ENGAGEMENT			
1st Quarter Outcomes	2nd Quarter Outcomes	3rd Quarter Outcomes	4th Quarter Outcomes
<u>Coney Hill Neighbourhood Project</u>			
PROJECT:-			
Base line:- Approx 95 children are registered between two after school clubs.			
Children's worker providing support to local families.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.
Outcomes of children worker i.e. how many cases, success	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.
After schools club 5-14	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.
<u>Matson Neighbourhood Project</u>			
PROJECT:-			
Base line:- Approx 72 Children registered with after school club.			
After schools club 8-13	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.	Due to external funding being agreed to June 08 only this will need to be reviewed each quarter pending outcome of appeal.

EDUCATION AND EMPLOYMENT			
1st Quarter Outcomes	2nd Quarter Outcomes	3rd Quarter Outcomes	4th Quarter Outcomes
<u>Coney Hill Neighbourhood Project</u>			
PROJECT:- Certificate in volunteering			
Base line:- 34 students registered over groups. 6 volunteers			
Actively promote training in partnership with GCH.	Actively promote training in partnership with GCH.	Actively promote training in partnership with GCH.	Actively promote training in partnership with GCH.
Range of training:-	Increase take-up of training by? %	Increase take-up of training by? %	Increase take-up of training by? %
Maths and Numeracy	Continued services	Continued services	Continued services
IT	Evaluation of courses provided in terms of no tenants attending, implications for delivery of courses etc.	Evaluation of courses provided in terms of no tenants attending, implications for delivery of courses etc.	Evaluation of courses provided in terms of no tenants attending, implications for delivery of courses etc.
Literacy		Develop course in life skills, health living, food nutrition/hygiene and food co-op.	Develop course in life skills, health living, food nutrition/hygiene and food co-op.
ECDL			
Clait			
<u>Matson Neighbourhood Project</u>			
PROJECT:- Training in retail, customer care and numeric linked to nearly new shop at Matson Parade. Certificate in volunteering			
Base line:- 43 students currently receive training. 30 volunteers			
Actively promote training in partnership with GCH.	Actively promote training in partnership with GCH.	Actively promote training in partnership with GCH.	Actively promote training in partnership with GCH.
Range of training:-	Increase take-up of training by ? %	Increase take-up of training by ? %	Increase take-up of training by ? %
Maths and numeracy	Continued services	Continued services	Continued services
IT	Evaluation of courses provided in terms of no tenants attending, implications for delivery of courses etc.	Evaluation of courses provided in terms of no tenants attending, implications for delivery of courses etc.	Evaluation of courses provided in terms of no tenants attending, implications for delivery of courses etc.

EDUCATION AND EMPLOYMENT			
1 st Quarter Outcomes	2 nd Quarter Outcomes	3 rd Quarter Outcomes	4 th Quarter Outcomes
Matson Neighbourhood Project <i>continued</i>			
Literacy		Develop course in life skills, health living, food nutrition/hygiene and food co-op.	Develop course in life skills, health living, food nutrition/hygiene and food co-op.
ECDL			
Clait			

COMMUNITY SERVICES			
1st Quarter Outcomes	2nd Quarter Outcomes	3rd Quarter Outcomes	4th Quarter Outcomes
<u>Coney Hill Neighbourhood Project</u>			
Improving partnership working with tenants and resident's group's thorough joint working and attendance at monthly meetings.	Attendance at tenants and residents group meetings. Tenant and residents group representative in attendance at projects meeting. Community event jointly organised with tenants and residents group as well as neighbourhood partnership.	Community event planned and delivered in partnership with tenants and residents group as well as neighbourhood partnership.	Evaluation and feedback following joint community event. Report detailing activities undertaken with tenants and residents group and future working.
Improving of partnership working with neighbourhood partnerships.	Attendance at neighbourhood partnership meetings. Neighbourhood partnership representative in attendance at projects meeting.		
<u>Matson Neighbourhood Project</u>			
Improving partnership working with tenants and resident's groups thorough joint working and attendance at monthly meetings.	Attendance at tenants and residents group meetings. Tenant and residents group representative in attendance at projects meeting.	Community event planned and delivered in partnership with tenants and residents group as well as neighbourhood partnership.	Evaluation and feedback following joint community event. Report detailing activities undertaken with tenants and residents group and future working.
Improving of partnership working with neighbourhood partnerships.	Attendance at neighbourhood partnership meetings. Neighbourhood partnership representative in attendance at projects meeting.		

ENVIRONMENT			
1st Quarter Outcomes	2nd Quarter Outcomes	3rd Quarter Outcomes	4th Quarter Outcomes
<u>Coney Hill Neighbourhood Project</u>			
PROJECT:- Community Garden Develop links with Hartpury College to develop a horticultural theme. GCH to assist with launch of project however will be entirely community led.			
Actively encourage recruitment of block and street representatives.	Refer a minimum of five clients to the resident involvement team.	Refer a minimum of five clients to the resident involvement team.	Refer a minimum of five clients to the resident involvement team.
Community clean-up days to include hanging baskets	Hold community clean-up day with community stakeholders.		
Take part in GCH community action days.	Take part In planning and attend GCH action day.		
Take part in GCH estate walkabouts.	Assist with publicising walkabouts and also attend those planned.		
Work in partnership with GCH to agree and environmental standard.	Work with GCH in developing an environmental standard.		
<u>Matson Neighbourhood Project</u>			
PROJECT:- Community Rose Garden Rejuvenate rose garden and encourage community ownership. GCH to assist with launch of project however will be entirely community led.			
Actively encourage recruitment of block and street representatives.	Refer a minimum of five clients to the resident involvement team.	Refer a minimum of five clients to the resident involvement team.	Refer a minimum of five clients to the resident involvement team.
Community clean-up days to include hanging baskets	Hold community clean-up day with community stakeholders.		
Take part in GCH community action days.	Take part In planning and attend GCH action day.		
Take part in GCH estate walkabouts.	Assist with publicising walkabouts and also attend those planned.		



