

Evaluation of the Building Community Consortium Supporting Communities and Neighbourhoods in Planning Scheme

Final Report April 2012

Locality | Glass-House Community Led Design | CommunityPlanning.net | The Eden Project

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CONTENTS

		Page
	Executive summary	6
1.	Introduction	11
	1.1 About this Report	11
	1.2 About the Building Community Consortium (BCC)	11
	1.3 Evaluation of the BCC Programme	13
	1.4 What is Neighbourhood Planning-Ready?	16
2.	Evaluation Findings: Awareness Raising, Learning and Capacity Building	18
	2.1 Introduction	18
	2.2 Tier 1: Awareness Raising, Online Resources and Telephone Support	19
	2.3 Tier 2: Practical Workshops, Seminars, Policy Briefings and Planning Camp	21
3.	Evaluation Findings: Tailored Support	36
	3.1 Introduction	36
	3.2 Tier 3: Tailored Support	37
	3.3 Ten Case Studies of Tailored Support	47
4.	Evaluation Findings: Perceptions of Engagement and Delivery	52
	4.1 Introduction	52
	4.2 BCC Core Partners	52
	4.3 BCC Delivery Partners	54
	4.4 Collaboration	55
5	Key Issues for the Future: Conclusions and Recommendations	57
	5.1 Introduction	57
	5.2 Overall Performance	57
	5.3 BCC Programme Focus	59
	5.4 BCC Programme Delivery	61

Appendix A	Building Community Consortium Partners & Delivery Partners	66
Appendix B	Stakeholder Interviews	66
Appendix C	Evaluation Criteria for Neighbourhood Planning	67
Appendix D	Planning Camp - Front Runners Focus Group	70
Appendix E	Case Study Summaries	74
Appendix F	Full Analysis of Tailored Support Survey	98
Appendix G	Awareness Raising Events Evaluation Feedback	118
Appendix H	Project Based/Technical Events Evaluation Feedback	124

Abbreviations

CLG	Department for Communities & Local Government
BCC	Building Community Consortium - Locality, in partnership with Glass-House Community Led Design, the Eden Project and communityplanning.net (Nick Wates Associates)
BME	Black and Minority Ethnic
NP	Neighbourhood Planning

Index of Tables & Graphs

Table 1 Agreed outputs for CLG	12
Table 2 Summary of access to Building Community online resources	19
Table 3 Summary of online resources available through BCC	20
Table 4 Summary of BCC awareness raising events	21
Table 5 Summary of project-based & technical workshops and events	24
Table 6 Case studies	48
Table 7 Delivery of outputs against agreed targets	58
Graph 1 Regional spread of website hits	20
Graph 2 Applications for BCC tailored support, by month	38
Graph 3 Type of organisation that applied for tailored support	39
Graph 4 Types of area that applied for tailored support	40
Graph 5 Priority issues of organisations that received tailored support	41
Graph 6 Priority issues of organisations that received tailored support	41
Graph 7 Assistance most needed by organisations	41
Graph 8 How useful the websites information was to organisations	43
Graph 9 Training attended	44
Graph 10 Impact of support from BCC on neighbourhood planning-readiness	44
Graph 11 Quality of tailored support and impact on organisation	45
Graph 12 Impact of tailored support on project progress	45
Graph 13 Additional benefits/value added as a result of BCC support	46

EXECUTIVE SUMMARY

- i. This report presents the findings from the evaluation of the Building Community Consortium (BCC) programme of neighbourhood planning support activities.
- ii. Our overall impression is that it has made significant progress with raising awareness about neighbourhood planning amongst community groups, organisations and partnerships with an interest in improving their 'place' and understanding the opportunities now available through the Localism Act. Knowledge about neighbourhood planning has been increased and a significant number of local and community organisations are now much clearer about what is involved and how best to progress their schemes. Some specific successes include:
 - Over 64,033 hits to the websites
 - 24 awareness raising events delivered attended by 1,232 participants
 - 19 project based technical workshops delivered, attended by 468 participants
 - 103 organisations receiving tailored support, reaching 376 organisations supported
 - 26,500 fans on the Eden Project Facebook page that featured Neighbourhood planning
 - 282,995 visitors to the Eden Project having access to the BCC installation
 - A successful Neighbourhood Planning camp attended by over 100 people, including from 40 Neighbourhood Planning Front Runners
 - 78% of organisations that responded to the survey rating the quality of support as good or very good
 - 75% of organisations that responded to the survey rating BCC as effective in helping them overcome their challenges
- iii. Key learning has included:
 - Project-based training, workshops, study tours and planning camp provided valued project-based support to well over 100 groups
 - Analysis of delegate evaluation forms from seminars, workshops, project-based and technical one and two day workshops and events identified a high degree of effectiveness overall in supporting communities in neighbourhood planning issue
 - Groups did not follow progression routes through the three tiers of the programme
 - The key support required by groups was more around community engagement techniques and generic capacity building in the context of community led planning and community led design processes, and less about technical skills in isolation.
 - Tailored support is the most effective way to respond to the needs of groups
 - Requests for tailored support were low from Locality members, a target group that one might have assumed would have been more involved in neighbourhood planning due to their existing involvement in neighbourhood issues and community assets
 - While many groups reported that it was too early to tell how BCC support has assisted them to progress, improved confidence has been an important early outcome of BCC support
 - 'Preparing a neighbourhood plan' and 'community asset development' are the

priority issues for organisations seeking tailored support

- Whilst commencing the programme with a pre-existing menu of events and workshops provided a different route into support and a level of responsiveness in referring organisations onto tailored support, it limited the programme's offer and ability to respond to the scale of expressed needs of organisations in different types of places and areas.
- A clearer and stronger brand for BCC would have improved understanding of the programme and support available
- A single web portal to access the programme, with a focus on issues and areas of support, would have been easier for groups to navigate
- Ensuring a robust process to assess the needs of groups engaging in neighbourhood planning is a critical part of the process of providing tailored support
- Ongoing support throughout the neighbourhood planning process is very important to groups
- Sharing and acting upon the learning, experiences and good practise across delivery partners will increase effectiveness of programme delivery
- Consortium working would have benefited from partners allocating more time to get to know each other and share a clear understanding of core strengths

iv. BCC is a new initiative led by Locality, in partnership with Glass-House Community Led Design, the Eden Project and communityplanning.net (Nick Wates Associates) as 'core partners'. It is one of the four programmes funded by the Department of Communities and Local Government (CLG) in 2011/12 through the 'Supporting Neighbourhoods and Communities in Planning Scheme'.

v. The focus of BCC's programme has been to help communities and community organisations engage in planning and become 'neighbourhood planning-ready' through: awareness raising, online resources, telephone support, practical workshops/seminars, a residential Planning Camp, tailored support and policy briefings.

vi. The evaluation was undertaken by Paul Bragman Community & Economic Development Consultancy with Sorwar Ahmed UrbanEngagement and Marilyn Taylor Associates.

vii. It has involved a combination of desk-based research and document review and:

- 10 stakeholder interviews with core partners and delivery partners in the Consortium
- Interviews with representatives from other schemes funded by CLG under the Supporting Communities and Neighbourhoods in Planning Scheme
- 10 case study interviews with projects which received BCC bespoke support
- 41 responses (40%) from an e-mailed survey and follow up telephone interviews of the 103 organisations that received tailored support
- 38 Neighbourhood Planning Front Runner organisations consulted at Planning Camp

- Attendance and observation at 3 learning events/workshops

viii. As a new consortium BCC has delivered a comprehensive programme of support within a developing policy environment and challenging timetable.

ix. There have also been some specific challenges with the programme, which include:

- Designing and delivering a programme of support in a developing policy landscape, especially the unknown extent of the final provisions for neighbourhood planning within the Localism Act
- Designing a programme of support for a new area of activity without an existing evidence base about the types of support that would be most welcome or helpful
- Delivering support to groups who are sometimes initially unclear what they need at the beginning of their involvement in neighbourhood planning
- Low awareness of the Localism Act and its opportunities amongst many communities
- Time to deliver the programme was compacted into an eight month period
- Collaboration between the core partners took time to develop
- Tailored support was often concentrated into a few days of intensive assistance, and has left many groups needing more help as they progress schemes
- Lack of opportunity to share learning across the delivery partners
- Consideration of how BCC focuses and balances its support for neighbourhood planning going forward, bearing in mind:
 - The needs of the wider memberships/target audiences of the core partners
 - The need for generic information and capacity building for communities interested in getting involved in neighbourhood planning
 - The specific needs of groups taking forward neighbourhood plans which span both technical and process issues (including effective community and stakeholder engagement)
 - The expressed need for sustained, ongoing access to support by groups preparing neighbourhood plans

x. The report makes a number of recommendations:

Programme Focus

- *BCC should, in future, concentrate their activities and resources specifically on support to partnerships and organisations developing Neighbourhood Development Plans, as defined within the Localism Act.*
- *Strong linkages should be maintained with the core programmes operated by BCC Core Partners ensuring that learning from neighbourhood planning is appropriately shared and disseminated amongst their memberships and users. For example, the Community Organisers programme being run by Locality would benefit from learning about neighbourhood planning, what it involves and how to begin the process.*

Programme Information

- *Any future support programme should ensure strong branding that includes:*
 - *Its own website and URL*
 - *Clearly branded portals to this website on relevant partners' websites*
 - *Improved orientation of website information based on the key issues or stages involved in neighbourhood planning*
 - *An online community space for sharing amongst neighbourhood planning activists, including blogs*
 - *Information or briefings that are relevant to the needs of groups engaging in neighbourhood planning*
 - *Where to go for help, and who can help with what*
 - *Case studies and other write-ups of developing experiences*
 - *Access to useful templates such as briefs for architects, etc.*

Events and Workshops

- *All future events and workshops delivered as part of the BCC programme should be designed in response to the expressed needs of groups engaged in neighbourhood planning.*
- *The programme should provide a platform for peer to peer links and contact between communities involved in neighbourhood planning, e.g. by bringing groups together on an area and/or issue basis where appropriate.*
- *Some events/workshops or briefings should continue to be offered to specific sectors – e.g. developers and local planning authorities – to support their effective involvement in neighbourhood planning.*

Tailored Support

- *Future delivery of support should have one organisational lead supported by a broad delivery partnership network, or pool, of different organisations and partners with the specific technical and other skills required to support the needs of communities engaging in neighbourhood planning. The support provided should include:*
 - *Technical support at particular stages of the process, e.g. on Community Infrastructure Levy, S.106, New Homes Bonus, assessing development feasibility, environmental sustainability, etc.*
 - *Mediation support to address conflicts between stakeholders – e.g. District Councils and Town Councils, developers, etc.*
 - *Understanding and applying different consultation methods and techniques and how to ensure consultation is appropriate, sufficient and timely*
 - *Presentation and marketing techniques*
 - *Legal agreements to secure the land ownership, leasing arrangements and other details*
- *Ways to strengthen both the applications and the diagnostics process for assessing tailored support needs should be explored, e.g. an assessment visit made to those who meet the basic criteria for support. The diagnostics process should continue to lead to a matching process with a delivery support partner that has the right skills and expertise required by the group.*

- *Wherever possible, relationships established with communities engaging in neighbourhood planning should be for a minimum 2-year period, allowing for repeated access to support at key stages of the Plan's development (without having to re-apply each time).*
- *Support packages should aim to be of a minimum 10 days support in total over the 2-year period (recognising that needs will vary and short inputs may suffice in some situations).*
- *A mechanism should be established for wider delivery partners to share experiences and learning in order to assist and develop the ongoing programme.*

1. INTRODUCTION

1.1 About this report

This report presents the findings from the evaluation of the Building Community Consortium programme of neighbourhood planning support activities, one of the four programmes funded by the Department of Communities and Local Government (CLG) in 2011/12 through the 'Supporting Neighbourhoods and Communities in Planning Scheme'.

The evaluation has been commissioned by the Building Community Consortium (BCC), and is intended to capture the programme's overall outputs, explore the effectiveness of its different components, capture learning about community needs in relation to neighbourhood planning and inform the BCC core partners' thinking about their future activities.

This report draws together the evidence accumulated from the evaluation of the entire programme from its launch in July 2011 to March 2012, one month before its originally-scheduled completion (although the operational period has subsequently been extended by CLG by a further four months).

1.2 About the Building Community Consortium

The BCC is a new initiative led by Locality, in partnership with Glass-House Community Led Design, the Eden Project and communityplanning.net (Nick Wates Associates) as 'core partners'. A number of 'delivery partners', offering specific expertise in key planning and community approaches, are involved as part of the wider consortium (see Appendix A).

The BCC formed in response to CLG's call for funding applications from organisations seeking to deliver advice and support and guidance to enable communities to engage in planning.

The BCC's application of £814,000 was one of four programmes that was successful in securing funding from the £3.2 million scheme, for support and advice services during 2011/12. The others are Royal Town Planning Institute, The Prince's Foundation for the Built Environment and the Campaign for the Protection of Rural England with the National Association of Local Councils.

The focus of BCC's proposed programme was essentially to help communities and community organisations engage in planning and become 'neighbourhood planning-ready', encompassing the following objectives:

1. *Raising awareness of what planning means and of the potential for positive change it can offer communities.*

2. *Fostering interest and building capacity in socially, economically and environmentally sustainable placemaking.*
3. *Increasing skills and confidence around understanding, responding to and contributing to local development plan documents.*
4. *Enabling communities to work collaboratively and inclusively within their communities and with other stakeholders to develop a shared vision for their neighbourhood.*
5. *Assisting communities to engage more effectively with local and regional organisations.*
6. *Capturing and sharing learning.*
7. *Supporting communities to develop new sustainable neighbourhoods.*

The BCC's proposed work programme was organised under three main tiers of activity:



Table 1 below summarises the programme's agreed outputs for CLG.

Table 1: Agreed outputs for CLG

Outputs	Total
Web presence with over 20 links	20
Online resources with links to others	20
Website hits per annum	5,000
Online resources	20
Case studies	20
Best practice guide	1
Organisations and groups supported/provided with resources	1000
Taster workshops/seminars	20
Shared learning opportunities	15
National Neighbourhood Planning Camp	1
Development of policy briefings	4

In developing the programme, BCC partners were acutely aware of the uncertain policy environment for neighbourhood planning (given that the Localism Bill was still progressing through Parliament) which predicated a cautious approach in specifying too precisely what would be delivered. The level and type of response likely to be forthcoming from communities and community organisations was difficult to quantify in advance and especially in the early phases of delivery, reliance would have to be placed on partners' existing 'reach', products and services.

1.3 Evaluation of the BCC Programme

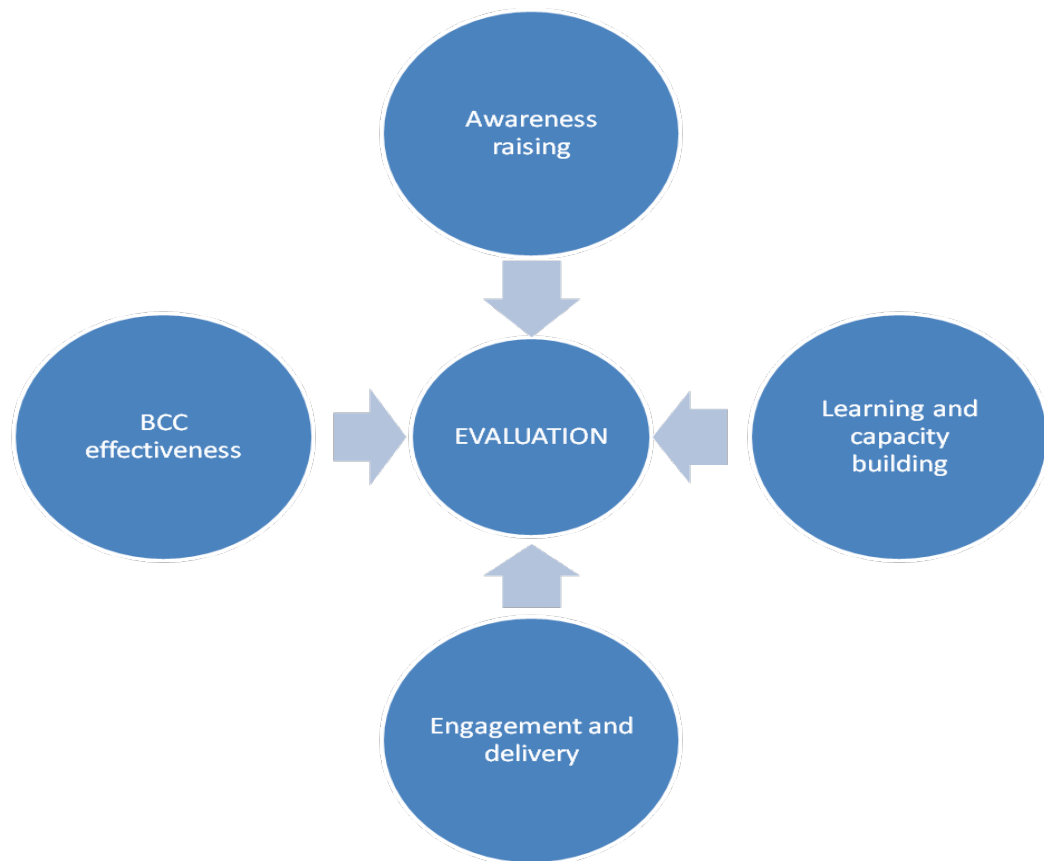
At the end of August 2011 Paul Bragman Community & Economic Development Consultancy with Sorwar Ahmed UrbanEngagement and Marilyn Taylor Associates were commissioned by BCC to evaluate their work under the 'Supporting Communities and Neighbourhoods in Planning Scheme'.

The evaluation team recognised that much of the data and other feedback capture would be taking place in real time, within a rapidly developing field, and indeed needed to be completed before the project itself reached the end of its funded period. The team felt they needed, to a large extent, to 'go on the journey' with the BCC as they developed a clearer understanding of community responses to the new opportunities for neighbourhood planning, and indeed of the best way to work together to maximise collective application of Consortium members' individual strengths.

