workshop 02

(public participation & engaging communities)
06.02.13

what is best practice in organising and managing consultation?

ladder of participation (simplified)
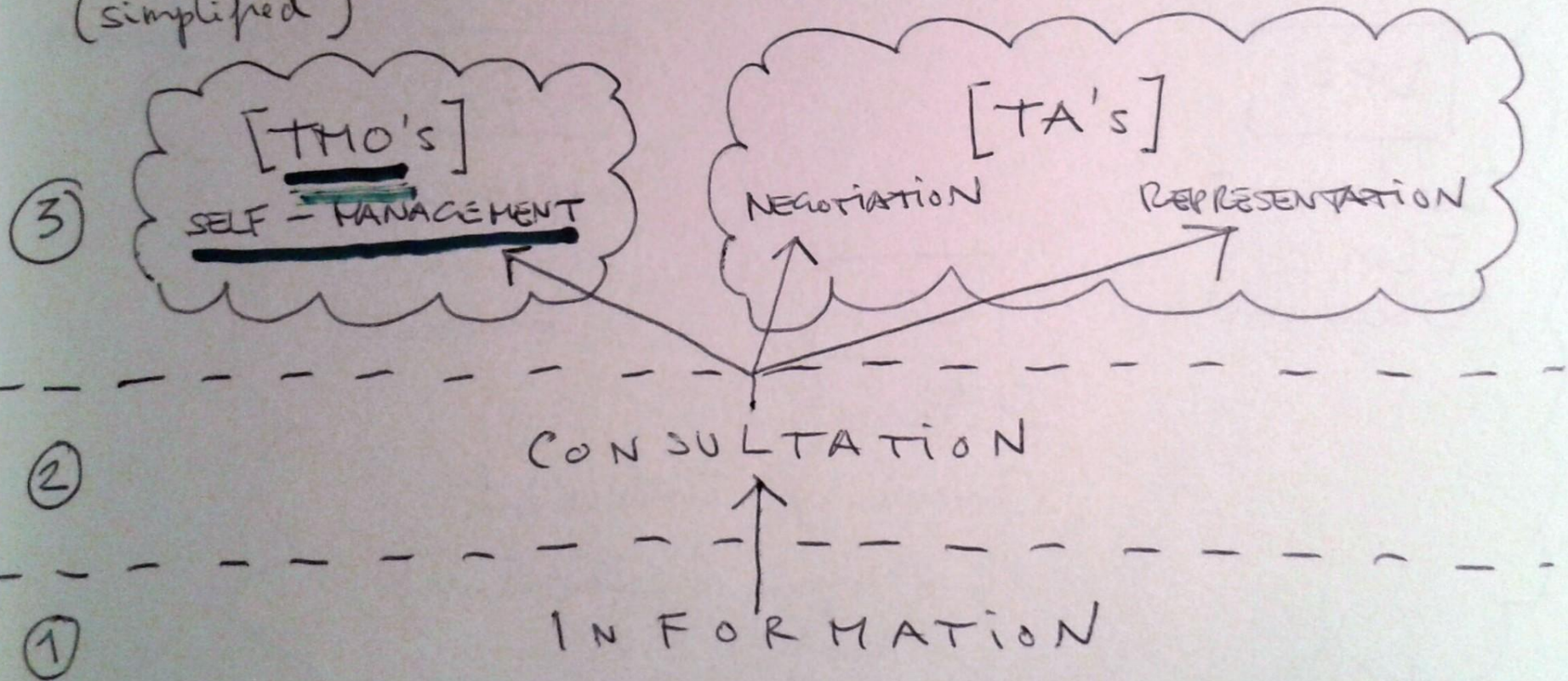
the role of TMOs and TAs in Social Housing

TP TENANT'S PARTICIPATION & SOCIAL HOUSING IN UK

- Ladder of Participation (simplified)