ENVIRONMENT			
1 st Quarter Outcomes	2 nd Quarter Outcomes	3 rd Quarter Outcomes	4 th Quarter Outcomes
Matson Neighbourhood Project <i>continued</i>			
Work in partnership with GCH to agree and environmental standard.	Work with GCH in developing an environmental standard.		

APPENDIX A: Gloucester City Council – Housing Strategy 2005-2010

Community Cohesion Community Cohesion is about different communities, individuals, groups and agencies talking to each other to find common ground where they respect difference so that they may more powerfully engage with each other to improve everyone's life. A cohesive community is one where:

- There is a common vision and a sense of belonging for communities.
- The diversity of people's different backgrounds and circumstances are appreciated and positively valued;
- Those from different backgrounds have similar life opportunities; and
- Strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

What is Community? People have their own definitions. For the purposes of this document the term community means communities of interest and takes into account: Black and Minority Ethnic Communities, Care Leavers, Carers, Children, Disabled People, Faith Groups, Gay and Lesbian, Geographical Communities, Homeless People, Older People, People with Learning Disabilities, People on Low Income, People with Literacy & Numeracy Problems, People with Mental Health Problems, People with Other Health Issues, Prisoners and Ex-offenders, Refugees and Asylum Seekers, Residents Living in Areas of Multiple Deprivation, Substance Users, Travellers, Unemployed People, Young People. (This list is not exhaustive and is listed in alphabetical order.)

Why do we need a Proofing Tool? People have different ways of responding to each other and this influences how people work together. Agencies from the community, voluntary and statutory sectors also have different approaches. This tool shows the value of considering the implications for community cohesion when planning your service delivery to allow for these and to maximise positive impact.

What do we mean by Cohesion? Cohesion affects everyone. It is about all communities, not just those from Black and Minority Ethnic Communities. Because of this it requires collective ownership. Cohesion cannot be forced. But the process can be hastened by taking into account issues of equality and by making sure there is a fair and even distribution of resources, relevant to individual and community need. Community Cohesion includes equalities, access and inclusion and is the means by which all three of these areas can be addressed.

What is the Proofing Tool for? The Community Cohesion Action Group of the Gloucester Partnership and the Gloucester Challenging Attitudes Partnership was asked to design this tool to help partners build community cohesion into their policy and practice.



- To help minimise mistakes made through generalisation, by bringing national, regional and local knowledge into one useful focus
- To promote interdepartmental, inter-agency and partnership working, and the sharing of information and good practice where appropriate
- To promote inclusion, not exclusion. It is an opportunity for partner agencies to bring together policies and practices under an overarching commitment to community cohesion, and to promote community cohesion to the public. It contains a whole range of questions that partners need to ask when writing policies and practices for example:
 - Does it promote inclusion - internally or externally?
 - Have a reflective cross-section of potential users been consulted on the proposal?
 - Are all diversity and equality policies monitored for community cohesion practice?

This community cohesion proofing tool with a full range of questions is available in electronic format on the Gloucester Partnership website at: :

www.gloucesterpartnership.org.uk

APPENDIX B: Community Cohesion Fund

£5000 available for 2007-2008

Friendship Café	
Funding to run sessions	£150
Tuffley, Grange and Podsmead Festivals	
Funding to run activities at the festival	£500
The Bizz (Gloucester)	
Funding for mobile climbing wall for Moreland on the Map Day	£500
Young Gloucestershire	
Young People Engagement Day at Gloucester Festival	£500
Matson Neighbourhood Project	
Funding for a summer play scheme at Matson	£500
Play Gloucestershire	
National Play Day event	£500
Milestone School	
Saturday Sports Ability Club	£500
Tredworth Tigers Football Club	
New kit	£400
Parry Rovers Football Club	
Team equipment	£100
Matson After School Club	
Xmas party and holiday activities	£350
Podsmead Neighbourhood Project	
Funding for 5 a side football team	£420
Gloucester Coyotes	
Funding for new kit	£500
Total committed to date	
	£4,920

APPENDIX C: Research on Worklessness

Definition

Worklessness is a less familiar term than unemployment to describe those without work. It is used to describe all those who are out of work but who would like a job. People use it because common definitions of unemployment miss out important groups of people who are not working but who would like to.

The Empowerment White Paper

- On 5 March 2008 Communities Secretary Hazel Blears announced plans for a new White Paper focused on empowering citizens.
- The Empowerment White Paper, to be published in the Summer, will set out how the untapped talent of communities can be unleashed to ensure everyone has a greater say in improvements to public services, local accountability and opportunities for enterprise.
- Over the coming months CLG will be consulting with a wide range of people to contribute to the thinking that goes into the White Paper. In order to focus people's minds a discussion document has been produced entitled "Unlocking the talent of our communities" (see below).

Questions the Empowerment White Paper will seek to answer:

- How can government at all levels work together to tackle worklessness and promote enterprise in the most deprived areas?
- What are the best means of coordinating social, economic and physical regeneration?

"Unlocking the talent of our communities"

Published by CLG in March 2008 this document sets out the government's commitment to unlocking the talents, not of some of the people, but of all of the people and seeks views on the ways to make changes which give people locally more influence, control and ownership of local services such as employment, health, education and transport.

The document seeks views on four areas:

improving deprived areas through regeneration and promoting work and enterprise
encouraging active citizenship, and reviving civic society and local democracy
improving local public services by involving local users and consumers; and
strengthening local accountability.