In simple terms, the evaluation has set out to measure whether the programme has delivered what it set out to do, to capture the learning about community needs in relation to neighbourhood planning, and to inform the core partners' thinking about future activities they may pursue in this field.

The methodology was organised, or grouped, across the four key areas in which the programme aimed to make an impact:

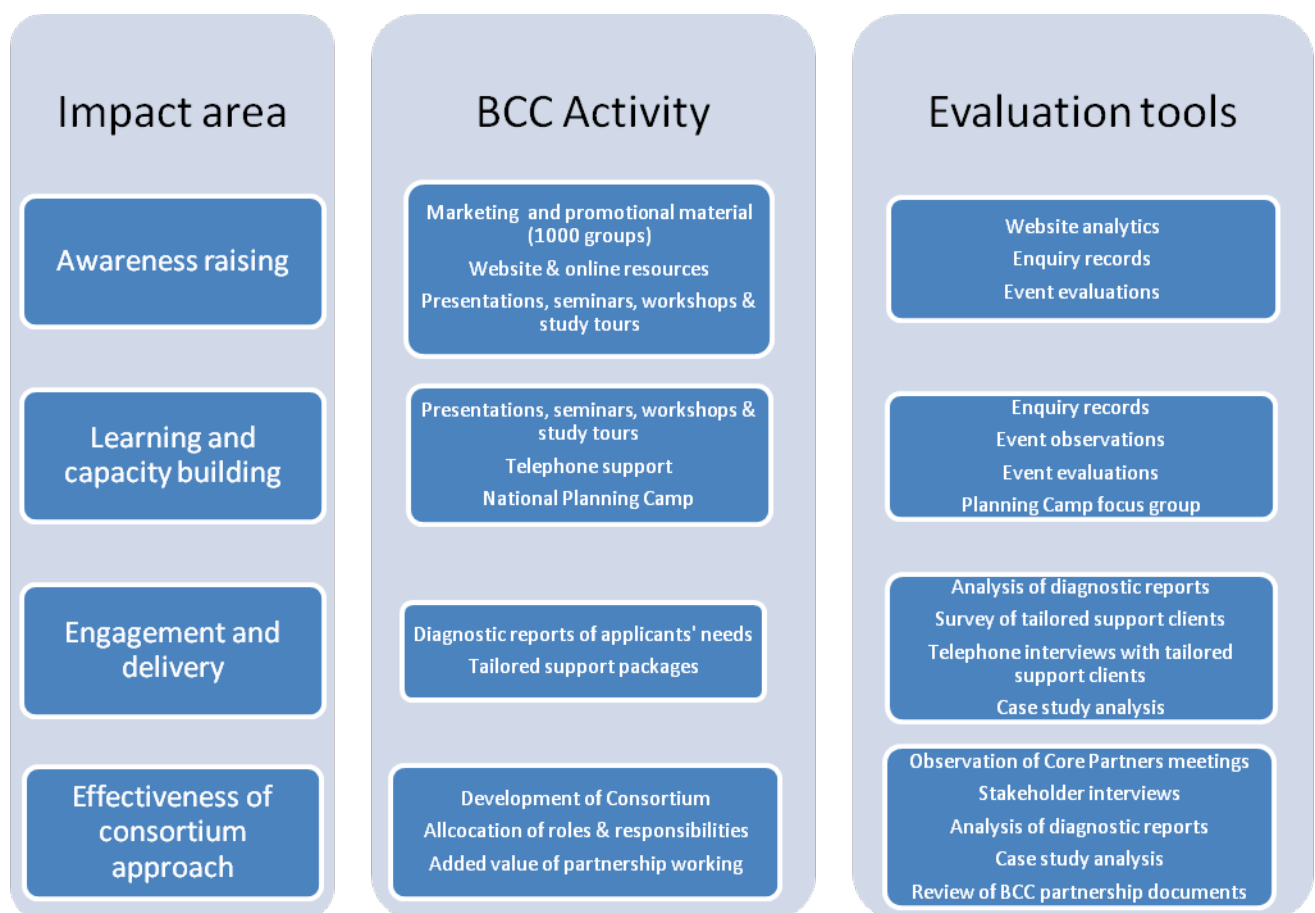
- 1) Awareness raising
- 2) Learning and capacity building
- 3) Engagement and delivery
- 4) Effectiveness of the Consortium as a delivery mechanism



Desk-top research was used to capture and collate existing information on:

- Web statistics held by each of the BCC partners in relation to this project, based on a common template prepared by the evaluation team
- Applications received from organisations applying for tailored support
- Numbers of projects provided with tailored support by: type of support/location/outcome/follow up
- Number of participants, and feedback from, the events/training days

Fieldwork was carried out between September 2011 and March 2012 using a mixture of data analysis, face to face and telephone interviews and e-mailed surveys to capture views of internal and external stakeholders and of users of BCC's services. A structured set of questions were utilised in the external interviews, while internal interviews involved discussion around core themes.



In summary, the fieldwork included:

- 10 stakeholder interviews with core partners and delivery partners in the Consortium
- Interviews with representatives from other schemes funded by CLG under the Supporting Communities and Neighbourhoods in Planning Scheme (an interview with the relevant programme lead at CLG, as the funder, was also sought but was not available).
- 10 case study interviews with projects which received BCC tailored support
- 41 responses (40%) from an e-mailed survey and follow up telephone interviews of the 103 organisations that received tailored support.
- 38 Neighbourhood Planning Front Runner organisations consulted at Planning Camp
- Attendance and observation at 3 learning events/workshops



1.4 What is Neighbourhood Planning-Ready?

Initial discussion with the BCC indicated that the meaning of the term 'neighbourhood planning-ready' was not clearly defined, and that therefore no criteria had been established against which to judge success. Proposing and agreeing an approach to this definition represented the evaluation team's first contribution. A total of seven broad criteria were agreed:

- NP0:** Engaging and enthusing individuals/groups and motivating them to get involved in local issues (this was a cross-cutting criterion)
- NP1:** Appreciation of the issues about which engagement with local planning can help
- NP2:** Awareness of community-led planning and design principles, techniques and approaches
- NP3:** Understanding of how to build effective local collaboration
- NP4:** Grasp of the main components of our changing planning system
- NP5:** Knowledge of what the Localism Bill/Act proposes for empowering communities in planning and neighbourhood planning
- NP6:** Where to go for more information, inspiration and support

The components within each of these broad criteria are set out in the template provided at Appendix C. The criteria agreed for evaluating the effectiveness of collaborative working within the BCC partnership are also included (referenced as CW1-CW4).

The above criteria cover quite a complex and wide-ranging set of issues and illustrate the strong emphasis in BCC's programme on awareness raising of neighbourhood and community-led planning activity in general. There was not a specific focus on local communities undertaking work to produce a Neighbourhood Plan as have now been defined in the Localism Act, although much of the above is certainly relevant to it.

The uncertain and evolving policy environment dictated the necessity for such a broad and flexible approach, but would inevitably pose considerable challenges to the BCC in delivering a clear 'product' or set of services. These challenges apply also to the evaluation process.

Finally, a concluding observation within this introductory section concerns the wide-ranging nature of new opportunities for communities being introduced through the Government's Localism proposals. They include new permissive 'community rights' to prepare neighbourhood plans, but also new rights to undertake development (the Community Right to Build), new rights to bid for 'assets of community value', and new rights to challenge statutory service delivery arrangements (the Community Right to Challenge).

For those on the ground, active in communities and neighbourhoods, there are potentially important relationships to be explored between these different activities. The commissioning of this evaluation is a commendable contribution to developing greater understanding of the types of support that will be most helpful to groups and neighbourhoods as they begin to respond to the new agendas becoming live in statutes in 2012.

2. EVALUATION FINDINGS: AWARENESS RAISING, LEARNING & CAPACITY BUILDING

2.1 Introduction

This section of the report presents the findings of the evaluation in relation to Tiers 1 and 2 activities of the BCC programme, which aimed to promote awareness of the new opportunities emerging from the progress of the (then) Localism Bill and, using the combined resources of the consortium's core partners, reach into the widest possible number of communities, organisations and partnerships to spread knowledge and information about community involvement in planning.

Summary of Key Findings for Tiers 1 and 2

- 64,033 hits to the websites of BCC core partners compared to a target of 5,000
- 56% of visits to BCC and core partners' websites were from London
- 113 online resources available
- 26,500 facebook fans
- 24 awareness raising events delivered with 1,232 participants
- 19 project based and technical workshops with 468 participants
- Feedback from 38 Neighbourhood Planning Front Runners highlighted that:
 - Key challenges include -
 - Finding best practice
 - Lack of resources
 - Engaging hard to reach groups
 - Sufficient resources to do the job properly
 - Keeping process manageable
 - Lack of clear direction
 - Future support needs include -
 - How to undertake effective consultation
 - Need to share learning
 - Greater clarity and guidance about where to go for help
 - Greater clarity about what is expected from Front Runners
 - Parish Councils need the support of professionals at the right time and cost to deliver neighbourhood plans

2.2 Tier 1: Awareness Raising, online resources and telephone support

Tier 1 support comprised:

- Web presence
- Online resources
- Signposting to existing resources
- New resources to fill gaps
- Development of best practice resources
- Telephone support
- Policy briefings

2.2.1 Access to Online Resources and Web-based information

An online network and web-based resources were an important part of the awareness raising function outlined in the BCC proposal to CLG. In practice, there was no single web portal for access into BCC's programme. All of the core partners' own websites provided some information and resources, with access to the core resource provided through links to a Building Community website address (www.buildingcommunity.org.uk), which was re-directed to dedicated Building Community pages on the Locality website. Uploading content to these different web pages across the four sites was not fully completed until August 2011.

Data collection on website analytics covers the period August 2011-31st March 2012. A summary of total hits to the relevant Building Community resources on the core partners' websites is shown in Table 2 below:

Table 2: Summary of access to Building Community online resources

	Aug 11-March 12	
	Total hits	% of total traffic
Locality	2,926	4.6%
Glass-House Community Led Design	9,593	15.0%
Communityplanning.net	27,441	42.9%
Eden Project	8,898	13.9%
BCC	15,175	23.7%
Total BCC	64,033	100%

Table 2 above highlights that over an eight month period there were 64,033 hits across the BCC partners relating to neighbourhood planning. This is well above the planned output of 5,000 hits. The wide distribution of hits across the four partners indicates that no individual site was recognised as the portal to access all information and resources in relation to the BCC programme. In particular, the Building Community pages on the Locality website received just under half of the hits achieved by communityplanning.net. Each of the partners' websites had links to the neighbourhood planning resources provided by the other partners.

The graph below details the location of the visits to the top 10 webpages. 24,948 hits were analyzed, representing 39% of all recorded web traffic. The graph highlights that the majority (56%) of visits to BCC and its partners were from London. This shows a higher level of demand for information and resources from people in London to other parts of the country. This level of interest is not reflected in the demand for tailored support.

Graph 1: Regional Spread of Top 10 BCC and Core Partners Webpages Visited

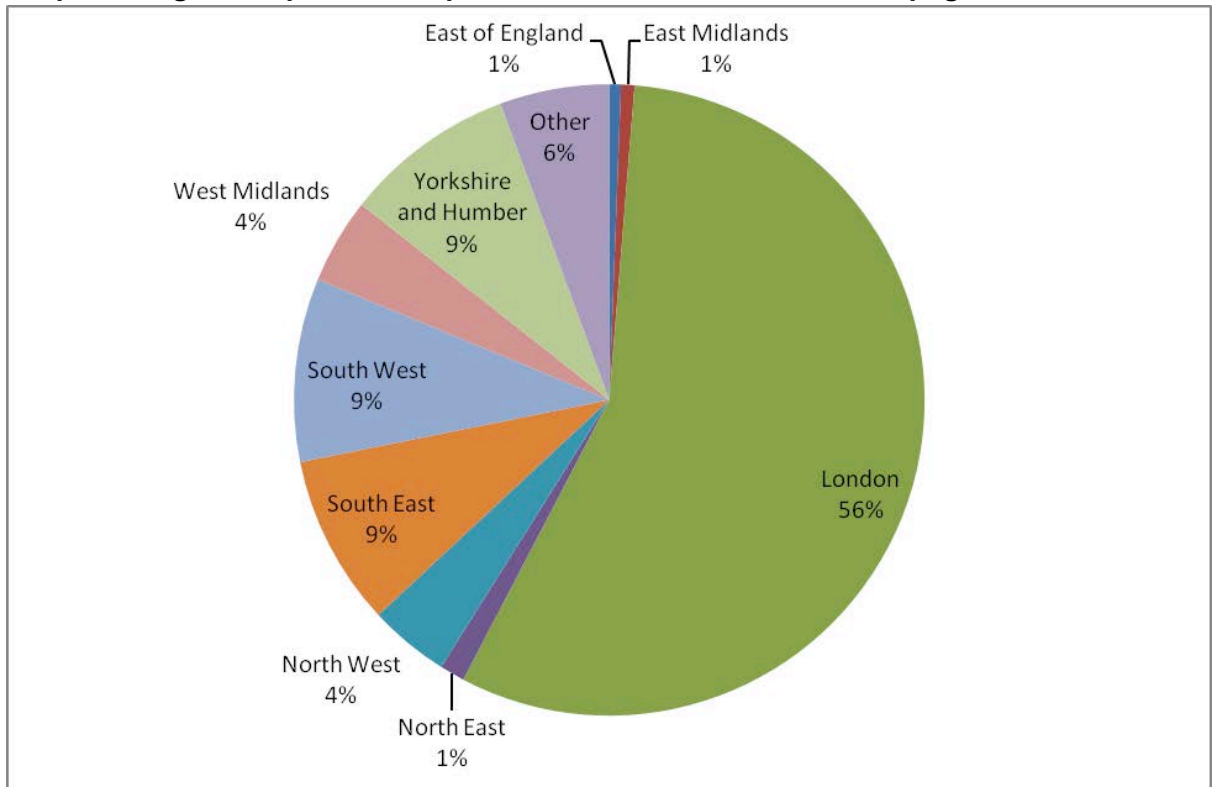


Table 3 below highlights the number of online resources available on the BCC core partners' websites. Across BCC it shows that there are over 113 webpages and resources available, over half of which are available on communityplanning.net.

Table 3: Summary of Online Resources Available through BCC

Number of pages/Online resources

	Link to BCC main site	Description of BCC programme	Events & Training	Registration & Feedback	Resources	Download report	Localism Bill	Total
Locality	0	1	3	0	1	0	10	15
Glass-House Community Led Design	1	6	2	1	1	5	0	16
community planning.net	3	5	0	2	28	21	2	61
Eden Project	2	2	1	0	6	0	0	11
BCC	1	5	2	1	1	0	0	10
Total BCC	6	14	6	3	36	26	12	113

2.2.2 Additional Awareness Raising Measures

Additional awareness raising measures have been implemented by BCC that have significantly extended the reach of neighbourhood planning and BCC's programme. These include:

- Neighbourhood planning has been featured on the Eden Project Facebook page which has 26,500 fans. It has also featured on the Eden Project/Big Lunch Blog
- Locality tweeted the arrival of Neighbourhood Planning to their 12,000 Twitter followers
- The BCC installation at the Eden Project continues to attract interest; since the exhibit has been in place they have received 282,995 visitors and this will increase dramatically over the summer

2.3 Tier 2: Practical Workshops, Seminars Policy Briefings and Planning Camp

Tier 2 support comprised:

- Taster workshops
- Training courses
- Peer study visits
- Events
- Seminars
- Responsive training courses and events
- National Planning Camp

2.3.1 Seminars and Workshops

A total of 24 awareness raising events have been identified as part of BCC's programme between August 2011 and March 2012, attended by 1,232 participants. In addition, two bespoke policy briefings were held – a Planning Policy Group meeting in October 2011, and a Third Sector/Developer Round Table in January

2012. Attendance at the scheduled events is shown in Table 4 below (noting that the 3-day residential Planning Camp held in February 2012 at the Eden Project is separately covered later in this section):

Table 4: Summary of BCC Awareness Raising Events

Workshops/Seminars provided	Date provided	Support provider	Numbers attending
1. Urban Design in London	01/06/2011	Locality	150
2 Urban Salon	09/06/2011	Locality	100
3 Planning training	10/06/2011	Urban Vision CIC	20
4 RTPI Planning Convention workshop	14/06/2011	Core partners	100
5 Aldgate Stakeholder Forum	21/06/2011	Locality	16
6 Sussex Neighbourhoods Plans Symposium	30/06/2011	Locality	75
7 Glass-House Community Led Design/Planning in London Conference	07/07/2011	Core partners	80
8 Building Community Roadshow Wolverhampton	07/09/2011	Locality & Glass-House Community Led Design	5
9 Creating Better Communities Preston	13/09/2011	Locality	35
10 Building Resilience Across the Movement, London	13/09/2011	Locality	26
11 Presentation to National Planning Forum	22/09/2011	Locality	39
12 Presentation to Wealden Parish Conference	28/09/2011	Locality	81
13 Presentation at Cornwall Council Neighbourhood Planning Workshop	03/10/2011	Locality & Eden Project	70
14 Urban Design London	05/10/2011	Glass-House Community Led Design	30
15 South West - No Nonsense Guide to Localism	05/10/2011	Locality	25
16 East Midlands Building Community Roadshow (Leicester)	14/10/2011	Locality & Glass-House Community Led Design	20
17 Localism in Leeds (Leeds)	17/10/2011	Locality	20
18 All Hot Air and Wind (Manchester)	01/11/2011	Locality and CSE	20
19 Shaping Your Place: Making the Most of Neighbourhood Planning (Chester)	02/11/2011	Locality, Eden Project and C2O Futureplanners	30
20 Action for Market Towns conference	09/11/2011	Glass-House Community Led Design	20
21 RTPI workshop: NPPF and the Localism Bill	16/11/2011	Glass-House Community Led Design	50
22 Northern Regeneration Summit	11/10/2011	Locality	30
23 Yorkshire & Humber Building Community Roadshow (Sheffield)	17/11/2011	Locality & Glass-House Community Led Design	10
24 RTPI SW	27/01/2012	Glass-House Community Led Design	180
		Total	1,232

Analysis of delegate evaluation forms from each of these events identifies a relatively high degree of effectiveness overall in supporting communities in neighbourhood

issues. Delegates rated each event on a scale of 1-5 ('5' being high) against the four key criteria below (with the average score across all the events shown):

- How would you rate the overall event? **(4.1)**
- Has the session helped you build awareness of community-led planning and design techniques? **(3.8)**
- Do you feel more confident about how you can develop local issues into action to improve your neighbourhood? **(3.6)**
- Has the session helped you to find out how you can understand the needs and aspirations of your local community? **(3.8)**

Many of the events that were delivered reflected pre-existing offers or models of support from the BCC core partners. Although these were not specifically designed to focus on the Government's Localism proposals, being focused more generally on community-led planning and community activity in relation to the built environment, they were consistent with the aims and objectives of BCC's programme.