③ [TMO's]
SELF - MANAGEMENT

[TA's]
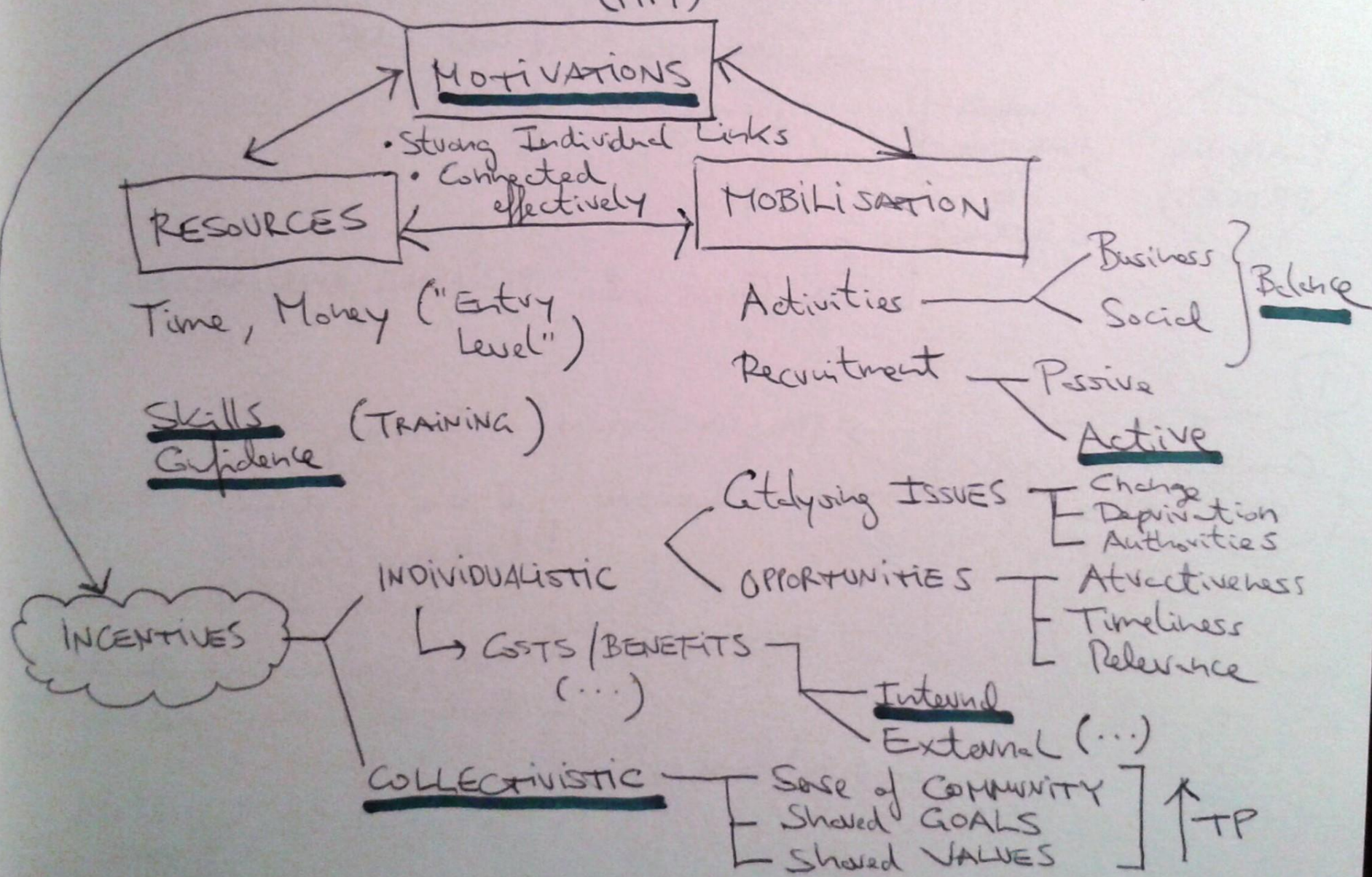NEGOTIATION   REPRESENTATION

② CONSULTATION

① INFORMATION

the participation chain

a theoretical model to explain the main parameters (facilitators & barriers) of tenant participation

