



Community Plan 2018-22

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1. Introduction & purpose

This community plan sets out our approach to developing our relationship with our residents and the local community. We will support and take advantage of existing local resources to develop existing Community assets within the Borough.

Colchester Borough Homes manages social housing in a number of wide ranging neighbourhoods across the Colchester Borough. These range from large housing estates to small clusters of homes in rural villages.

We know that the housing that we manage makes a significant impact on its local community. We want to support our residents to contribute to their neighbourhoods and to look after themselves and their family.

Through development of our services we will make them simple to access and understand. Using our resources (money and people) we will deliver positive outcomes to benefit local people.

2. Strategic aims

CBH's overall ambition as set out in our Strategic Plan 2017-22 is to be the **trusted choice for local housing, property and community services**.

We plan to do this by **servicing our communities** and **delivering services that are valued by our customers**. Focusing on our community work will help us develop the **partnerships that deliver for our communities**.

We will develop our headline measure of developing **partnerships that deliver for our communities** by listening to our residents to identify local solutions.

The aims of this plan are therefore to:

- **To raise awareness of our work in the community**
- **To make a difference in our communities**
- **To bring together organisations and residents for the benefit of the community**

Our ambition by 2022

Our aim is become **a community enabling leader for Colchester**.

To deliver this we will need to show that:

- **Others recognise the difference we make in our local communities**
- **We provide opportunities for residents to help themselves**
- **We contribute to better outcomes for our communities by working with others**

3. How we will achieve our aim

We plan to achieve our aim of strengthening communities in Colchester by:

- **Raising awareness of our work in the community**
- **Supporting community-led groups to promote resilience**
- **Enabling residents to help themselves**
- **Working more effectively with partners**

This will be supported by the projects and work streams in the Community Action Plan which accompanies this document.

4. How we will measure progress

We will monitor the following indicators to ensure we are on track over the course of the plan:

- Staff survey question on CBH's impact in the community
- The value of our social impact on communities¹
- Outcomes from a range of activities that reduce social barriers and develop skills

Given the qualitative nature of what is covered in the plan there will be more emphasis on reporting against specific workstreams.

5. Consultation

The CBH Strategic Plan 2017-22 gives overall direction to this plan. During its development we consulted with:

- Resident Focus Group
- CBH Board
- CBC Staff, July 2017
- CBC Senior Management Team & Directors Management Team
- Colchester voluntary services – Community 360
- Local strategic partners – One Colchester.

6. References

Essex County Council Strategic Plan

We will demonstrate our social value in monetary terms using the [HACT social value bank](#), which calculates the value of outcomes from activities. This is accredited methodology widely used in the housing sector to demonstrate social value and impact

CBC Community Plan

CBC Strategic Plan

7. Related documents

The CBH Medium Term Delivery Plan 2018-22 sets out how we will deliver services to the community on behalf of Colchester Borough Council to fulfil our management agreement obligations.

The CBH Customer Plan sets out how we will use customer insight to deliver services that reflect the needs and diversity of our customers. This is supported by our Resident Insight & Engagement strategy to develop our knowledge of our customers and demand for local services.

The CBH Strategic Plan 2017-22 gives overall direction to this plan.

The CBH Business development plan shapes how we will change the delivery of our services and generate income to support our work in the community

The CBH Value for Money, Technology & Investment Plan guides how we will work more efficiently and invest savings and new income for the benefit of the community

CBH People Plan sets out how we will ensure our staff can make a difference in the community.

CBH Leadership Plan sets out to show we can be trusted as an organisation by demonstrating real accountability to our customers.

Our Estates strategy will support this Community plan by engaging with local people to understand better how physical improvement might improve perception of safety and well-being.





Document control sheet




Title:	Community plan
Electronic File Name & location:	https://colchbh.sharepoint.com/sites/fnc/corpdoc/PolDevLib/CBH Community Plan 2018-22.docx
Consultation with stakeholders:	<p>The CBH Strategic Plan 2017-22 gives overall direction to this plan. During its development we consulted with:</p> <ul style="list-style-type: none"> • Resident Focus Group – July 2017 • CBH Board – various, 2017 • CBC Staff, July 2017 • CBC Senior Management Team & Directors Management Team – various, 2017 • Colchester voluntary services – Community 360 • Local strategic partners – One Colchester
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Document amendment history




Version	Type	Date	Notes
1.0	New	May 2018	New plan agreed by Board
2.0	Amended	February 2019	Updates approved by Board
3.0	Amended	February 2020	Action Plan updated and approved by Board
4.0	Amended	February 2021	Action Plan updated and approved by Board