Example of Comments

- *Well organised and the workshops well run. this was my first time but will be attending further*
- *Very well organised, excellent level of briefing material and wide range of participants and contributions...*
- *A lot of questions need to be answered before organisations can take this on board especially to pass on to member organisations.*
- *The conference made me aware of how little I knew re all the proposed changes taking place.*
- *Not so much on design, but the issues around community involvement, very much so.*
- *Talking to fellow course attendees has helped put things into perspective and I have a good idea on how I can move things on.*
- *Help with advocacy in dealing with Housing assoc and authorities and getting them to change culture*
- *Very new topic for me but a helpful introduction*
- *Very interesting & informative 1/2 day*
- *I have not previously been involved with this and the session was very informative*
- *Well done, well run, coherent, informative, an essential start*
- *Not really focussed on techniques*

2.3.2 Project-based, in-depth workshops and events

In addition to the awareness raising sessions, 19 in-depth, project-based and technical one- and two-day workshops and events were run, attended by 468 participants. These aimed to develop participants' understanding of community led planning and design. These are summarised in Table 5 below. At these events, several groups (working on projects involving open spaces, community buildings, neighbourhood urban design and carbon reduction projects) came together to learn

about planning and design processes and work with experienced practitioners to progress their projects, build capacity and confidence, and develop a greater understanding of how planning and design feeds into neighbourhood placemaking. The process of working alongside other community groups allowed them to network and learn from one another's experiences, as well as learn new skills and knowledge from 'experts'.

Study Tours enabled participants to visit inspiring and best practice examples of community led projects, meeting the people who have worked with their local authorities and other stakeholders to enhance and develop their neighbourhoods. Design Training enabled participants to understand the design process and how this is linked to making a more sustainable, thriving placemaking.

Design by Consensus is a hands-on workshop that brings together diverse stakeholders to negotiate a shared vision for physical change to support positive and sustainable change to a neighbourhood. (Note: this has been delivered as an independent scheduled workshop, within a responsive package of support and at the Planning Camp).

Community Planning Masterclasses provided an introduction to the principles and methods of engaging communities in planning and took participants through an exercise to create an engagement strategy for a scenario of their own choice. The Community Planning for Low Carbon Communities are similar but focused on reducing individual and neighbourhood energy consumption. A compressed version, encouraging people to think about green neighbourhood plans, was delivered twice at the Planning Camp.

Table 5: Summary of Project-Based & Technical Workshops and Events

Planning & Design project-based & technical workshops and Events	Date	Support Provider	Numbers attending
1. Neighbourhoods Study Tour, London	28-Sep	Glass-House Community Led Design	12
2. Buildings by Design, Liverpool	05/06-Oct	Glass-House Community Led Design	10
3. Community Planning for Low Carbon Communities, London	19-Oct	Cp.net	7
4. Design by Consensus, Sydenham, London	17-Oct	Glass-House Community Led Design	18
5. Spaces Study Tour, Bristol	21-Oct	Glass-House Community Led Design	13
6. Community Planning Masterclass, London	26-Oct	Cp.net	12
7. Neighbourhoods Study Tour, Stroud, Glos.	24-Nov	Glass-House Community Led Design	12
8. Neighbourhoods by Design, Basingstoke	1st & 2nd Dec	Glass-House Community Led Design	19
9. Community Planning Masterclass, London	18 th Jan	Cp.net	10
10. Design by Consensus, Canterbury	20 th January	Glass-House Community Led Design	15
11. Community Planning for Low Carbon Communities, Hastings	22 nd February	Cp.net	14
12. Neighbourhoods by Design, Birmingham	22 Feb23 & 24th Feb	Glass-House Community Led Design	10
13. RTPI SW, Bristol	27 Jan	RTPI	190
14. Creative Planning Camp :Design by concensus	5 – 7 Feb	Eden/ Glass-House Community Led Design	20
15. Neighbourhoods Study Tour, Sheffield	28 Feb	Glass-House Community Led Design	8
16. Hampshire ALC, Havant	1 March	HALC	70
17. Homes Study Tour, Manchester	6 March	Glass-House Community Led Design	5
18. Spaces by Design, Exeter	8 – 9 March	Glass-House Community Led Design	13
19. Building Study Tour, Liverpool	22 March	Glass-House Community Led Design	10
Total			468

Analysis of delegate evaluation forms from each of these events identifies a relatively high degree of effectiveness overall. Delegates rated each event on a scale of 1-5 ('5' being high) against the four key criteria below (with the average score across all the events shown):

- How would you rate the overall event? **(4.3)**
- Has the session helped you build awareness of community-led planning and design techniques? **(4.1)**
- Do you feel more confident about how you can develop local issues into action to improve your neighbourhood? **(3.8)**
- Has the session helped you to find out how you can understand the needs and aspirations of your local community? **(3.7)**

Example of Comments

- *There is a lot to pack into one day and you gave a really good overview*
- *The masterclass was very stimulating and informative. It was also useful as a networking event, especially as members details are being passed on*
- *Really enjoyed the variety and depth of the speakers*
- *Balance felt right. It would always be good to stay a bit longer at each project. But as contact was made, can always visit again*
- *Very useful, spent extended periods thinking about my organisation as a whole rather than focussing on specific issues as we do in meetings*
- *They have helped us focus on the way forward and on the immediate projects we should be tackling*
- *The subject is important as its only the applicant who gets an opportunity to appeal but the training did little to help overcome the hurdles that exist for objectors to schemes that HMG wants to promote*
- *Best in afternoon with more specific emphasis on Canterbury – rate 5 for afternoon and 2 or 3 for morning'*
- *The best thing was the opportunity to meet like-minded people*
- *The masterclass was very stimulating and informative. It was also useful as a networking event, especially as members details are being passed on*

Observation of Events

The evaluation team undertook a qualitative assessment of a sample of events delivered by BCC. The events selected were the Neighbourhoods by Design (NbD) training event delivered by Glass-House Community Led Design in Basingstoke on 2nd December 2011, and the Community Planning Masterclass (CPM) delivered by communityplanning.net (Nick Wates Associates) in London on 18th January.

i) Participants

Both events were well attended, and represented a range of participants from BCC's target groups. The NbD event addressed four groups from London and the south of England involved in neighbourhood and planning issues. These included residents from a housing association, parish councillors involved in a community plan, a council officer and residents from a Neighbourhood Planning Front Runner, and residents concerned about a site in north London. The CPM event was attended by a mix of participants comprising third sector organisations, consultants working with

community groups or getting re-training, and a resident from a parish in Hertfordshire who has been appointed as the chairman of a newly established neighbourhood planning steering group. At this event, most participants were interested in general community planning techniques, although some were already involved in projects emerging as a result of Localism proposals.

ii) Quality and effectiveness of the event

The events engaged participants actively in learning, both in discussion and in practical exercises. In the CPM event, there was a marked difference initially in the quality of discussion from participants who were already engaged in neighbourhood and community planning issues, and those that were still learning about the process. Both events used case examples and references well to illustrate techniques and provide resources for future use.

The mock exercises were well prepared, of a high quality, engaged participants well and aimed to cut through jargon and process. To some extent, their relevance to the preparation of neighbourhood plans was not exploited fully. However, issues discussed in both events related well to the purpose of the event and learning aims, and the presenters were well informed and responded to questions clearly and effectively.

The relationship of the events to the BCC's programme of support was made clear in both events, as was the status of the delivery organisation as a BCC core partner. There did not appear to be a clear link between the events and BCC's tailored support programme, as few of the participants had made approaches to BCC or were receiving tailored support. The events did not appear to offer a specific progression route to other forms of support from the BCC programme.

Overall, both events were professionally delivered, engaging and effective in providing training on key skills and competencies needed for groups to be more confident and competent in pursuing action at a local level. While this is based on a small sample of events, in the future there is scope for BCC to consider better integration of such capacity building events into the progression routes for tailored support, and to exploit their role in raising awareness about neighbourhood planning provisions specifically.

2.3.3 Policy briefings and round-tables

Two bespoke policy briefings were held with a wider group of stakeholders as part of this tier of support. These were intended to raise awareness and promote the programme's activities, as well as to gather feedback on the programme's approach and intelligence from practitioners' work on the ground.

i) Planning Policy Group

This meeting in October 2011 engaged a range of stakeholders from BCC core partners and delivery partners to academics and third sector organisations. The meeting discussed the production and dissemination of 'think pieces' on neighbourhood planning. The role of neighbourhood planning within the Localism agenda was discussed, together with an overview of the BCC programme and the scheme evaluation.

Key issues arising included:

- Neighbourhood planning should be seen in context of community resilience
- There is a need to explore and highlight collaboration between local planning authorities, communities, housing associations and businesses
- Is the focus the Plan or the Process? – the Neighbourhood planning process provides an opportunity for engagement on neighbourhood/community development issues, before the usual first contact with a developer which happens at a public exhibition of the development proposals
- BCC can highlight the need for, and support communities to develop, a strong evidence base, as this can support stronger engagement with developers and lead to more collaborative planning
- Can BCC's neighbourhood planning support programme identify and build on the 'safeguards' needed in the neighbourhood planning process to prevent the private interests of powerful development interests (and, indeed, local authorities' interests) from overriding communities?
- There is a need to engage with policy-makers (in central and local government) and develop their skills and adaptability in engaging citizens
- Communities could suffer burn out through the intensive commitment needed through the NP process, so a focus on communities-driven neighbourhood planning could be problematic for delivery
- There is a need for a system of appeals to enable non-conforming community plans to be enacted, if Localism is to be supported
- The resourcing and implementation of Neighbourhood Plans is a key issue – it may be possible to focus on the Green Deal and other funding opportunities
- There is a need to identify good examples of place-shaping leadership – this requires a culture of engagement, that facilitates better and quicker planning. Although the engagement process may take time, it delivers better results
- A place-shaping approach to neighbourhood planning is possible irrespective of planning reform. Thinking about local issues, place and services is how people engage with planning issues

ii) Developer/Third Sector Round-table

The Round-table meeting held in January 2012, sponsored by URS Scott Wilson, aimed to strengthen links between the third sector and developers, and to help create partnerships to deliver sustainable growth at the neighbourhood level. In particular, it sought to discuss developers' role and understanding of neighbourhood planning, and how engagement between developers, third sector organisations and communities could be improved to support delivery. The meeting was attended by a range of Neighbourhood Planning Front Runners, other third sector organisations in housing and community action, developers, the Town and Country Planning Association, URS Scott Wilson, Eden Project and Locality.

The following key issues were identified:

- The planning and Localism reforms will have significant challenges and opportunities for organisations that are rooted in communities, hence they have to engage with change
- The Localism Act and neighbourhood planning offers a way of achieving a balance between investment and engagement with local concerns
- With the level of reform underway and the loss of guidance within the National Planning Policy Framework, communities will find it difficult to access guidance on how to engage with the new policy context
- In taking forward neighbourhood planning, it is important to consider carefully who is engaged locally. Getting the right people engaged from the start will help to establish consensus – this should include developers, faith groups, statutory bodies etc.
- Evidence will be key to developing neighbourhood plans, although it is subject to limited resources and is often contested. Jointly commissioning evidence should be considered, using an agreed brief and sharing the results with all parties
- There is a need to consider ways of improving relationships between communities and developers, as there is widespread cynicism about developers and their intentions
- Viability is a key issue – there is a need for a more open process to discuss viability and manage expectations
- There is a need for capacity building of communities to be able to participate, and to learn the language of development and design
- Neighbourhood Planning offers an opportunity to consider new models of delivering homes locally, e.g. through co-housing, rather than the traditional developer-led model – disillusionment with developers and perceived 'NIMBYism' may reflect a lack of trust, which sometimes results from the perceived poor quality products being delivered
- Localism implies a longer-term relationship with communities and better understanding
- Some developers have a history of good engagement locally – but there are sometimes barriers put up against developers contributing to evidence bases and engaging with local planning authorities early

- The most engaged developers have found that development schemes take less time and resources if engagement is done well – however, small developers often do not have the time and resources to engage well
- Working with communities to develop a vision, using participatory budgeting, can be a useful tool
- Breadth of vision develops over time through engagement – if a neighbourhood plan is to be robust and pass a referendum, meaningful engagement based on shared visioning must be used to develop a critical mass of community support
- Good engagement requires considerable investment of resources up front – some developers commonly invest millions of pounds in long term engagement on major development schemes
- It is important for communities to engage with *landowners*, not just *developers*, and the focus should be on *place*, not just *sites*
- The development process can support the consultation process, by sharing technical skills with communities, e.g. in developing options and undertaking viability appraisal
- There is a need to consider guidance for communities, e.g. generic methodology and data sources – could local authorities provide this through their ‘duty to support’ neighbourhood planning?
- There may need to be a culture change amongst local authorities to own the neighbourhood planning process – however, this is linked to the capacity and skills of both local authorities and communities
- Sharing the learning from the experience of communities which have gone through the process could help to demonstrate good practice and motivate others

2.3.4 National Neighbourhood Planning Camp (3-day residential)



Photo: of Visual minutes <http://visualminutes.co.uk/>

Planning Camp at the Eden Project was intended to be the key networking and learning event for organisations that had received tailored support from BCC and other communities with an interest in neighbourhood planning and local issues. Following a meeting attended by Locality where the need to develop a network for Front Runners was highlighted, and picking up threads of discussion in CLG, the focus for Planning Camp changed from organisations that had been offered tailored support to Front Runners from across the country.

Over 100 people attended the event, from 40 Front Runner organisations. The event was designed to give residents and community leaders the know-how, inspiration and confidence to return home and make a real difference to the communities where they live and work.

The map below illustrates where the Front Runners attending the conference were from:



Key: green dots denote Front Runners in Wave 1; yellow - Wave 2; blue – Wave 3; red – Wave 4.

The three-day programme included:

- Local site visits to see the work communities are already doing, including community land trusts, as well as charities involved in accessibility and education
- Interactive workshops e.g on engagement and neighbourhood planning
- Speakers e.g. on neighbourhood planning, community planning in action
- Debates and group discussion about effective approaches to public engagement

The evaluation team attended and observed the event, consulting delegates about their neighbourhood planning experiences.

i) Front Runner consultation exercise

It was agreed by BCC to use the opportunity presented by the attendance of Front Runners to build an evidence base of need around neighbourhood planning, based on the front line experience of those already embarked on the journey. A consultation exercise was held to explore the four key questions below:

- What has been your experience of neighbourhood planning?
- What have you achieved through neighbourhood planning?
- What have been the 3 main challenges you have experienced with neighbourhood planning?
- What areas of support do you need with neighbourhood planning in the future?

A summary of the results of the consultation exercise is presented below. 38 of the 40 Front Runner organisations contributed responses (see Appendix D for full details of the responses).

a) *What has been your experience of neighbourhood planning?*

When asked about their experience of neighbourhood planning, responses were wide-ranging and reflected both the challenges being faced at local level as well as the opportunities being generated by the stimulus of Localism and neighbourhood planning. Recognising that many Front Runners are at the beginning of the process was important, along with it often being bewildering, confusing and uncertain. However this was matched with the recognition of the potential and opportunities for communities to influence at the local level, alongside some genuine excitement and enthusiasm. There was also a need to establish more knowledge about professional support that can assist them.

For example, responses included:

- We are at the beginning we don't know what the council are doing
- We are at the start and have realised we can do it anyway our way
- Excellent opportunity for the local authority to understand priorities at the local level
- Limited in very early stages. Very supportive Parish Council but overall lack of real direction – learning environment for all
- Its early stages but so far its been hard to win people/stakeholders round to it being a useful exercise
- Positive but hard work – time and resources are important

b) *What have you achieved through neighbourhood planning?*

Recognising the early stage in the development of neighbourhood planning, this question aimed to establish what the outcomes or consequences of the process have been to date. Responses from Front Runners about what they have achieved through

neighbourhood planning varied, ranging from the development of skills and knowledge, to the engagement of local communities.

For example, responses included:

- Engaged directly with 10% of the community. Indirect contact via website/facebook/twitter – engaged directly with distrustful landowners
- Started to engage the community
- Began to realise the challenge
- Getting neighbours out of their houses – means we have started taking to each other
- How best to understand opinion of village residents to planning options

c) *What have been the 3 main challenges you have experienced with neighbourhood planning?*

When Front Runners were asked about the main challenges experienced with neighbourhood planning to date, a large number of responses centred on resources (money, time and people), alongside the challenges of engaging the community. They also highlighted the need for clarity about the purpose, parameters and processes for neighbourhood planning, and the need to share best practice.

For example, responses included:

- Confusing – hard to get through the jargon / planning process – who decides what
- Finding best practice
- Lack of resource: time, skills, money, wider; engaging with the community
- Difficulty in getting to hard-to-reach groups whilst keeping aspiration of difficult-to-avoid people in proportion!
- Having sufficient resources to do the job properly
- Not biting off too much at once
- Still too many questions and few answers
- Lack of clear direction from on high

d) *What areas of support do you need with neighbourhood planning in the future?*

When asked about the main areas of support Front Runners needed with neighbourhood planning in the future, responses were varied. They included clarity on the elements of a neighbourhood plan and who can help/advise communities, alongside opportunities for Front Runners to link to each other and share best practise. The need for more events to address the needs of groups, alongside more guidance and clarity, was also highlighted by a number of Front Runners.