- Participation CHAIN
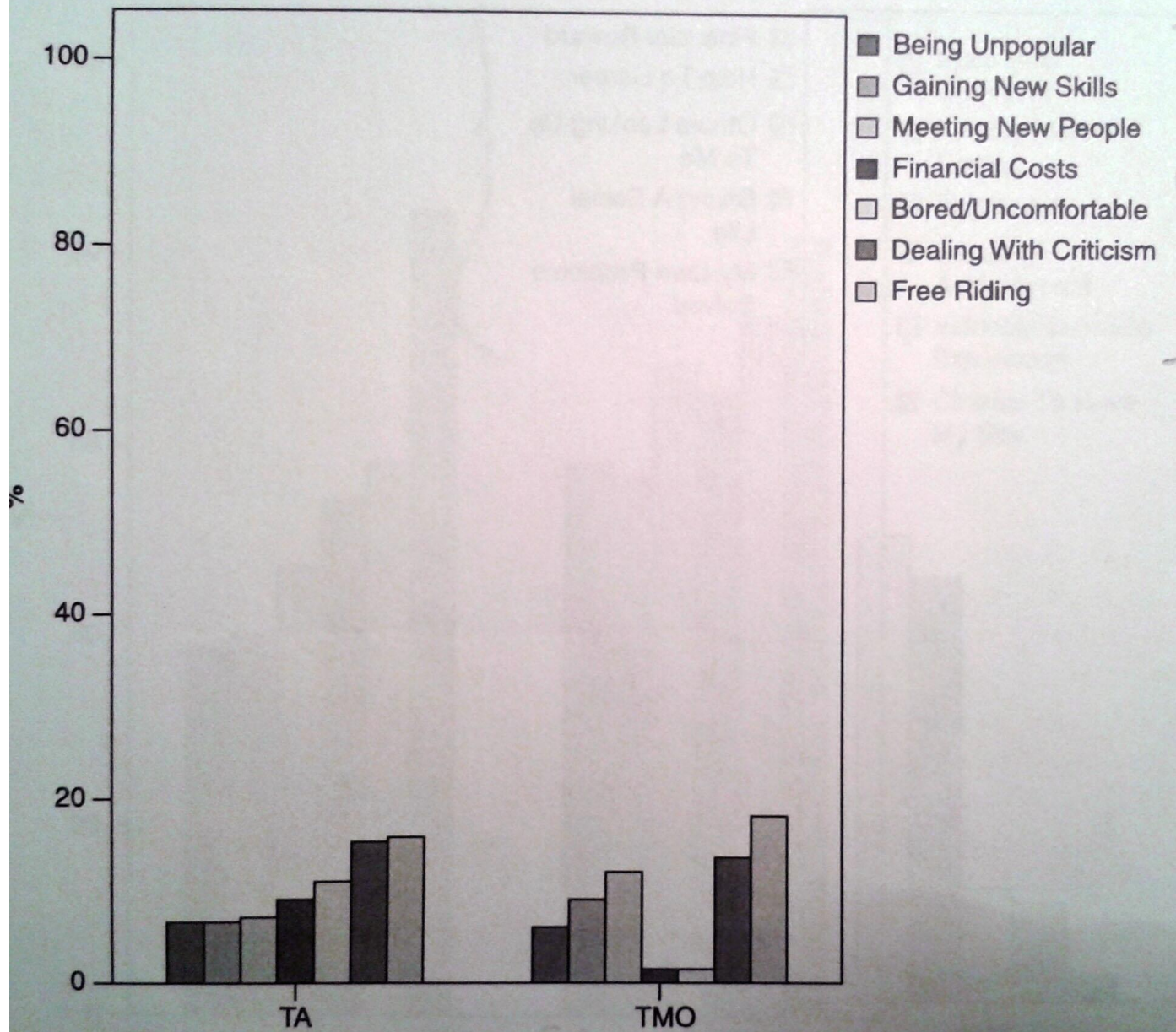 (a theoretical Model)

(MIT) Mutual Incentives theory

MOTIVATIONS

- Strong Individual Links
- Connected effectively

RESOURCES ← → **MOBILISATION**

Time, Money ("Entry Level")

Skills
Guidance (TRAINING)

Activities — Business } Balance
               Social

Recruitment — Passive
               Active

Catalysing ISSUES — Change
                     Deprivation
                     Authorities

INCENTIVES — INDIVIDUALISTIC — OPPORTUNITIES — Attractiveness
                                               Timeliness
                                               Relevance

              COSTS / BENEFITS (...) — Internal
                                        External (...)