Community Action Plan –February 2021

Focus	Actions/projects/workstreams	Lead	Due by	Success measure	Progress	Notes
Raising awareness of our work in the community	Draft and implement a communications plan to promote our work and impact in the community to local partners.	Communication Business Partner	Dec 2018	Impact on local Community Measured via Stakeholder survey	 Social media plan in place Brochure planned due for publication Feb 2020	
	Measure and publicise the value of our impact on the community	Performance Team	March 2019	Value of Community improvements measured (e.g. HACT) and publicised as part of communications plan.	 HACT presentation (May 2018) Agreed values (Nov 2018)	
	Raise staff awareness of CBH's community impact so they can be ambassadors.	Director of Housing Staff Forum	Ongoing	Staff survey response about CBH's impact in the community. (baseline 70%)	 Yammer and Social media updates for staff using #Community	
Supporting community-led groups to promote resilience	Enable those working in the community to support early intervention for those at risk of homelessness	Tracey Brushett	In progress	Duty to refer outcomes	 Homelessness Reduction Act in place from 3 April 2018. Training, advice and support provided to those working in the community to intervene early and direct for advice where appropriate.	

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						Communication in place and completion of Homelessness Prevention Charter
	Develop our volunteering offer	Karen Loweman Yvonne Day HR	Ongoing	Measured impact of staff and resident volunteering		New offer developed with Community360 Co-ordinator funded Over the past year staff have volunteered at the Colchester Foodbank, St Helena's Hospice, Colchester Hospital
	Support community, parish and neighbourhood plans	Housing Management Team	Ongoing	Staff involvement in community plans		Housing Managers to include within Service Plans for Community Housing Officers
	Empowering communities to develop support services	Resident Insight and Engagement	Ongoing	Outcomes from resident engagement & development		Grant funding outcomes monitored (2019) Small grants fund established with Outcome measures (2019)
Enabling residents to help themselves	Deliver money awareness initiatives for residents.	Resident Engagement Financial Inclusion Team	Sept 2020	Community Money awareness development		Events arranged in partnership with Citizens Advice and Colchester Credit Union. November 2019 – Citizens Advice service to be delivered from the GLHO one day weekly

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	Support skills development to support residents to manage their homes.	Resident Engagement	March 2021	Training courses offered / referrals made Evidence of outcomes from those attending		Training plan to be developed through Resident Engagement Officer. Funding available for 4 x training annually Training via Signpost and IT at Wilson Marriage Adult Education 2019 – First Aid training for residents and staff complete
	Help people access the internet	Resident Engagement Older Persons Services	March 2022	Increase in services delivered through online transaction		2019 I-tea training events held across 6 sheltered housing schemes 2019 – IT course for tenants held at Wilson Marriage centre 2019 – Wi-fi in place at all sheltered housing schemes 2019 - I-pads installed at 5 sheltered schemes 2020 – Covid-19 increased reliance on digital access. Increased training and equipment for tenants

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	Provide employment skills and experience opportunities to local residents.	HR	March 2022	CBH work placements, volunteering opportunities, apprenticeships and traineeships.		2019 - Link to skills development training at Colchester Institute 2019 - Vacancies with CBH posted to Facebook and Linked In
Working more effectively with partners	Commission services differently when providing grant funding to enable maximum measurable impact.	Karen Loweman Tracey Brushett	March 2022	Revised monitoring processes in place for range of services		Grant agreements in place for 2019 New small grant application process in place for 2019/20
	Improve information and insight sharing with local organisations to benefit communities.	Performance Team	Complete June 2019	New information sharing protocols in place. Community insight developed		University catalyst project to develop mapped hot spots to help us to develop measured impact of community interventions. Colchester Borough Council – Community Asset brochure published and presentation to Catalyst conference (June 2019)
	Improve partnership working to reduce handoffs & duplications.	KL/All	March 2022	New pathways & processes in place to reduce handoffs and duplication.		2019 Community Plan Group contacting local groups to promote and sustain partnerships

Focus	Actions/projects/workstreams	Lead	Due by	Success measure	Progress	Notes
	Work with other organisations to develop skills for employment	HR Resident Engagement	Dec 2020	Successful initiatives with Job Centre Plus, "Signpost" and adult education centres	 Developing programme with work coaches and adult education centre	Work experience placement in place with Military Correctional Centre.
NEW 2020/21 Encourage responsibility for the environment	Develop and educate residents to increase recycling and reduce waste Educate residents who behave anti-socially Encourage CBH staff and residents to reduce carbon emissions (transport, recycling, thermal efficient homes etc)	CBH Transformation project	March 2021			Local perspective: Unplanned outcomes as a result of Covid pandemic include: Increased education and support for those residents who perpetrate anti-social behaviour (no tenancy sanction and limited enforcement) Reduced use of paper – equivalent of 7k sheets of paper @12p a sheet = £840 in 2020/21 Board pack now digital Reduced staff travel – around xx miles reduction Rough sleeper outreach team provided with cycles through grant Energy value of homes to be calculated within stock condition surveys Acquired homes have programme to increase energy efficiency