Responses included:

- Need for clear information on technical requirements/legal requirements of Neighbourhood planning... e.g. Sustainability Appraisal, Examination, Referendum, People need to be made aware of these BEFORE embarking on a NP
- We need a storyboard for a Neighbourhood Development Plan – what does it look like? – steps and essentials / elements to putting one together
- An inspiring online community space of others on the journey. Short, punchy from blogs
- Some basic rules but not too much. It's our plan!
- Clarity from CLG – Regulations – Practice Guidance
- Resources and toolkits (people/expertise not just money)
- Put in place a proper dissemination programme after front runner

ii) **Front Runner Focus Group – Future Support Needs**

At Planning Camp a number of Front Runner organisations requested a focus group discussion on future support needs and messages to be reflected back to Government. Facilitated by Locality, the focus group was attended by 15 participants and developed into a lively discussion. Of the 15 people participating in the focus group, two intend to produce a neighbourhood plan in 2012.

Key themes that emerged in the discussion centred on the following:

- Concerns about how to undertake effective consultation
- Need to share learning from Front Runners.
 - A portal to capture experience, learning and toolkits, could also provide an opportunity to share and disseminate research. For example it would be useful for Front Runners to share plans for others to scrutinise - this could hold templates and pro forma letters
- Greater clarity and guidance as to where to go for help – who can help with what:
 - Where to go e.g. to develop briefs for support
 - Who can provide help at what stage
 - References to real experience
- Greater clarity as to what is expected from Front Runners by CLG
- While plans are being developed there should be a calm period on any new developments and an opportunity for the planned developments to be incorporated into the plan
- Parish Councils feel ignored, they need the support of professionals at the right time and costs and then they would be able to deliver neighbourhood plans
- Support is the key and a crucial requirement



3. EVALUATION FINDINGS: TAILORED SUPPORT

3.1 Introduction

This section of the report examines the delivery of the Tier 3 elements of the BCC programme, relating predominantly to the provision of direct support, tailored to the specific needs of applicant groups engaging with planning issues in their communities, including those working specifically on neighbourhood planning. Data is summarised to explore the response to this element of the programme (which was by formal application), the approach to needs assessment and the general satisfaction levels of those accessing this element of the BCC programme.

Summary of Key Findings for Tier 3

- 40% of applicants for tailored support were community based organisations
- The highest number were from London (23%), closely followed the South West (20%); none were received from the East of England; and very low numbers from more northern areas
- Over half (54%) of the areas that applied for tailored support were from mixed and residential neighbourhoods in urban areas
- Writing a neighbourhood plan and community asset development were the priority issues for organisations that received tailored support
- Groups that applied for tailored support felt they needed most help with understanding the Localism agenda and community/stakeholder engagement. Understanding community led planning and information on where to get help and advice also featured strongly
- Groups that received tailored support reported that the greatest impact of BCC support was in 'appreciating community led planning and design principles', and 'knowledge about how Localism empowers communities'
- Feedback from groups who received tailored support highlighted that Communityplanning.net and the BCC websites had the most useful information
- 80% of groups that received tailored support did not attend BCC training or events
- Groups reported that appreciating community led planning and design was the area of support from BCC that had the most impact.
- Requests for tailored support was low from Locality members, a target group that one might have assumed would have been more involved in neighbourhood planning due to their existing involvement in neighbourhood issues and community assets
- While many groups reported that it is too early to tell how BCC support has assisted them to progress, building confidence of community groups has been an important early outcome

3.2 Tier 3: Tailored Support

Tier 3 support comprised:

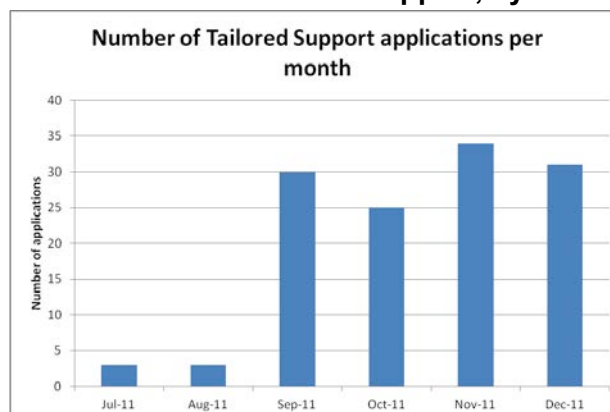
- Telephone enquiries and applications for support
- Diagnostic assessment of support requirements
- Delivery of tailored support packages to selected organisations



3.2.1 Applications Process

Enquiries for tailored support were directed to the Locality website pages and requested to complete an online application form, which initially requested quite detailed information about the organisation and its project or scheme. However, this form was subsequently simplified. This simplification quite dramatically increased the number of enquiries coming through. The applications process for tailored support was closed on 31st December 2011. On-line application forms were received from 126 organisations, of which 103 organisations directly received tailored support as 17 applications were ineligible for support and 6 cases did not start.

Graph 2: Applications for BCC Tailored Support, by month



Following an initial assessment of the application for eligibility, Locality staff undertook a diagnostic process to identify the key issues of concern to the applicant, the potential for support through the programme, the specific support that would be most appropriate, and an initial allocation of a suitable resource to support the applicant. This sometimes involved the allocation of funding to support the applicant's activities, but more commonly this involved selecting a suitable expert from the staff team, core partners or wider delivery partners and allocating a time resource to address the support needs.

Following the diagnostic process, Locality staff undertook the following:

- If the theme was specific to planning - referred applicants to the BCC's delivery partners, as planning experts/consultants. Consultants were sent the diagnostic reports, followed by a telephone discussion with Locality staff about the case. The consultant would then make recommendations to Locality and have an initial discussion with the group. Following this initial discussion Locality would then write to the group explaining the support/consultancy offer, the time inputs allocated and providing details of the contact person. At the same time Locality confirmed a 'contract' offer to the consultant setting out what they should provide.
- If the theme was capacity building - i.e. around collaboration, business plans, visioning, governance models, or consultation - then this support work was allocated to Locality staff directly or to core partners and the same process as that described above was followed. Some projects were offered a mix and match approach where their needs dictated this.

Locality staff usually met on-line each week to look at the diagnostic reports, review progress and plan support allocation. The overall aim was to ensure that each project received an appropriate bespoke support package in direct response to their specific needs. It should be noted that Locality's wider network of membership organisations and second tier organisations, including London Civic Forum - Just Space Network and Civic Voice, were able to approach BCC for funding to provide support for their members through conferences or workshops, or consultation exercises.

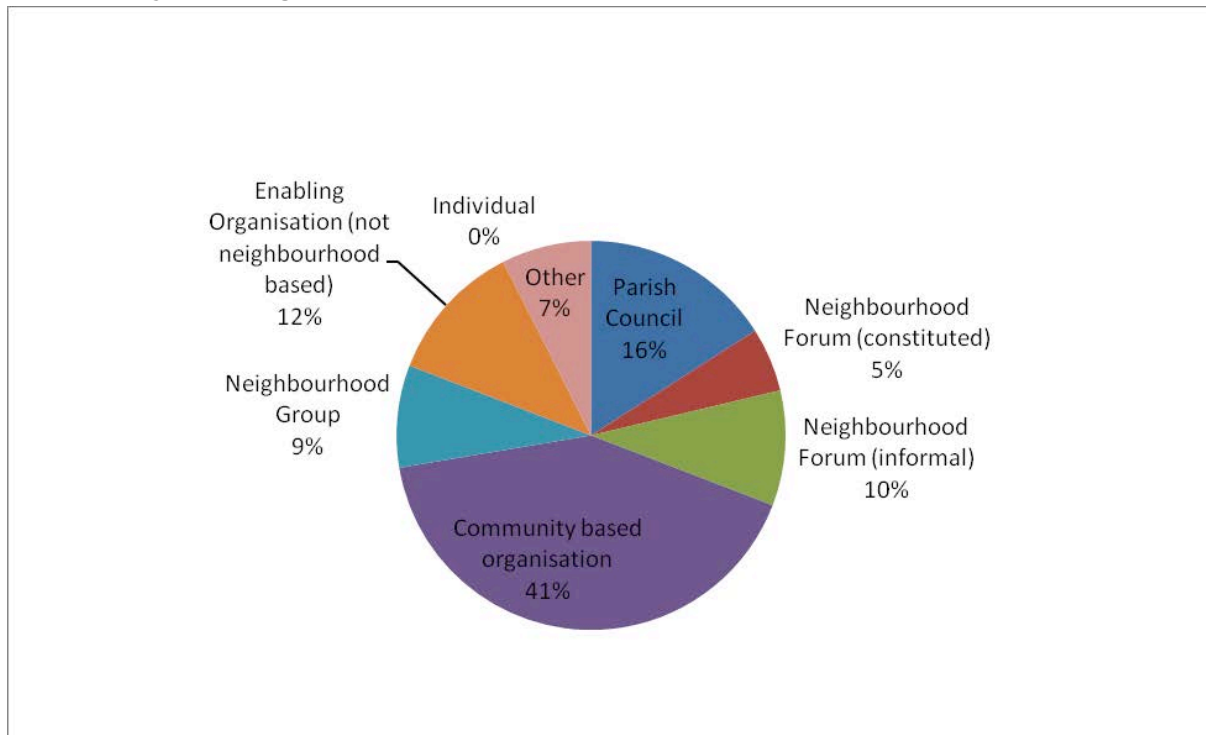
3.2.2 Analysis of Tailored Support Applicants

a) *Type of organisation*

The first analysis of those applying is by 'type' of organisation. The majority (40%) were from organisations which described themselves as a 'community based organisation'. This high percentage, plus the 12% which described themselves as an 'enabling organisation' indicates that the BCC were highly effective in reaching their natural audience. A further analysis indicates that 22 (17%) of the applicants are subscribed members of Locality. This raises questions about the low level of interest for tailored support from Locality members. More interest might have been expected due to the interest of many members in neighbourhood issues and community assets

but probably reflects the early stage of awareness about neighbourhood planning and the fact that many organisations currently have other priorities, particularly managing the impacts of reduced funding availability.

Graph 3: Type of organisation that applied for tailored support

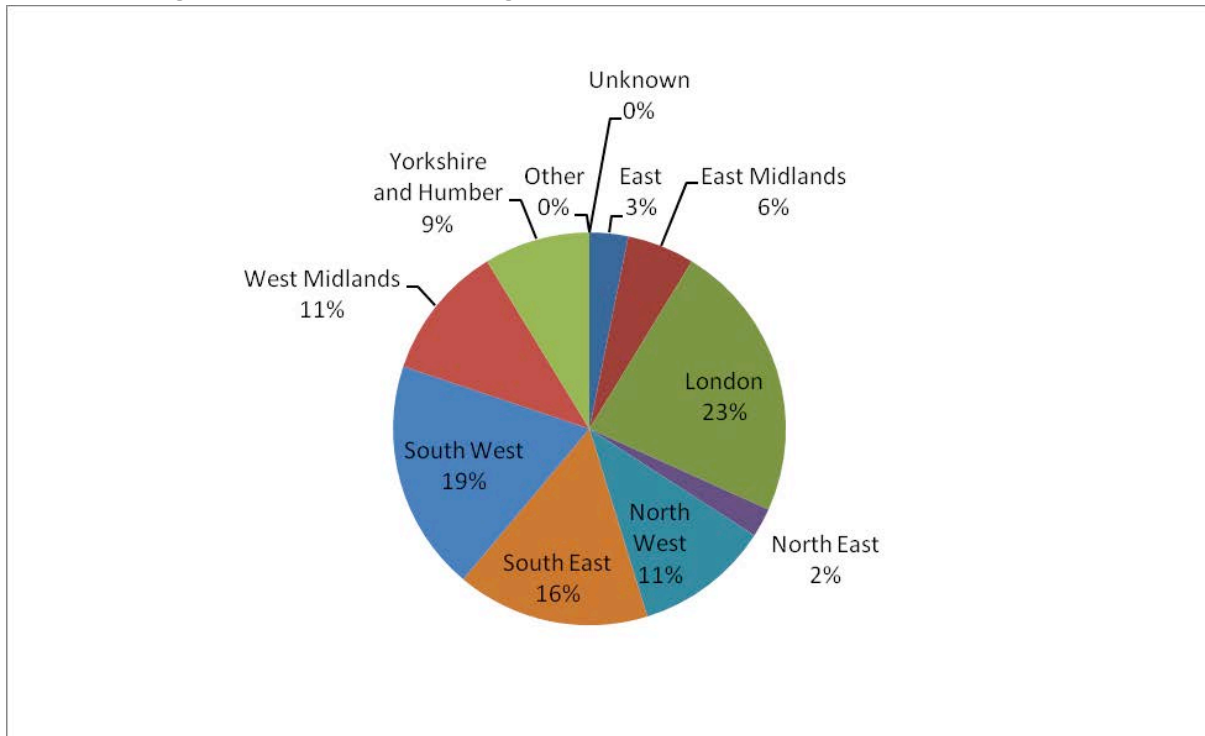


b) Neighbourhood type and regional distribution

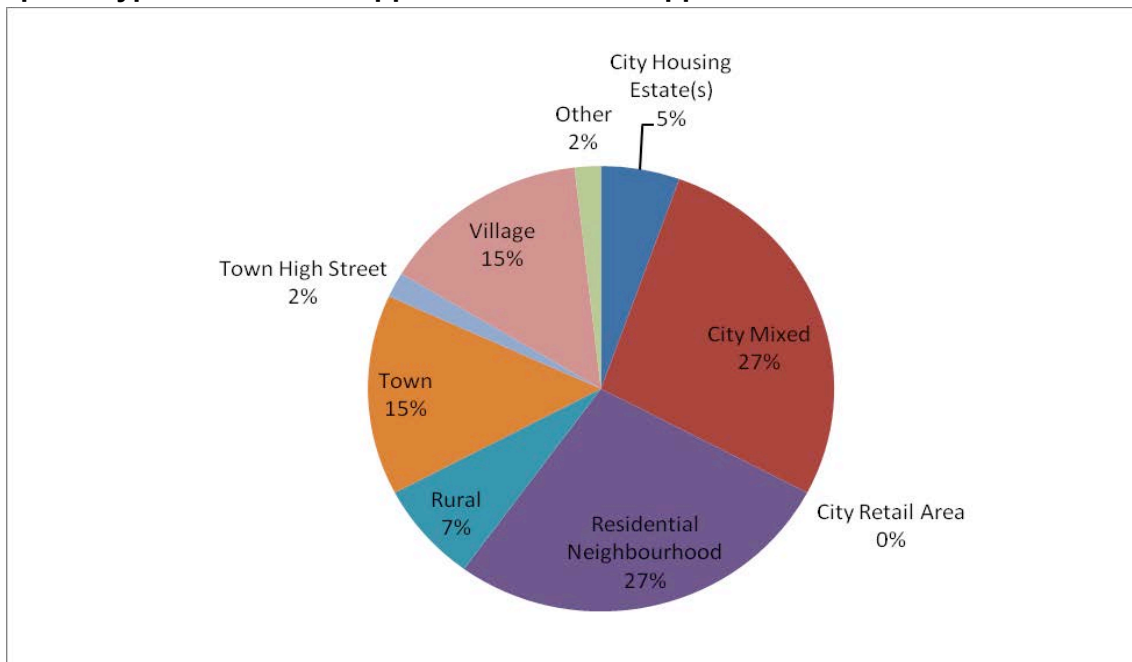
Analysis is also available for the ‘types’ of area, and the part of the country from which enquiries were received. The overwhelming majority of organisations that received tailored support were from areas which described themselves as ‘residential neighbourhoods’. There is a wide spread of organisations geographically, and a very uneven distribution across the regions. The highest number were from London (23%), closely followed the South West (19%); The North East had the lowest number of applicants (2%).

Interestingly the geographical spread of organisations applying for tailored support does not match the geographical spread of hits to the website (See Graph 1). The web hits show a very high interest from London (56%) with less interest from the South East (9%) and South West (9%). This may suggest that while general interest in neighbourhood planning is strongest in London, applications for tailored support are coming forward from areas more immediately ready or suited to undertake neighbourhood planning, such as Parished areas.