            COLLECTIVISTIC — Sense of COMMUNITY
                              Shared GOALS   ↑ TP
                              Shared VALUES

Figure 4. Costs of participation

Figure 5. 'External' benefits

Legend:
- Financial Reward
- Help To Career
- Others Looking Up To Me
- Giving A Social Life
- My Own Problems Solved

Figure 6. 'Internal' benefits

Legend:
- More Self-Confident
- Feeling More In Control
- Enjoyment
- Sense of Achievement
- Valuable Learning Experience
- Chance To Have My Say
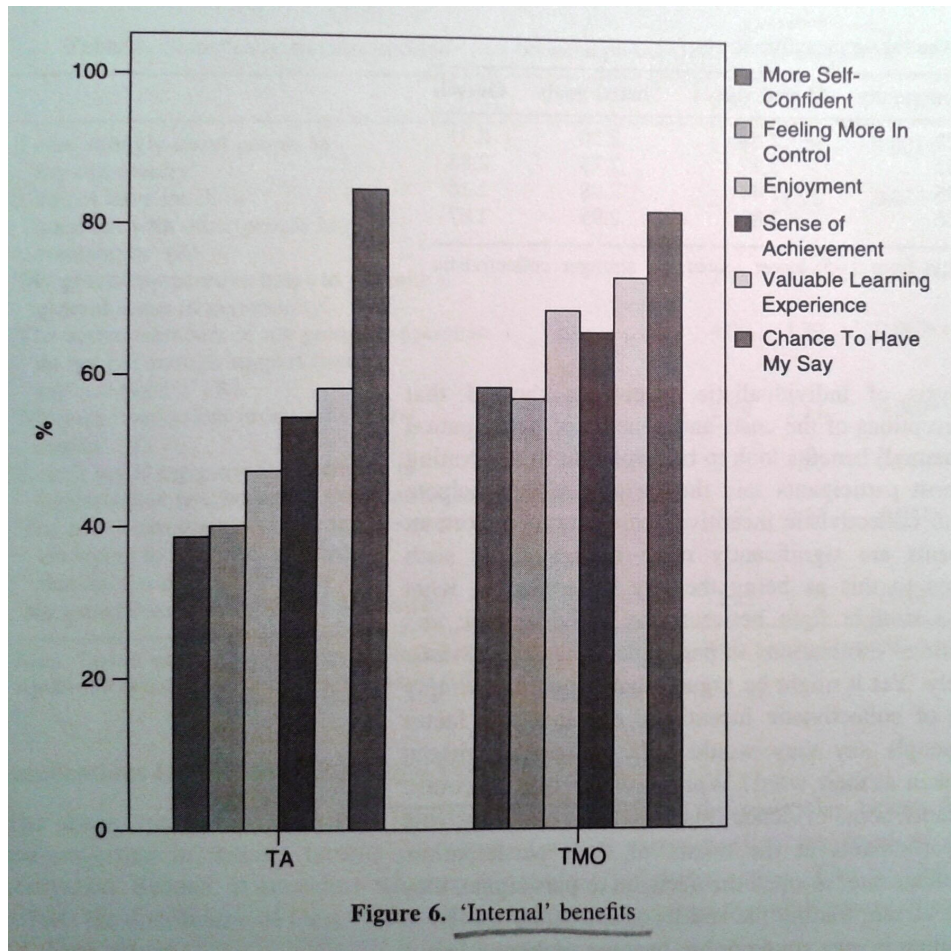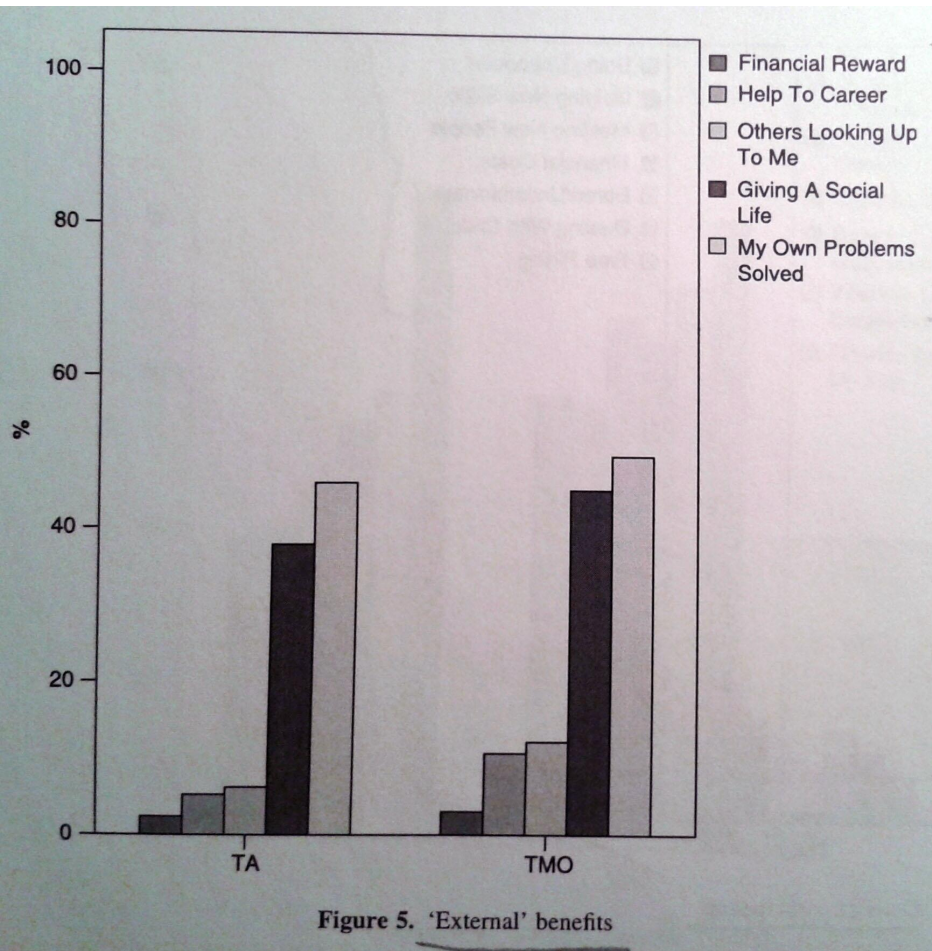
the legal framework in uk

community involvement in planning

[PLANNING & COMPULSORY PURCHASE ACT (2004)] ⟨ LOCAL DEVELOPMENT FRAMEWORK ⟩

requires → LDF → LDS Local Development Scheme (3 years programme)

DPDs
Development Plan Documents

SPDs
Supplementary Planning Documents

SCI
Statement of Community Involvement
↳ (Methods of Consultation) & Standards

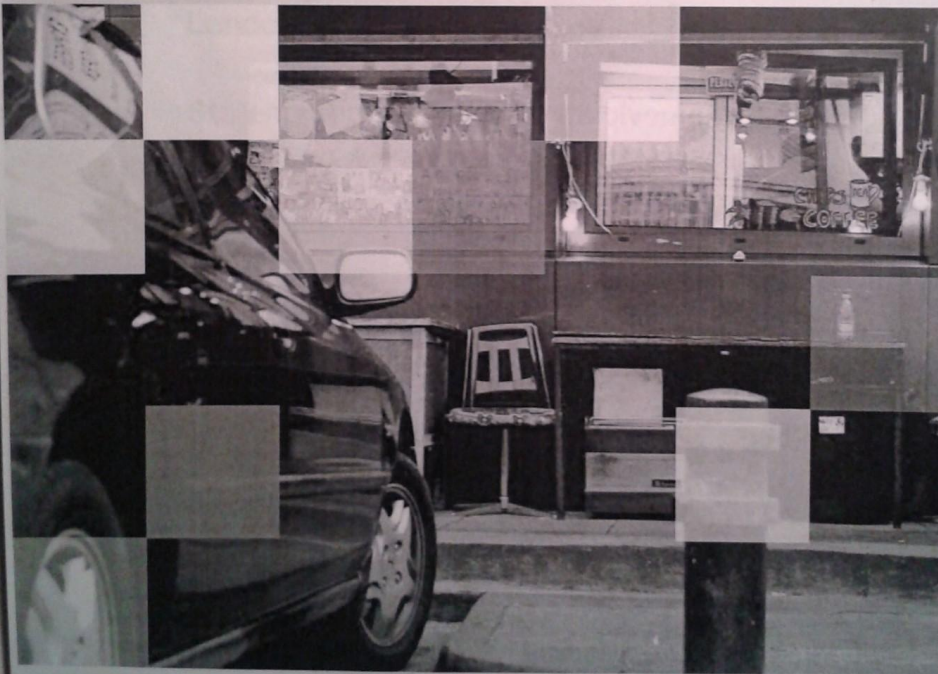LDDs Local Development Documents

LDF & SCI

consultation process on
- LDDs
- planning applications

LDF

Local Development Framework

Statement of Community Involvement
Approved November 2006

⊕ Hackney

Column 1:

- Issues/Options
- Key Stakeholders Engagement
- Drafting
- Political Endorsement
- Statutory Consultation – Level 1
- Analysis
- Feedback
- Re-Drafting
- Political Endorsement
- Submission to Secretary of State
- Statutory Consultation – Level 2
- Examination
- Recommendations
- Political Endorsement
- Adoption

Column 2:

- Drafting
- Key Stakeholders Engagement
- Drafting
- Political Endorsement
- Statutory Consultation – Level 1
- Analysis
- Feedback
- Re-Drafting
- Political Endorsement
- Adoption

(handwritten) MONITORING & REVIEW?