Graph 4: Regional distribution of organisations that applied for tailored support



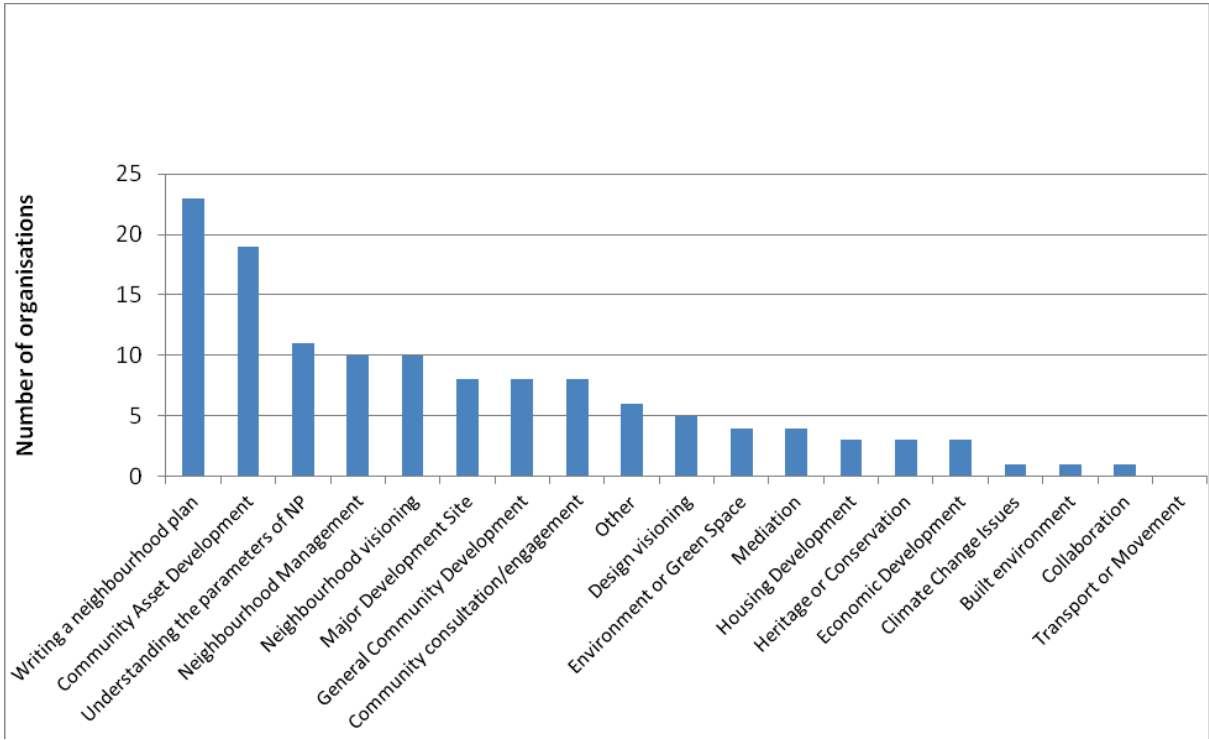
Graph 5: Types of area that applied for tailored support



c) Type of issues addressed by applicants

Analysis of the type of issue involved in each of the organisations, or their primary need for support, shows a considerable mix of activity. However, two issues clearly stand out as the most popular: writing a neighbourhood plan and community asset development.

Graph 6: Priority issues of organisations that received tailored support



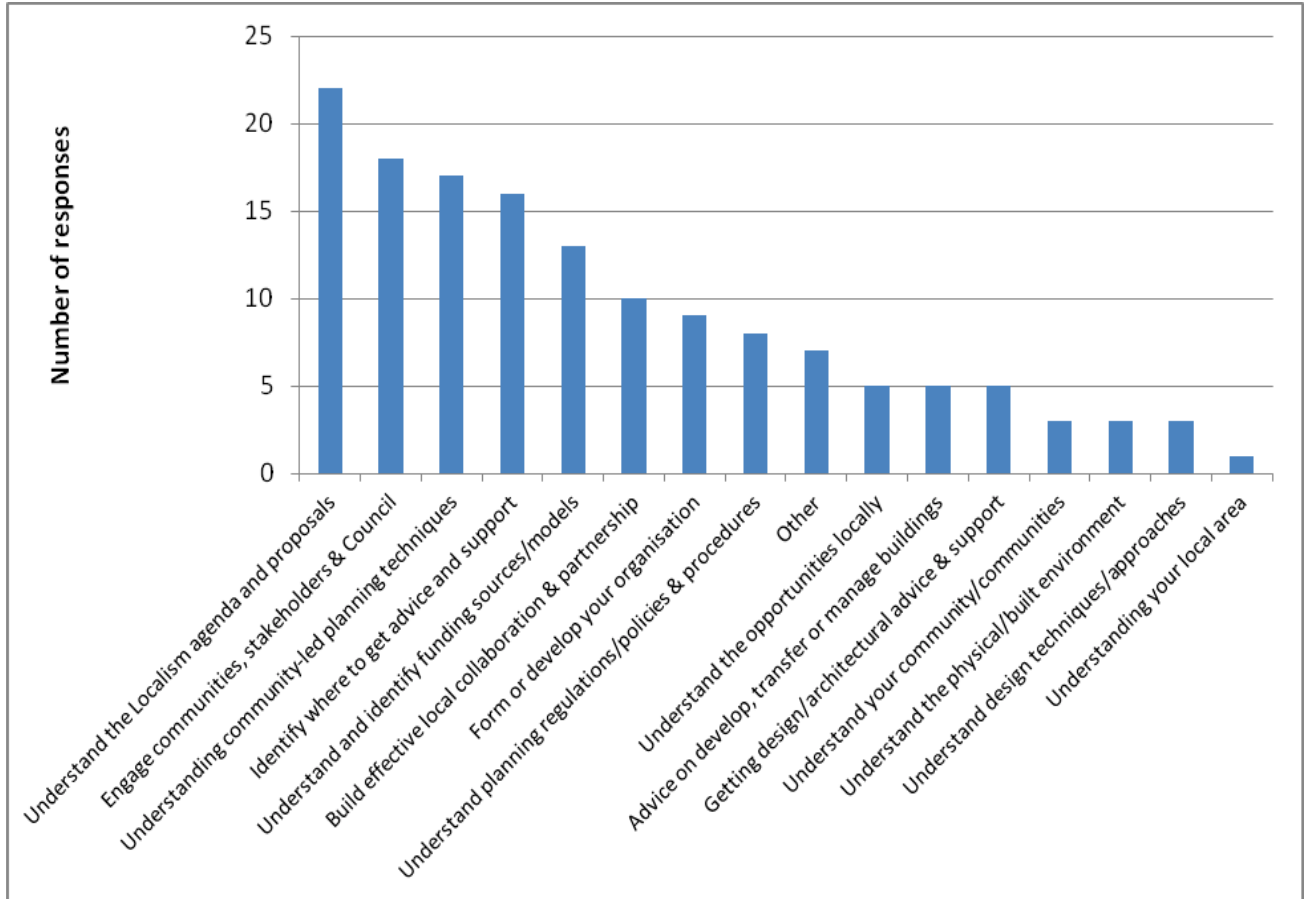
3.2.3 Analysis of Tailored Support provision

In order to assess groups’ experiences of the support they received, all 103 organisations that received tailored support were emailed with a short questionnaire. From those which had not responded to the survey, twenty organisations were chosen for a telephone interview, using the same questionnaire, to boost the response rate and explore issues in more detail. The analysis of the responses is provided below: In total, 41 responses (40%) were received.

a) Support Needs of Applicants

Analysis of the assistance most needed by organisations highlights ‘understanding the Government’s Localism agenda’ as the most needed, followed by ‘assisting with engaging communities’ and ‘support with identifying where to go for advice and support’.

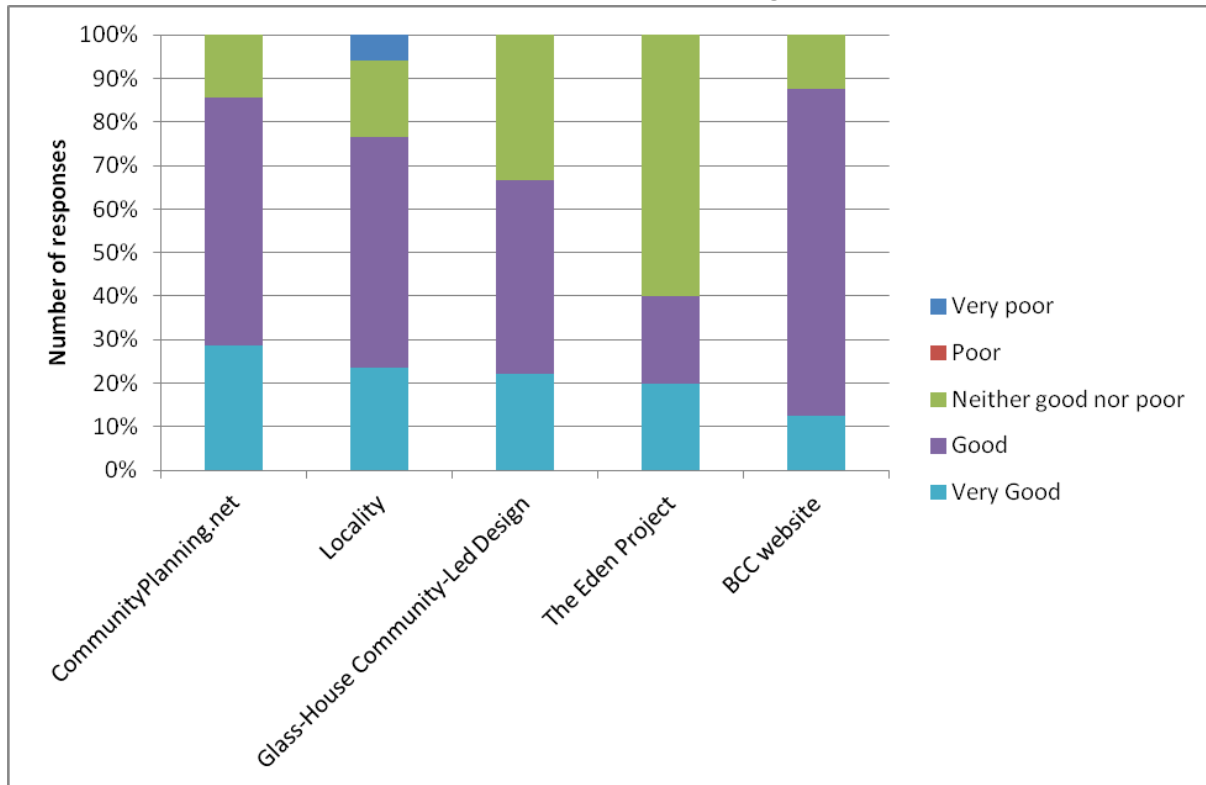
Graph 7: Assistance most needed by organisations



b) Effectiveness of web resources

Analysis of the usefulness of the partners’ websites highlights that communityplanning.net and the BCC website were most useful to groups that received tailored support, while the Eden Project was the least useful.

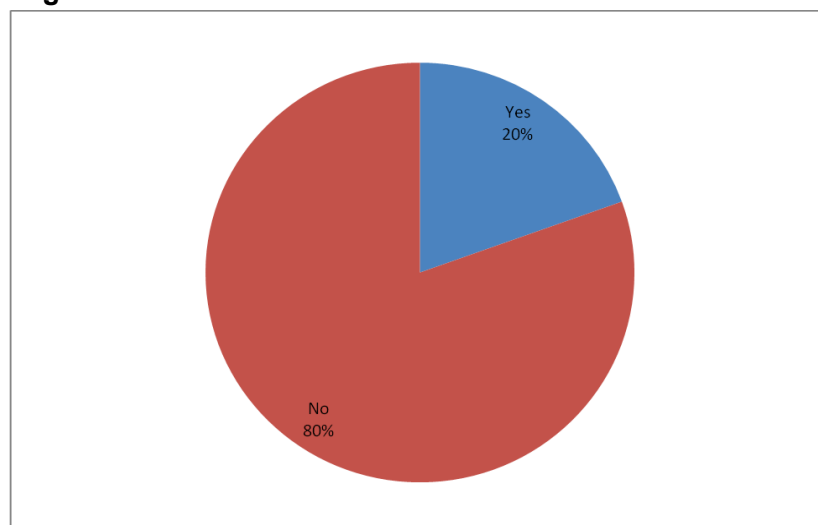
Graph 8: How useful the website information was to organisations



c) Take-up of Training Seminars and workshops

80% of respondents had not attended any training events or conferences by BCC or its partners. For those that did, when asked which partners' training they attended, most organisations stated they attended training provided by Locality, followed by Glass-House Community Led Design and communityplanning.net. This pattern of attendance at BCC's events appears consistent with the needs of community groups, identified through event feedback and the survey of bespoke support applicants as relating predominantly to development support, engagement, visioning, governance etc.

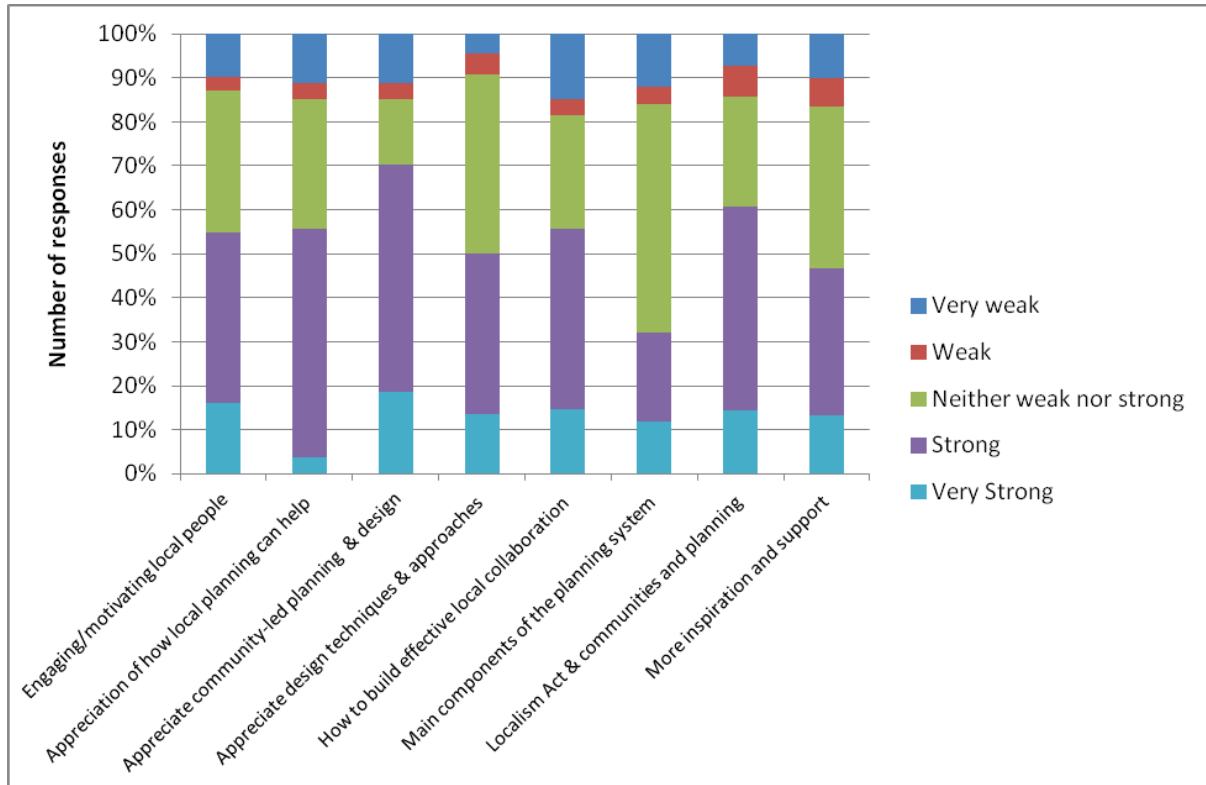
Graph 9: Training Attended



d) Impact and Quality of Support

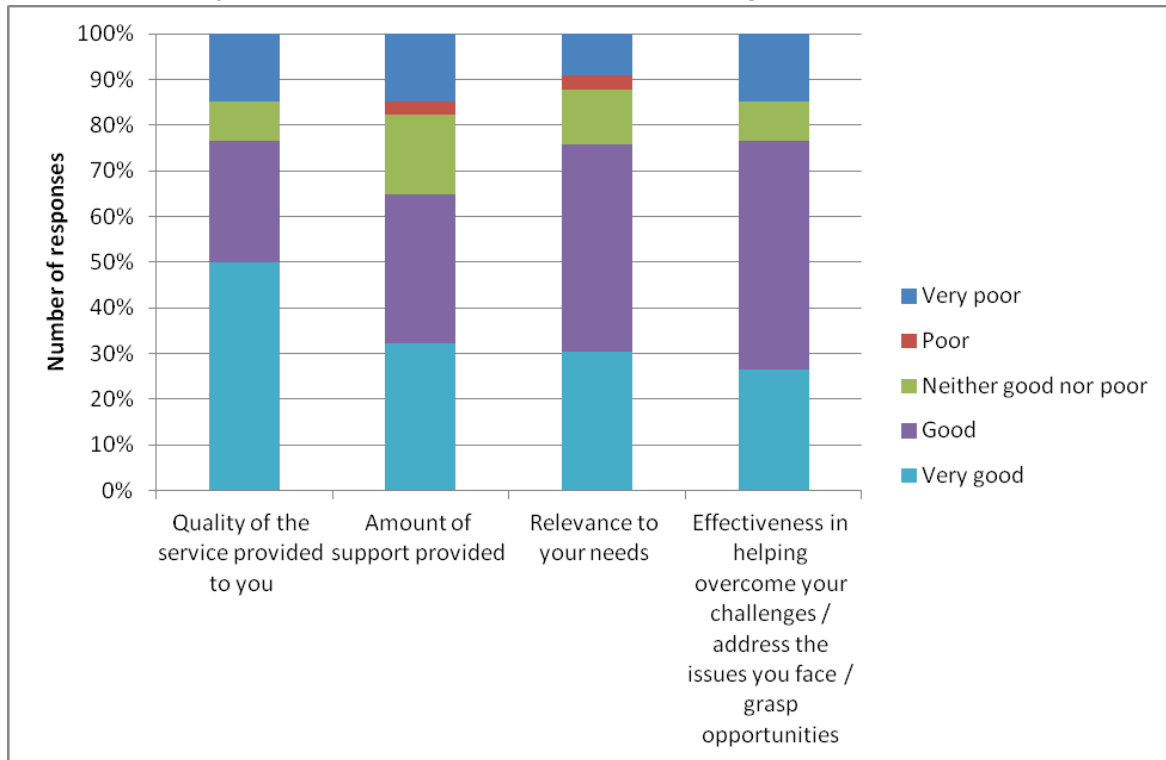
The graph below shows that when asked to rate the impact of the support from BCC, responding organisations highlighted the biggest impact being in ‘appreciating community-led planning and design principles’. This was followed by ‘an appreciation of how local planning can help’ and ‘the Localism Act in relation to communities and planning’ and ‘how to build effective local collaboration’. However it should be noted that the consultation was conducted two months before the completion of the project, and some groups may still not have completed all their agreed support from BCC.