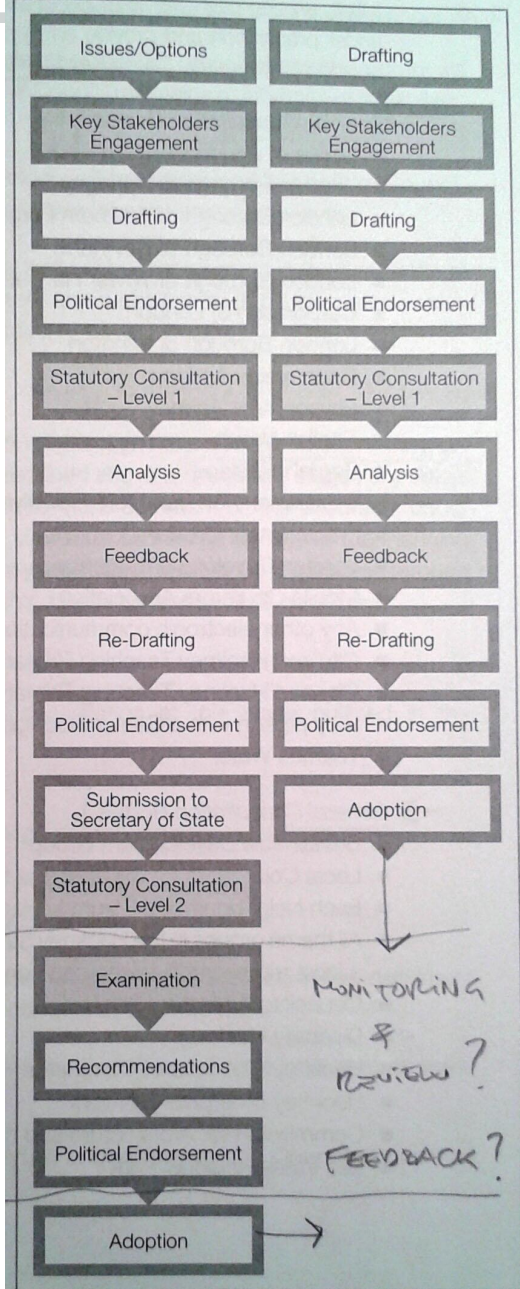*(handwritten)* FEEDBACK?

Figure 2 – Simplified diagram of the consultation process for LDDs

[HACKNEY LDF] → Simplified diagram of the
(P.11)   consultation process for LDDs:

PRE-PRODUCTION
- -

PRODUCTION   Issues / Options

                    ┌─────────────────────────────┐ Identified
                    │ Key Stakeholders Engagement │ by
                    └─────────────────────────────┘ Planning
                                                      Services
                    Drafting

                    Political Endorsement
                                                          Web
                    ┌──────────────────────────────┐   Copies
                    │ Statutory Consultation – Level 1 │   Media
                    └──────────────────────────────┘   Representation
                                                        (6-week
                    Analysis
                    ┌──────────┐   Protests
                    │ Feedback │ → Communicating   Formal
                    └──────────┘   results

                    Re – Drafting

                    Political Endorsement

                    Submission to Secretary of State

                    ┌──────────────────────────────┐ "
                    │ Statutory Consultation – Level 2 │
                    └──────────────────────────────┘
- -

EXAMINATION   ┌─────────────┐
                    │ Examination │
                    └─────────────┘

                    Recommendations

                    Political Endorsement
- -

ADOPTION   Adoption

┌──────────┐
│   │ → Stages where Community will be informed
└──────────┘   or will have the opportunity to be involved.

STANDARDS FOR COMMUNITY INVOLVEMENT

METHODS   Can Community or Stakeholder
(HACKNEY LDF)   propose a different method
P.16   ex-profeso?, Or a hybrid?