Graph 10: Impact of support from BCC on neighbourhood planning-readiness



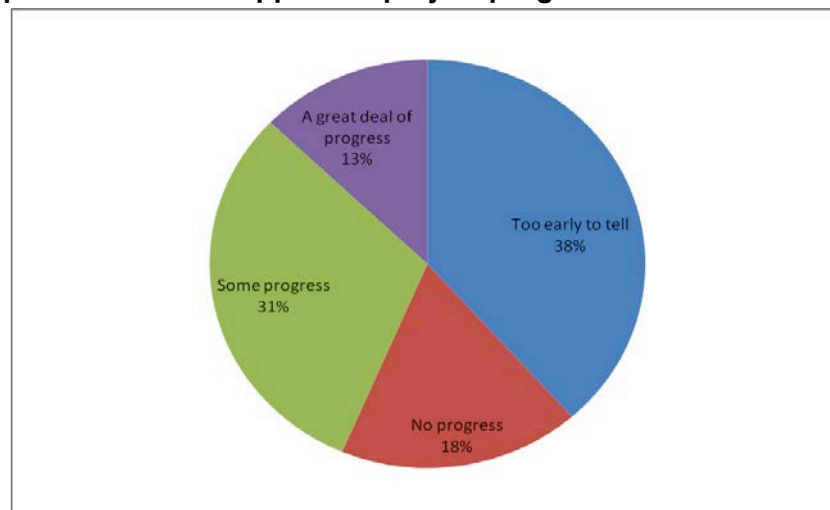
When asked to rate their experience of the support received from BCC further, respondents scored the quality of the service highest, followed by relevance to your needs and effectiveness in helping you overcome your challenges. This is illustrated in Graph 11 below.

Graph 11: Quality of tailored support and impact on organisation



Graph 12 below provides analysis of the extent to which the support from BCC has enabled organisations to progress. This highlights that, for the majority of organisations (38%), they feel it is too early to tell. While 13% feel that a great deal of progress has been made.

Graph 12: Impact of tailored support on project progress

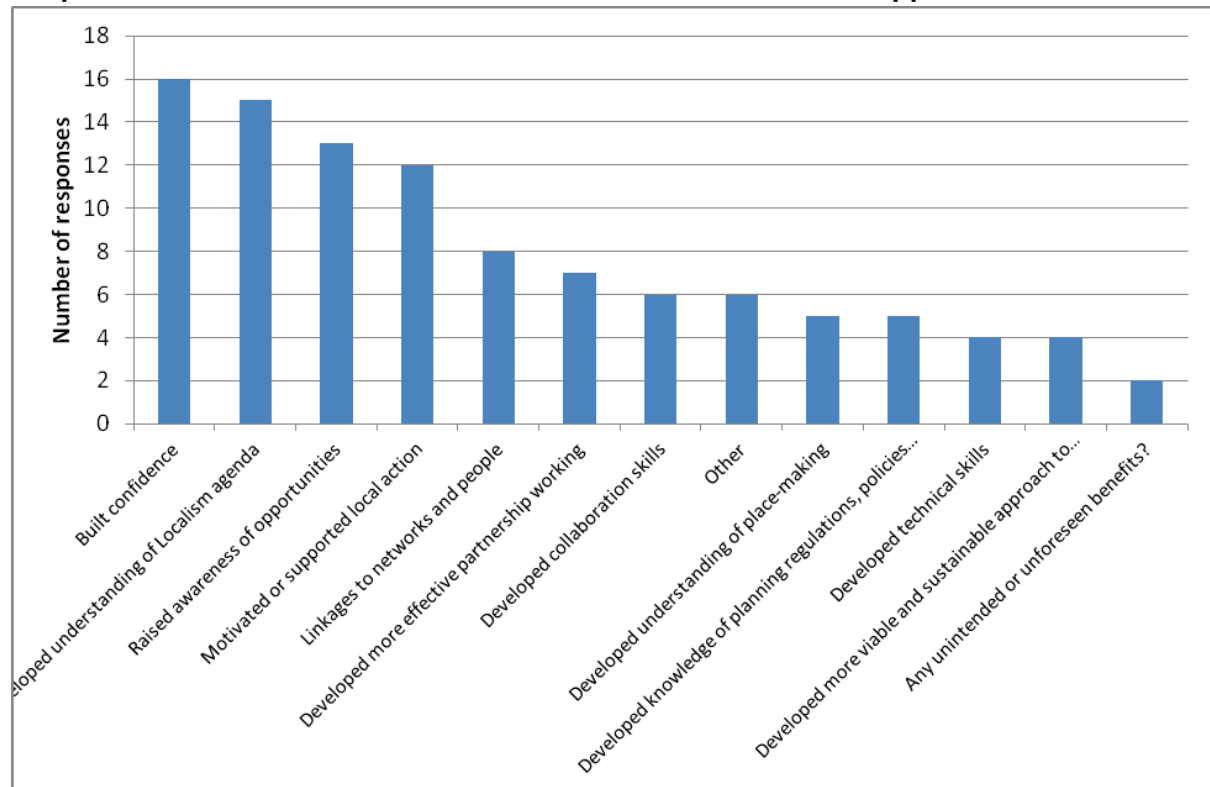


e) 'Value added' of BCC support

When asked about additional benefits for organisations from BCC support, 'building confidence' was the most common additional benefit experienced by organisations, followed by 'developing an understanding of the Localism agenda'. Very few responses indicated value added in terms of the 'development of new technical skills',

'knowledge of planning regulations', or 'more viable or sustainable approaches to planning'.

Graph13: Additional benefits/value added as a result of BCC support



f) Key learning experienced by applicants

The survey questionnaire also asked organisations to reflect on the key learning they had gained so far from their experiences of neighbourhood planning and local issues. The table overleaf provides a summary of quotes from organisations on the main learning gained through the tailored support provided by BCC:

- *That the Localism Act does provide opportunities for communities to influence their area provided*
- *Understanding of Localism agenda and how best to implement it*
- *That this stuff takes a long time - we can't do it over night.*
- *Having someone to discuss issues with and be guided by them.*
- *Use of 'models' to guide working of spatial planning at neighbourhood scale and placing of neighbourhood planning as a form of spatial planning.*
- *Engagement of local voluntary and community organisations to support local residents' case in a site planning case.*
- *That there is a great deal of work to be done in 2012 to ensure localism works in our area*

- *The need to continually engage the community and wider support*
- *Importance of effective engagement with key stakeholders*

3.3 Ten Case Studies of Tailored Support

Ten of the projects receiving tailored support were chosen for more in-depth case study analysis. The interviews undertaken aimed to capture a more detailed picture of the types of issues and problems being experienced by groups getting involved in neighbourhood planning and so the selection process was focused on organisations that were working on neighbourhood plans of one sort or another, rather than from the wider spread of community planning issues that the wider cohort presents (as analysed above). Selection was also guided by the need to achieve geographic spread, to capture both urban and rural experiences and to cover a good range of different support providers.

Table 6: The 10 Case Studies of BCC tailored support

Project	Location	Issue	Support Provided	Support Provider
Ealing Civic Society	London	Town Centre regeneration	Revaluation of current documents and action plan for neighbourhood plan	Urban Vision CIC
Saffron Lane Neighbourhood Council	Leicester	Site development for housing (community engagement)	Develop a strategy for engagement	Communityplanning.net
Mercer House 1842	Hyndburn	Village development; neighbourhood plan	Community Development Plan to negotiate with council on site development	Scott Wilson
London Tenants Federation	London	Advice to fifteen organisations on the Localism Bill	£2,660 towards a conference	Locality
Ivybridge Town Council	South West	Town Council seeking to undertake town masterplanning work	Support to initiate community consultation work and engage their community	Locality
Truro City and Kenwyn Parish Council	South West	Two Town Councils seeking to undertake town masterplanning work	Initial support is assistance in writing an effective and innovative communication and engagement	Eden Project & Locality

Totnes Development Trust	South West	Building an environmentally, socially and economically resilient Totnes by creating a re-localised economy, supported by strong sustainable transport and neighbourhood planning	Finalise formal partnership between Transition Town Totnes and the Totnes Development Trust; support to prepare and evaluate with cost consultants the viability of those ideas; advice on financing options; advice on community engagement and community campaigns	Locality
Hackbridge and Beddington Corner Neighbourhood Development Group	London	First wave Front Runner seeking to develop a comprehensive neighbourhood plan	Support to develop the governance structures of the partnership so as to be able to start to develop a plan	Locality
Daws Hill Residents Association	South	Putting together a Neighbourhood Plan	Getting assistance, information, and financial help to develop as a group and prepare a Neighbourhood Plan	URS Scott Wilson
Mitcham Cricket Green Community and Heritage	London	Group development and visioning	Support to develop a vision, identify what they want to do, and projects to focus on over the next 5 years	Locality

The full case study summaries are provided in Appendix E.

A number of observations can be drawn from this material, both about the administration of BCC's support, and about the emerging needs of organisations engaged in neighbourhood planning.

a) *Assessment of Support Needs*

A key aspect of providing an effective support service is being able to identify support needs effectively and respond appropriately with the right level and quality of support. Analysis of the case studies illustrates the variable quality and effectiveness of the diagnostic process employed by BCC for assessing the needs of groups. In some cases the diagnostic appears to have identified a range of gaps or priorities which groups needed to address urgently, which was a satisfactory outcome for groups which needed help to assess their first move and the steps they needed to take to

start neighbourhood planning. In other cases, for example where groups were responding to site opportunities or were already quite far advanced along the planning process, the diagnostic was not always considered to have identified the more specialist or bespoke support required. In the context of the changing interpretation of neighbourhood planning and the lack of information about how to access support and resources, it is understandable that many community groups were themselves unclear about what support they needed and what was available when they approached BCC, and hence would have had variable expectations. In one case, the group felt that the diagnostic assessment was rushed and led the applicant in a particular direction. However in another case, an applicant felt that the broad nature of the diagnostic helpfully highlighted areas which they had not previously considered addressing.

b) *Satisfaction with Support Provided*

In general, there appears to be a high degree of satisfaction with bespoke support. This is particularly true of groups at an early stage of development or addressing a broad range of planning issues in a neighbourhood. While the level of support was generally limited to a few days, the support was generally considered very focussed and practical, or supportive and strategic. Where the applicant considered the diagnostic process unsatisfactory, the support was also not considered to be appropriate and helpful. However, this may have been related to the fact that the support that was required was less related to planning than to property and legal issues. In general however, the service was considered speedy, of high quality and practical.

c) *Impact and Outcomes*

Most of the case studies reported that BCC had had an impact, despite the limited level of resources allocated in each case. This ranged from developing understanding of technical aspects of planning, new consultation techniques and the importance of engagement to actual impacts in attitudes of partners and stakeholders, stronger grasp of tactics and strategy and support to submit representations to key planning and housing documents. There were some examples where the impact was considered minimal, bearing in mind the early stage of the project.

d) *Future Support Needs*

The case studies demonstrated the ongoing need for technical assistance, especially as neighbourhood planning documents or projects progressed into more technical stages. This included guidance on Community Infrastructure Levy, New Homes Bonus, and legal structures etc, while also relating to procedural issues about the future delivery of referenda and planning documents. Support with all aspects of planning and managing successful referendums was highlighted on a few occasions in the case studies. Softer support needs highlighted also included the establishment of local networks, engagement and the support needs of communities. At the simplest level, the need was expressed for somewhere to turn to for help.

e) Engagement in Neighbourhood Planning

Many of the case studies have highlighted the key role of engagement with communities, local councils (town, parish and borough), developers and other stakeholders in taking forward neighbourhood planning.

Many groups raised the challenges of engaging effectively with their local communities, especially in the early stages, as well as with their local councils. In some cases, local councils have been very supportive of communities wishing to take forward neighbourhood planning, providing officer and elected member support and limited financial resources to underpin local meetings and publicity. In one Front Runner, the Council has provided extensive support from officers and provided help with expenses, while retaining the bulk of the CLG grant of £20,000 to support future technical assessments and a referendum. Officers state that it would be unlikely that the Council could offer the same level of support to new proposals for neighbourhood planning from other communities. In other cases, communities have found it very difficult to engage with their local council. Some reasons for this have been cited as an unwillingness to relinquish control over planning processes, a lack of capacity amongst Council staff, and a lack of understanding or political will to explore the opportunities afforded by neighbourhood planning. There were also cases where the Town and District council took a different approach to neighbourhood planning in their locality - the Town Council seeing clear opportunities, particularly around community engagement, while the District Council took a more cautionary approach, trying to clarify the implications of the Localism agenda on their approach to planning and development.

However, it is also clear that a Neighbourhood Development Plan may not always be the most appropriate tool for progressing the planning issues in a neighbourhood. For example, in one case a community group in an un-parished area is seeking to become a Neighbourhood Forum, in order to gain 'legitimacy' and influence the development of a strategic housing site through consideration of a Neighbourhood Development Plan. The local planning authority in this case is concerned that this process is inappropriate in light of the strategic considerations that must be made about housing need and delivery in the district. This case also highlights the differences in perception of what constitutes good engagement, as the Council has established a Community Reference Group which meets regularly and acts as a forum for engagement between the community, the site developer and the Council. This is not regarded as an effective body by the community, however, which also feels that the developer is not participating in the open, transparent and collaborative way that is required.

The role of developers in neighbourhood planning is also emerging. BCC has engaged with key developers at a policy level, to explore how and in what circumstances developers can engage in neighbourhood planning and support communities in local planning. Evidence from the BCC Developers' Round Table meeting, and the case studies, shows that there is a wide range of practice amongst developers, with some regarding long-term, well-resourced community engagement

as key to success in taking forward major schemes, while others are less engaged and more cautious. There is evidence that where social businesses or third sector organisations are engaged with communities in neighbourhoods, they can play an influential and positive role in supporting neighbourhood planning.

There was some evidence that the neighbourhood planning proposals had stimulated community development at local level, as groups had started to actively engage a variety of interest groups, communities and neighbours in talking to each other where there had previously been little dialogue. There was concern, however, that effective community engagement was needed if a narrow band of people from professional and higher-socio-economic backgrounds was not to dominate neighbourhood planning at a local level. The need for communities to invest significant time resources, often limited to a few individuals within one community, was highlighted as a major concern in relation to the potential 'burn-out' of individuals and groups. The expectations raised by neighbourhood planning were seen as a challenge, especially if resources, technical requirements and timescales lead to lack of progress.

4 EVALUATION FINDINGS: PERCEPTIONS OF ENGAGEMENT AND DELIVERY

4.1 Introduction

BCC aimed to engage with a range of partners to develop an effective and responsive menu of services. The evaluation team held individual interviews with representatives from all four of the BCC core partners, and with four from the wider pool of delivery partners. (NB: An interview with the relevant programme lead at CLG, as the funder, was also sought but was not available). As all these interviews were confidential, with participants encouraged to speak frankly about their experiences and views, their detailed content has not been reproduced in this report, although there are several consistent issues emerging that are useful to capture which are discussed below. Appendix B lists all those consulted.

4.2 BCC Core Partners

a) *Operation of the Consortium*

All core partners commented, in one way or another, on the challenges of needing to get on rapidly with programme delivery at the same time as building new relationships as partners across quite different organisational cultures. There was also recognition that Locality itself was still emerging as a new organisation formed from the merger of BASSAC and the Development Trusts Association. More time to get to know one another, to share a clearer understanding of core strengths, would have been helpful – but everyone realised that the time pressures involved in a one-year programme had made this very difficult.

There were inevitably tensions arising from different or unclear expectations of roles and responsibilities. For example, some partners felt that Locality had assumed more of a lead role than they had anticipated and that there was a lack of transparency in relation to several critical issues particularly concerning budget and cost information. Others welcomed the flexibility enabled by the way most issues had been discussed and resolved through the Steering Group sessions, and recognised that Locality's role had to be different because of their overall financial responsibility for the programme.

There was a general sense emerging from some of the interviews that the project has been less collaborative than a consortium approach implies, and that there could perhaps have been more sharing of roles and responsibilities, with Locality taking less on board so directly themselves. However, this was tempered by an understanding that there was pressure on Locality to deliver speedily as the lead organisation and the contract holder and a concern to establish an arm's length

process of commissioning tailored support that was most appropriate to the needs of organisations seeking support.

Clearly one or two partners felt very positive about the complementarity of skills and expertise brought to the table by the BCC's core partners. Where there were strongly perceived shared values, particularly about ways of working to empower communities, partners were more positive about the benefits of working together.

b) *Programme Design*

Generally all partners acknowledged that the programme design had followed a collaborative process, perhaps particularly in the early stages of work. There was also a shared acknowledgement of the impact of delivering within such an uncertain policy environment for neighbourhood planning, prior to the enactment of the Localism Act, and of the ways in which CLG's own priorities have changed during the life of programme. CLG's focus is perceived to be shifting from an emphasis on awareness-raising and promotion of the opportunities for communities to be active in neighbourhood planning, to a greater emphasis on the specific needs of groups which are now actually engaging in the process (especially the Front Runners).

With hindsight, and informed by this shift of emphasis, there were views amongst partners that perhaps too much time was initially spent on the events programme, especially as most of these were not organised around identified needs of groups engaging in neighbourhood planning or other aspects of the new Localism opportunities. It was felt by some that the project might have been more immediately effective if it had started with the diagnostics process and concentrated on tailoring the rest of the programme around the needs that emerged.

c) *Programme Delivery*

There was some confusion about the extent to which the different BCC core partners would utilise their existing contacts, members and 'reach' to bring participants into the programme. The need to generate markets, particularly for some of the events, had been insufficiently understood by some partners and as a result hampered some of the initial progress. Despite a clear communications protocol it did not seem to be clear amongst some partners precisely which organisation held responsibility for event marketing.

There were also several issues raised about the process of selecting and allocating providers of the tailored support function, and there did not seem to be a shared understanding about how this should be done. As this part of the programme carries a 'payment' for the service, it is inevitably a sensitive issue that some BCC partners do not feel they have achieved the level of work they were anticipating, or that their skills and potential contributions were fully utilised.

There were a lot of positive comments amongst partners about the way BCC is responding to the specific needs of groups, and the flexible approach to this was very much welcomed by partners. There were many enthusiastic comments about how

rewarding it is to work in direct response to community needs and issues, although alongside these was an acknowledgement that working in this way also brings challenges. The skill mix of BCC was viewed as a major strength.

d) Communication

Difficulties with communication issues were raised by all core partners. There was acknowledgement of the delays in establishing appropriate web portals across all four core partners' individual sites. Related concerns included the lack of a clear and consistent way to access information about BCC's programme. Also, some core partners reported feeling a little 'invisible' within the 'branding' of the project under the Locality banner, when their expectation of the programme was that it would help raise their own profile. In particular, the CLG website and promotional material refers to Locality as one of the four providers of neighbourhood planning support, rather than Building Community Consortium or BCC. However, although Locality had formally notified CLG of this, it remained unchanged.

Others were very positive about internal communication, which they felt had been consistently strong, and greatly aided by the monthly meetings for core partners. However, there was acknowledgement that externally, communication has been more muddled because all the organisations differ in the way they disseminate information. Although some recognised this as a strength, as it meant greater reach across a more diverse range of groups and individuals.

4.3 BCC Delivery Partners

Inevitably the focus for delivery partners' responses was more concerned with the experiences of groups they were working to support, rather than the work of BCC itself. To some extent the delivery partners were themselves working through a process of adjustment to the new neighbourhood planning environment, and were keen to comment and reflect on it. There was enthusiasm about partnering with the BCC's approach, and generally people were finding the work to be exciting, offering opportunities for learning by doing. Certainly the range and variety of groups' activities in relation to planning generally was again evident in all discussions, and there were also a lot of comments about the importance of the local planning authority and its attitude/response to neighbourhood planning.

There were suggestions made from delivery partners that BCC's application and diagnostic process was not always able to identify organisations' specific needs effectively, and that it ideally it should involve an actual visit and face-to-face discussion. It was suggested that many groups wouldn't know what they really wanted/needed without some sort of probing discussion by a skilled person. Concerns were expressed that some groups were not necessarily receiving what they really wanted/needed as a result of a poor diagnostic process, or were being offered what was available when really they needed something else. Face to face discussions were ruled out early by core partners as impractical due to the number of applicants and the time available. Locality had a process whereby delivery partners

were encouraged to discuss with Locality to adapt support according to the need of groups. However, it was felt essential that BCC take considerable care in ensuring that the support organisations they contract with have the right capabilities to address the issues being raised by communities.

There was strong support for the 'community' emphasis of the BCC approach, which was felt to be its real unique selling point (USP). Delivery partners identified strongly with this culture and wanted to use their specific planning expertise within this value-led approach.

Concerns about the confused branding and dispersed web access into the project were mentioned. It was pointed out, for example, that even on the Locality website it is quite hard to access the BCC programme as there is no link to 'support for neighbourhood planning'. The phrase 'Building Community Consortium' does not make this immediately apparent.

Finally, some delivery partners commented on the absence of any opportunities for them to come together as a group, for both mutual support, and for feeding back key issues or questions to CLG, or to help contribute to BCC's programme design, development and delivery. Given the uncertain operational environment, this would have been really helpful and some felt they were an untapped resource. However, the constrained timeframes for delivery were also recognised.

4.4 Collaboration

There is no doubt that consortium working is challenging, especially when there is an immediate requirement to deliver, as was the case with this programme. However, the BCC brought together a unique set of partners, each bringing different skills and experience to the programme. This variety and breadth of knowledge has significantly enhanced the ability of the Consortium to provide a flexible offer of help and support, appropriate to a wide range of different users and needs. Consortium partners have also been able to contribute to the 'reach' of the programme by promoting its services amongst their different memberships and constituencies.

This collaboration and the flexible nature of the delivery programme was seen as a strength by the partners and also by many of the groups which received support. However, the compressed delivery timetable did result in insufficient time to always make full use of partners' particular strengths, or to meet all expectations of the work that would be required of them. Some of the key tensions have involved:

- Locality's role as the programme lead and CLG contractor
- Some disappointments that parts of the programme have not been delivered as collaboratively as some partners would have liked
- Some discomfort about how the opportunities to provide tailored support (which carry also opportunities for income for the providers) have been managed across the consortium
- Some confusion about roles and responsibilities (e.g. for marketing of events)

- A perceived failure to pull together the experiences of delivery partners and use them more proactively as a resource for the programme.

As the programme has progressed, however, the systems employed to manage the programme, monitor delivery and gather learning have become embedded and enabled more effective assessment of learning and resource allocation.

5 KEY ISSUES FOR THE FUTURE: CONCLUSIONS AND RECOMMENATIONS

5.1 Introduction

The evaluation findings (as presented in the previous three sections) have provided BCC partners with a detailed picture of the effectiveness of the programme as a whole. In addition to the quantitative data collected for assessing achievement of the programme's target outputs, the evaluation has also captured learning and feedback about the programme's reach and delivery and how its various component parts have been experienced by participants. Most critically, a strong body of knowledge about the needs of communities engaging with neighbourhood planning has been accumulated and there is emerging clarity on future priorities.

This chapter firstly presents a summary of the overall achievements of the programme, and then reflects on the key issues and themes emerging from the evaluation, making recommendations for BCC partners to consider in relation to the design and delivery of any future programme. These respond particularly to the more detailed picture now emerging of the needs of groups and organisations engaging in neighbourhood planning as the provisions of the Localism Act are taken forward.

5.2 Overall Performance

Establishing a new consortium to deliver an untried programme of support in a developing policy environment is an ambitious endeavour requiring considerable flexibility in both programme design and delivery. Despite the many challenges faced by BCC, this evaluation concludes that the partners involved have met their objectives, delivered on the outputs attached to the CLG funding, and established BCC as a well respected partnership in the neighbourhood planning arena. Perhaps the most significant finding is that these achievements were made during a condensed period of only eight months (from July 2011-February 2012).

Feedback from internal and external stakeholders highlights a view that, within a challenging timetable, BCC has made significant progress with raising awareness about neighbourhood planning amongst community groups, organisations and partnerships with an interest in improving their 'place' and understanding the opportunities now available through the Localism Act. Knowledge about neighbourhood planning has been increased and a significant number of local and community organisations are now much clearer about what is involved and how best to progress their schemes. Some specific successes include:

- Over 64,033 hits to the websites
- 24 awareness raising events delivered attended by 1,232 participants
- 19 project based technical workshops delivered, attended by 468 participants

- 103 organisations receiving tailored support reaching 376 organisations supported
- 26,500 fans on the Eden Project Facebook page that featured Neighbourhood planning
- 282,995 visitors to the Eden Project having access to the BCC installation
- A successful Neighbourhood Planning camp attended by over 100 people, including from 40 Front Runners
- 78% of organisations that responded to the survey rating the quality of support good or very good
- 75% of organisations that responded to the survey rating BCC as effective in helping them overcome their challenges

Table 7 below presents a detailed breakdown of the outputs that have been delivered by BCC, taken from BCC's own monitoring information.

Table 7: Delivery of outputs against agreed targets

Outputs	Target	Actual outputs (delivered by 31/3/12)	Variance
Web presence with over 20 links	20	100	+80
Online resources with links to others	20	26 *	+6
Hits per annum	5,000	64,033	+59,033
Online resources	20	36**	+16
Case studies (Actual: Community Planning x 10, Locality x 3, 2 x films by Eden Project & 9 case studies)	20	24	+4
Best practice guide – Neighbourhoods by Design Resource / How to Support Communities in Planning	1	2	+1
Organisations and groups supported/provided with resource (measured: attendees on events)	1000	1700	+700
Taster workshops/seminars	20	24	+4
Shared learning opportunities (still being delivered)	15	14	-1
National Neighbourhood Planning Camp	1	1	0
Development of policy briefings	4	4	0
Other Outputs			
Organisations who applied for tailored support		126	
Reach of organisations provided with tailored support		300	
Number of related web-pages		29***	
Localism Bill-related webpages		12	
People participating in training events		1700	

Notes

1. *Downloadable Reports
2. ** Measured as webpages that feature online resources, such as: case studies, videos, presentations, referral webpages, templates, models & techniques etc
3. ***All other project related webpages, such as registration or contact us pages, project description pages events and training

5.3 BCC Programme Focus

The Consortium and its programme of activities was brought together during a time of great policy uncertainty, and delivered at speed over a very concentrated period of time. It is essentially a pilot programme, but crucially perhaps, what commenced as a broad-based promotion and readiness agenda for communities, turned quite rapidly into real-time delivery support for communities working on very concrete projects or ideas which in many cases were trying to get to grips with preparing Neighbourhood Plans. The needs of the CLG Front Runners, for example, became the dominant focus for the Planning Camp.

Meanwhile the wider 'community rights' proposals also contained within the new Localism Act remain of central importance to BCC core partners, to many of their members or their wider community constituency. As is evident from the applications received by the programme for tailored support, many schemes are focused on asset transfer, or on opportunities to develop specific sites or assets rather than the creation of fully-fledged Neighbourhood Development Plans. Community planning issues span a wide and complex field and the activities and specific support, provided through BCC reflects this. However, as the feedback from organisations receiving tailored support indicates, reference to specific learning about the new components of the Localism Act were not always included, nor its opportunities explored.

We conclude that there is a core differentiation to be drawn between activities which enable community groups to understand the specific technicalities of neighbourhood planning (in terms of preparing a Neighbourhood Development Plan), and those which are focused on building the capacity of groups to engage with place as part of a wider 'community planning' set of issues (e.g. built environment, design, natural environment, carbon reduction, specific site developments, asset development or other planning-related activities).

A further caution is that for many community-based organisations, the emphasis on 'physical' issues may also be a barrier or a restriction. They may want to pursue a more holistic approach to their communities, building connections between place and people issues and ways to tackle them. Climate change is a good example of such a driver as is general deprivation and economic stagnation, poor housing access or the delivery of specific public services.

For many members of Locality, for example, their interest in planning and development issues may be driven by the pursuit of income-earning assets and the long-term sustainability of their organisations. Opportunities to acquire assets or to secure land and build housing are major components of the Localism Act's potential for community-based organisations, and we surmise that these are likely to grow in importance over the next few years. Similarly, the work that communities are developing on neighbourhood planning chime powerfully with other components of the Localism Act with regard to local decision making and community involvement in making such decisions. The work of Parish Councils and Neighbourhood Forums – and their role in asset development as well as planning – will grow and widen over

the years ahead. They have needs for support which are often very similar to those of independent community organisations.

The way in which BCC core partners responded to the evaluation team’s work with them to define ‘neighbourhood planning-ready’ criteria (see Appendix B) indicates how complex and wide ranging these issues are and how strong a grasp of them the BCC partners have across the range of their individual work programmes. This widely shared understanding, based on a community-oriented perspective and hands-on experience, lies at the core of BCC’s developing culture. It is a unique strength and a unique offer to the field. However, to capitalise upon it requires a much more robust approach to programme focus than has been possible within the confines of the current programme.

Now that the Localism Act is live, we suggest that there are some key decisions to be made about whether BCC can, and/or should, continue to cover such a wide-ranging field. Should the emphasis on awareness-raising and capacity building in general remain central to the programme or should greater emphasis be placed on delivering focused support for communities which are actually developing fully-fledged Neighbourhood Development Plans?

We conclude that the programme should become more focused on neighbourhood planning. The wider ‘community planning’ field, and support for the other ‘community rights’ opportunities of the Localism Act for local communities, will continue to be addressed by the mainstream programmes already operated by BCC core partners (and other independent organisations and programmes).

Recommendation 1

The BCC should in future concentrate their activities and resources specifically on support to partnerships and organisations developing Neighbourhood Development Plans, as defined within the Localism Act.

Recommendation 2

Strong linkages should be maintained with the core programmes operated by BCC core partners ensuring that learning from neighbourhood planning is appropriately shared and disseminated amongst their memberships and users. For example, the Community Organisers programme being run by Locality would benefit from learning about neighbourhood planning, what it involves and how to begin the process, as would the support programme on Community Rights which is also to be operated by Locality.

5.4 BCC Programme Delivery

The evaluation has raised some consistent issues where it is felt delivery performance could be improved. The main areas to explore are as follows:

5.4.1 Programme Information

It is our impression that BCC's reputation has developed through the relationships established and effective delivery of support rather than a concerted publicity campaign. BCC's flexible approach has enabled them to respond and reach a more diverse range of organisations involved in neighbourhood planning than they would if they had offered a more specialist focus.

Both the 'reach' of the programme and its contribution to awareness-raising have been highly successful. However, website access and website content could have been easier for groups to navigate to orientate themselves in the programme and find out key information quickly and easily. Branding of BCC has not been consistent across all partners' access points.

Recommendation 3

Any future support programme should ensure strong branding that includes:

- *Its own website and URL*
- *Clearly branded portals to this website on relevant partners' websites*
- *Improved orientation of website information based on the key issues or stages involved in neighbourhood planning*
- *An online community space for sharing amongst neighbourhood planning activists, including blogs*
- *Information or briefings that are relevant to the needs of groups engaging in neighbourhood planning*
- *Where to go for help, and who can help with what*
- *Case studies and other write-ups of developing experiences*
- *Access to useful templates such as briefs for architects, etc.*

5.4.2 Learning Events and Workshops

Commencing the BCC programme with the offer of learning events – many pre-dating the establishment of the Consortium in their timing or content – was an approach driven by expediency. It enabled an early start and a clear offer as part of the CLG bid. However, it also meant that quite a broad approach was taken, without any specific 'tailoring' of the offer to either the BCC's objectives, nor the new opportunities of the (then) Localism Bill. There is a strong view emerging amongst partners that future events and learning opportunities need to be far more flexible, tailored more specifically to the needs of community groups engaging in

neighbourhood planning activities, and delivered in such a way as to build helpful connections between organisations undertaking similar projects on the ground or needing help with common aspects of the process, especially some of the more technical requirements.

Recommendation 4:

All future events and workshops delivered as part of the BCC programme should be designed in response to the expressed needs of groups engaged in neighbourhood planning.

Recommendation 5:

The programme should provide a platform for peer to peer links and contact between communities involved in neighbourhood planning, e.g. by bringing groups together on an area and/or issue basis where appropriate.

Recommendation 6:

Some events/workshops or briefings should continue to be offered to specific sectors – e.g. developers and local planning authorities – to support their effective involvement in neighbourhood planning.

5.4.3 Tailored Support

The tailored support element of the programme was, of course, designed to respond to the specific, individual needs of different projects engaging in activities related generally to planning or neighbourhood planning. Venturing into an unknown field of 'needs' was always going to be a risky endeavour. The success of such an approach is entirely dependent on two critical factors: the thoroughness and accuracy of the 'diagnostic' process; and the availability of suitably skilled and qualified expert consultants (in sufficient quantity and with sufficient time to contribute effectively). In the event, BCC's approach has clearly worked well and groups feel – on the whole – highly satisfied with the support they have received. However, in any future programme, a more thorough diagnostic approach and a clearer 'offer' of the types of consultancy support available from the start of engagement with groups would be a more effective approach.

Analysis of the applications made for support from the programme, survey responses and case study evidence highlights the diverse nature of communities' needs. Evidence shows that prior to receiving support, groups applying for assistance considered their main needs to be: support to understand the Localism agenda, engagement with all relevant stakeholders, understanding where to get help to develop their ideas, and resources to enable them to progress (including financial

and technical expertise). These priorities were also reflected by the Neighbourhood Planning Front Runners who responded, with the additional priority of understanding the technical requirements of neighbourhood planning. However, many groups were at a very early stage of development (Front Runners included) and needed some basic organisational development, community engagement and visioning support before they could start to consider the technical support they might require.

The most popular issues for groups were around developing some sort of neighbourhood plan for their area, and using the new Localism powers to secure, develop and manage community assets or buildings. This shows that while many communities were considering the holistic development of their neighbourhoods, many others were concerned about site-specific issues that would perhaps be considered as a neighbourhood planning issue rather than the basis of a neighbourhood plan itself. It does indicate, however, that the Localism Act and the DCLG's financial support for neighbourhood planning has provided a vehicle for local groups and organisations which are interested in local issues to come forward and seek help.

Evidence from groups indicates that while BCC support has, in many cases, had an impact in improving groups' understanding of neighbourhood planning, building their capacity and helping them to engage with local communities, there is still a need for on-going support, advice and technical expertise as groups move forward with their issues.

Groups reported that the nature of the local issues they are involved in often require on-going support over time, and greater allocation of tailored support time resources than was available from the programme, or offered to them. In a time-limited programme, in a delivery environment where community engagement and evidence gathering are time consuming and often driven by wider planning timescales, a responsive and timely intervention is necessary to ensure groups could progress. By the same token, many applicants to the programme were also unable to respond effectively to the programme's timescales, due to their own capacity or governance issues.

Finally, the programme's internal communications processes do not seem to have fully utilised the opportunity to enable learning from the diagnostic and tailored support process to be shared and acted upon. There was perhaps greater opportunity to share the experience of delivery partners, both in wider neighbourhood planning as well in working directly with tailored support applicants. Such sharing of learning could have assisted the ongoing programme development and implementation. Feedback from delivery partners' casework, if shared effectively, could have been useful to highlight the patterns of need emerging from tailored support, and develop a responsive service focussing on the needs of groups engaged in neighbourhood planning or local issues.

Recommendation 7:

Future delivery of support should have one organisational lead supported by a broad delivery partnership network, or pool, of different organisations and partners with the specific technical and other skills required to support the needs of communities engaging in neighbourhood planning. The support provided should include:

- *Technical support at particular stages of the process, e.g. on Community Infrastructure Levy, S.106, New Homes Bonus, assessing development feasibility, environmental sustainability, etc.*
- *Mediation support to address conflicts between stakeholders – e.g. District Councils and Town Councils, developers, etc.*
- *Understanding and applying different consultation methods and techniques and how to ensure consultation is appropriate, sufficient and timely*
- *Presentation and marketing techniques*
- *Legal agreements to secure the land ownership, leasing arrangements and other details*

Recommendation 8:

Ways to strengthen both the applications and the diagnostics process for assessing tailored support needs should be explored, e.g. an assessment visit made to those who meet the basic criteria for support. The diagnostics process should continue to lead to a matching process with a delivery support partner that has the right skills and expertise required by the group.