- Documents Available for Inspection
  at Council Offices during set
  Consultation Period   ⎤

- Letters to statutory Bodies   ⎥ STATUTORY
  (listed in Regulations)   ⎥

- Media (Local press, TV, radio...)   ⎥

- Internet (website)   ⎦

- Workshops (interactive)   ⎤

- Formal written Consultation   ⎥
  (referenda/ surveys/ leaflets/   ⎥
  newsletters   ⎥ REQUIRED

- Steering / Advisory Group ? Interest ⎥
                               groups ? ⎥

- Hotline / Contact no / Email /   ⎥
  / Contact Address   ⎦

- Focus Groups   ⎤

- Meeting Presentations   ⎥

- Official Launch   ⎥ REQUIRED / OPTIONAL

- One-to-one mtgs with Stakeholders   ⎥

- Public Exhibitions / Displays/   ⎥
  Stalls / Community Surgeries   ⎦

- Public Meetings / Area Meetings] OPTIONAL

Level 1: Education/information

leaflets/brochures (T)

newsletters (T)

unstaffed exhibits/displays (T)

advertising (T)

local newspapers (T)

national newspapers (T)

videos (IC)

site visits (T)

Level 2: Information feedback

staffed exhibits/displays (T)

telephone help lines (T

internet (IC)

teleconferencing (IC)

public meetings (T)

surveys, interviews and questionnaires (T)

deliberative polls (IC)

Level 3: Consultation

workshops (IC

focus groups/forums (IC)

open-house (IC)

open-house (on the Internet) (IC)

Level 4: Extended involvement

community advisory committees/liaison groups (ID)

planning for real (ID)

citizens' juries (ID)

consensus conference visioning (ID)

visioning on the Internet (ID)

FIGURE 3. Typology of potential methods of stakeholder consultation. *Source*: Petts and Leach (2001).

planning for real

innovative methods to engaging communities and promote an effective and inclusive participation

PFR® PLANNING FOR REAL
(Community Planning Process based on a 3D model)

FIRST STAGES

- Initial **SCOPING MEETING**
  (Requirements & Objectives)

- **Informal MEETINGS** with
  key Active Residents & Stakeholders

- **TRAINING DAY** on PFR process
  for the Local Community

- **PROPOSAL** Drafting: Programme
  ↳ Level of Support   & Quotation

PROJECT PLANNING — Project **Planning Session**:
  (understanding the Community)
  - **STAKEHOLDER MAPPING ACTIVITY**
  - Development of **PROGRAMME OF EVENTS**: Raising Awareness
    in the Community.
    Planning contact work
    Promotion & Publicity
    Opportunities & **Venues**
    for Consultation Events.

  ↳ **SUGGESTION CARDS → 3D Model**

  Option Cards → Specific to
  (Pre-Set) | (Blank) Neighbourhood.

          ↓
  STANDARD (Colour coded)
  - Housing
  - Leisure & Recreation
  - Crime & Safety
  - Traffic & Transport

MODEL MAKING → Making done Locally (usually children
                                        from local
                                        schools)
[600 × 600 Sections   ↓
of polystyrene board]   · Creates sense of Ownership
          ↓   of the project.
Easily Transportable   · Opportunity to learn about
                                 History, Issues & Opportunities.
                             · Makes less Confrontational the process
                                 of expressing opinions (through
                                 anonymous suggestions).

PFR EVENTS   - Work over 3D Model with
                           categorised colour-coded suggestion
(WHAT   cards.
is needed?)
                         ↳ Suggestions are recorded and all
                           data is inputted within a
                           KEY FINDINGS REPORT

PRIORITISATION & → **PRIORITISATION SESSION** ⎡ HIGH
ACTION PLANNING   ⎢ MEDIUM
                         · Sifting of Suggestions   ⎣ LOW
(WHEN?)   · Drawing out of Main Issues
   +   · Identify List of Priorities
(HOW & WHO)
                      → **ACTION PLANNING Session**

                         · Time Frames
                         · Training Needs
ACTION PLAN   · Actions **GROUP / OUTSIDE EXPERTS**
(NEIGHBOURHOOD DEVELOPMENT   (LAs, agencies...)
       PLAN)
Final   ↗ Informed
Findings   Choices ← **PARTNERSHIP** ←
Report   & Decisions   Residents ∩ Professionals