Recommendation 9:

Wherever possible relationships established with communities engaging in neighbourhood planning should be for a minimum 2-year period, allowing for repeated access to support at key stages of the Plan's development (without having to re-apply each time).

Recommendation 10:

Support packages should aim to be of a minimum 10 days support in total over the 2-year period (recognising that needs will vary and short inputs may suffice in some situations).

Recommendation 11:

A mechanism should be established for wider delivery partners to share experiences and learning in order to assist and develop the ongoing programme.

APPENDIX A: The Building Community Consortium**Core Partners:**

1.	Locality
2.	Foundation Glass-House Community Led Design
3.	communityplanning.net (Nick Wates Associates)
4.	Eden Project

Delivery Partners:

1.	Dave Chetwyn – Urban Vision CIC
2.	David Tittle – MADE Birmingham
3.	Paul Weston – Community Consultant
4.	Lorraine Hart – Community Land Use
5.	Stuart Woodin – URS Scott Wilson
6.	Glass-House Community Led Design
7.	communityplanning.net (Nick Wates Associates)
8.	Eden Project

APPENDIX B: List of all stakeholder interviews

Name	Organisation
1. Tony Burton	Civic Voice
2. James Hulme	Princes Foundation
3. Lorraine Hart	Community Land Use
4. Juliet Rose	Eden Project
5. Sophia de Sousa, Rebecca Maguire	Glass-House Community Led Design
6. David Chapman	Locality
7. Mike Gibson	Communityplanning.net
8. John Rider-Dobson	RTPI/Planning Aid England
9. Dave Chetwyn	Urban Vision CIC
10. Stuart Woodin	URS Scott Wilson

11. Fiona Howie	CPRE
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APPENDIX C: Evaluation Criteria - Neighbourhood Planning

1 'Neighbourhood Planning-Ready' Criteria

NP0: Engaging and enthusing individuals/groups and motivating them to get involved in local issues (cross-cutting criteria)
<ul style="list-style-type: none"> • Enabling individuals/groups to understand the needs, opportunities and aspirations of their group/village/community in relation to placemaking action that will improve their neighbourhood • Building skills, confidence and capacity of individuals/groups to develop their analysis of local issues into actions to improve the local community • Enabling individuals/groups to understand and realise the opportunities that planning offers for improving local communities. • Promoting better collaboration between communities and professionals

NP1: Appreciation of the issues about which engagement with local planning can help
<ul style="list-style-type: none"> • Achieving liveable and sustainable neighbourhoods through a holistic and integrated approach to community-led neighbourhood planning and development, which embraces environmental, social and economic issues • Achieving excellent, sustainable design in all aspects of placemaking • Design principles (urban design, building, homes and open spaces, as well as larger combination of those – i.e. across whole neighbourhoods) • Use of land/buildings for different types of development or change to existing places, as part of broadly based neighbourhood development and/or neighbourhood regeneration programmes (e.g. housing, commercial, leisure, open space etc) • Community facilities/social infrastructure • Premises conversion/change of use • Licensed premises (pubs, bars, bookmakers) • Conservation and heritage • Transport and movement • Climate change adaptation and mitigation such as carbon reduction at neighbourhood level through increased efficiency in energy, water and waste management • Providing a framework for community asset transfers and community-led innovation in improving local services

NP2: Awareness of community-led planning and design principles, techniques and approaches
<ul style="list-style-type: none"> • Understanding of the principles and benefits of community-led approaches to neighbourhood planning, investment/development and local service delivery • Understanding different community engagement techniques that empower, build confidence and inspire local people and communities to demand action to improve their neighbourhoods. • Understanding different methods of developing local action e.g. supporting local leadership possibilities • Understanding of how community-led planning can help to achieve best neighbourhood planning practice and sustainable communities

- Understanding of how a neighbourhood might be defined
- Understanding of how to analyse and use evidence, especially in relation to neighbourhood physical, social and economic capital
- Awareness of who needs to be involved and when – e.g. through stakeholder analysis
- Understanding use of web-based techniques – e.g. for mobilisation, communication and plan making
- Understanding of the range of funding sources (public/private/VCS) for the implementation of community-led projects
- Skills to deal with different views and reach consensus

NP3: Understanding of how to build effective local collaboration

- Understanding principles and good practice of neighbourhood partnerships
- Understanding your community/ working with the wider community
- Working with local councillors
- Working with the local planning authority
- Working with developers and/or landowners
- Other key partners/stakeholders e.g. RSLs, local business community, schools, etc

NP4: Grasp of the main components of our changing planning system

- Knowledge of competing views about the scope of planning (i.e. what it's for and what it covers)
- Knowledge of the system of plans at different scales and their purpose (i.e. new National Planning Policy Framework, what is meant by 'sustainable development', Local Development Frameworks including Core Strategies, Development Plan Documents and Supplementary Planning Documents)
- Knowledge of how plans are developed
 - the general process
 - Sustainability Appraisals and Strategic Environmental Assessments
 - the type of information needed as evidence
 - consultation requirements and processes
 - who's who in the process (role of officers, elected Members, Inspectors)
- Understanding the mechanisms for implementing plans through the management of new development (planning applications, planning conditions, section 106 agreements/Community Infrastructure Levy(CILs), Masterplans/SPDs, Compulsory Purchase Orders)

NP5: Knowledge of what the Localism Bill proposes for empowering communities in planning and neighbourhood planning

- Understanding of the purpose and scope of the new Neighbourhood Plans
- Understanding of new proposals for preparing a Neighbourhood Plan,

- who can do it, the process involved etc. Other relevant neighbourhood planning mechanisms
- Understanding of proposals to support the implementation of Neighbourhood Plans
 - Community right to buy
 - Community right to build
 - Neighbourhood Development Orders
 - Requirements for pre-application consultation on large schemes
 - Changes to Community Infrastructure Levy
 - Community right to challenge
 - Local referendums
 - Understanding of the proposals to make it easier for local people to take over the ownership/management of neighbourhood amenities and to ensure that local social enterprises, volunteers and community groups with ideas for improving local services get a chance to change how things are done

NP6: Where to go for more information, inspiration and support
<ul style="list-style-type: none"> • Access to Building Community Consortium materials • Awareness of wider support provision for neighbourhood planning • Awareness of main sources of specialist support and best practice in placemaking, particularly neighbourhood development and regeneration • Links with other groups undertaking neighbourhood planning

2 BCC Collaborative Working Criteria

CW1	Understanding of roles and responsibilities of partners in the Consortium
CW2	Effectiveness of leadership, management and communications arrangements
CW3	Utilisation of skills, experience and resources available within the Consortium for delivery
CW4	Ability of the Consortium to learn and develop from its own experience
CW5	Effectiveness of the Consortium as a delivery mechanism

APPENDIX D: Planning Camp Front Runners Feedback on Neighbourhood Planning

Planning Camp 5th-7th February 2012 Eden Project

Participants at Planning Camp were asked to write on post it notes their responses to four key questions about their experiences of neighbourhood planning, what they've have achieved, challenges and future support needs. The following is a summary of the responses from 38 Front Runners (numbers in brackets indicate the unique reference number allocated to each to identify them from the CLG list of Wave 1-4 Front Runners).

1. My Experience of Neighbourhood Planning has been.....

- We are at the beginning we don't know what the council are doing
- Need those above to get their act together, district council to produce Core Strategy
- Government to give strong lead/guidelines/better idea of costs.
- 2 parishes in a group – we are at the beginning now have a better idea of how to move forward
- Very bewildering for non professionals like me but have a better idea of how to move forward.
- Built up trust with the neighbourhood group
- A lot of great ideas
- We are at the start and have realised we can do it anyway our way
- Excellent opportunity for the local authority to understand priorities at the local level
- Enlightening and worrying
- Puzzling-not question of anyone being able to say 'this is the way'
- Early days , no trodden path, willingness by a council to achieve
- 3 parishes in the group – 3 x the challenge, early days
- Limited in very early stages. Very supportive Parish Council but overall lack of real direction – learning environment for all
- Rather isolated – we have no idea how we are doing compared with other front runners
- To open my mind to some planning issues which I had hitherto been ignorant.
- Refreshing that skilling a number of folk – disappointing that segments of the community remain cynical
- It's going to be a long process to get it right and water tight
- Misunderstanding/uncertainty/fear/suspicion/interest
- About what are we going to do then, about how are we going to get the balance between involvement and over consultation (exhaustion)
- Its early stages but so far it's been hard to win people/stakeholders round to it being a useful exercise
- Positive but hard work – time and resources are important
- Working out how to proceed
- Who can help/advise- trusts, charities, foundations (no costs)
- If we have funds (£20K front runner) how best to acquire commercial help and expertise.
- List of suitable firms/organisations to invite to tender

2. Through neighbourhood planning we have...

- Engaged 'Planning for Real' as own tool with which to engage the community
- Engaged directly with 10% of the community. Indirect contact via website/facebook/twitter – engaged directly with distrustful landowners
- Network parish councils – we speak the same language, those with experience could help those starting.
- The site visits have been helpful in 'putting meat on the bone' of theorising
- Started to engage the community
- Began to realise the challenge
- Communicate with some people. Have not managed to enthuse as many as we would like. People seem to live in their own little bubble.
- Raised expectations - I hope we can deliver
- Re enforced the status quo
- Getting neighbours out of their houses – means we have started taking to each other
- Manage sites – woodland, getting sites for education, skills and wood fuel. The council are encouraging of us to use the sites for food
- Hundreds of thousands of pounds going to arms length bodies to 'support' £20K to 100 groups to do – reverse the spending and then might get done.
- We have been planning green spaces transforming for food security/edible sites = we were doing this before we understood about neighbourhood planning (26)
- We are trying to reduce carbon impact of transporting food to Penzance (26)
- Opened up a dialogue with the wider community – can we now agree a common future?
- Better assessed community needs, better future vision/village strategy
- Clearer steering group – beginning topic groups
- Complex to understand changing planning regs [regulations]
- Good to work with borough council
- How best to understand opinion of village residents to planning options
- Managed to get people to talk
- Met people – found help from District Council – thought long term – had lots of meetings.
- The opportunity to have a real influence in how our town is going to change
- Providing an opportunity for Parish councils to develop proactively rather than purely being consulted with

3. The challenges we have experienced with neighbourhood planning are.....

- Confusing – hard to get through the jargon / planning process – who decides what
- Finance - £20k but is it enough
- Finding best practice
- Finding out what is about; looking for something that is bedrock
- Lack of resource: time, skills, money, wider; engaging with the community
- Difficult to get the district council to let go and give us the £20K

- Cynicism from some and difficulty in getting to hard-to-reach groups whilst keeping aspiration of difficult-to-avoid people in proportion! As a Parish Council based NP governance has been a significant brake on progress
- Power transference
- Quote from HCA (- in relation to the BS3 Campus project) “Our objective is to provide a platform for speculative housebuilding”.....WHAT!!
- Getting commitment from community. Large / diverse area with different challenges in each area
- Making sense of great complexity
- Having sufficient resources to do the job properly
- Finding people to do the work
- Not biting off too much at once – don’t worry about LDO’s [local development orders] at this stage etc.
- Still too many questions and few answers
- Making our organisation vibrant and continuous and self-sustaining; getting more community involved; learning how to engage the community effectively ; making our education project strong
- Worried that people don’t know what they are letting themselves in for
- Challenges: keeping it simple; avoiding planning jargon; consultation fatigue and general apathy
- Challenge: getting County to consult with community
- Make sure no domination in NP organisation
- For my part, more direction would be useful. Have had comments from residents that they like where they live and don’t want change
- Who holds the purse strings? £20k
- Lack of clear direction from on high
- Time – steering group enthusiastic but most in full-time work therefore onus falls on a few
- Creative ability to engage community – a gift would be Tony from Eden and Visual Minutes
- Also some local residents (Councillors) respond if message comes from the top. Position is all important.
- London authority with no parishes so a lot of work / effort has gone into establishing a ‘Forum’ that has a proper constitution; resources to allocate to other neighbourhood groups now coming forward.

4. Support we need with neighbourhood planning in the future is.....

- An inspiring online community space of others on the journey. Short, punchy from blogs
- More specific events that are relevant to groups’ needs around NP – communicated in advance
- £- yes more of this
- Resources not necessarily £
- Some basic rules but not too much. It’s our plan!
- Clarity of processes, identification of hurdles and contents of sub-elements

- Do not know until we get further into the process. Probably admin for process to deal with legislative side.
- Time! We have set challenge of effectively 12 months – otherwise stamina will be exhausted and plan will culminate at time of local elections
- Knowing our rights
- Tony from Eden! Visual minutes - a refreshing, exciting and innovative, creative way to engage
- More regional guidance through LEPs now with the abolition of the RSS [regional spatial strategy] to educate LAs and partners
- Time will tell! Good support so far from National Park for Guidance
- Financial resources
- Some guidance
- Resources and toolkits (people/expertise not just money)
- Project planning; funding; expertise; visionaries
- Working with all sections of the community
- Clarification on conformity essential a.s.a.p
- Put in place a proper dissemination programme after front runner
- Need for clear information on technical requirements/legal requirements of Neighbourhood planning... e.g. Sustainability Appraisal, Examination, Referendum, People need to be made aware of these BEFORE embarking on a NP
- Clarity over the role of the development industry in this.....communities need to be able to critically analyse developers' ambitions for being involved in a NP
- Keep it simple – communities are scared of:
 - Judicial Review
 - Sustainability appraisals
 - Equality assessments
- More finances (to local planning authority)
- Don't make it more complicated than it needs to be – keep it simple and not too much guidance
- Clarity from CLG – Regulations – Practice Guidance
- Can LPA's actually deliver support? Especially if it really takes off?
- Send out briefing papers in advance.....so we can start at full pace
- We need a storyboard for a Neighbourhood Development Plan – what does it look like? – steps and essentials / elements to putting one together
- A really worthwhile exercise. Gave me a lot of food for thought
- Would have very much appreciated a list showing organisations that can help a specific front-runner and what those organisations might deliver, e.g. in our village – methods of engagement we might use
- Able to gain a great knowledge of the community
- Opportunity to bring local knowledge into community development
- Steering group should be competent more than representative
- What decisions do steering groups make?
- We manage a process
- Can future events be tailored to our needs

APPENDIX E: Case Study Summaries

Case Study	Organisation
Ealing Civic Society	Ealing Civic Society
Saffron Lane Neighbourhood Council	Saffron Lane Neighbourhood Council
Mercer House 1842	Mercer House 1842
London Tenants Federation	London tenants federation
	Just Space Network
Ivybridge Town Council	Ivybridge Town council
	South Hams District Council
Truro City and Kenwyn Parish Council	Truro City and Kenwyn Parish Council
Totnes Development Trust	Transition Town Totnes
Hackbridge and Beddington Corner Neighbourhood Development Group	LB Sutton
	Hackbridge & Beddington Corner Neighbourhood Development Group
	BioRegional
Daws Hill Residents Association	Daws Hill Residents Association
	Wycombe District Council
	High Wycombe Society
Mitcham Cricket Green Community and Heritage	Mitcham Cricket Green Community and Heritage
	LB Merton

Save Ealing Town Centre (Ealing Civic Society)

1) Introduction & Background to the Group

Ealing Civic Society are well-established with an extensive history of involvement with planning issues in and around the town centre, working as part of an alliance of 26 different groups under the banner of 'Save Ealing Town Centre'. An approach has been made to the Council to utilise the new opportunities for neighbourhood planning within the Localism Act, building on and updating work carried out in 2008, which had produced a vision for change.

2) Who was involved & what was BCC's role

Following advice from Tony Burton from Civic Voice, an approach was made to Locality for assistance under the Building Community Consortium programme. The diagnostic process was completed on the telephone, and there was then a wait of several weeks until eventually the group were informed that they would receive input from Dave Chetwyn at Urban Vision. This was felt to be very positive as his work was known and trusted.

3) The problems and how we tackled them

Work commenced with a telephone conference, involving several 'experts' involved locally, to discuss what was needed in more detail. Following this, Dave Chetwyn suggested an outline for a day visit/event (which was extended to 2 days):

Day One:

- orientation and meeting to discuss process, problems and issues
- workshop session with the main people involved in Save Ealing Town Centre (about 20 or so in total), which included a presentation on neighbourhood planning and its challenges/opportunities for questions and general debate

Day Two:

- Meeting with various 'experts' from the local area (transport, heritage, etc)
- A session with the Chairman of Ealing Business Improvement District
- A lunch session with Ealing Council Head of Regeneration
- Feedback session to review and plan next steps

4) Outcomes and impact

Following these two days, Dave Chetwyn's report arrived quickly, and was commendably brief and to the point with some very helpful steers on key issues and options for moving forwards. The council has been 'persuaded' to apply for Front Runner status, but it is now taking a long time to learn whether or not they have been successful. Meanwhile, things are on hold.

5) Learning

The group feels that they now have a stronger grasp of tactics and strategy, especially for engaging meaningfully with local businesses and some very positive insights in heritage-led regeneration approaches.

6) Future support needs & Next steps

Next steps are dependent on whether or not Front Runner status is achieved. The group have a lot of experts living locally who are involved, and so should be able to make progress. Further support will however be helpful and welcome.

Saffron Lane Neighbourhood Council

1) **Introduction & Background to the Group**

The Saffron Lane Neighbourhood Council manages the Saffron Resource Centre (SRC) and has been working with the local community for many years, providing a range of community welfare services and with a strong track record of pulling in finance from a wide variety of sources. The mainly low income neighbourhood includes a mixture of private housing and council housing and has only a very small ethnic minority community. More information at www.srcentre.org.uk.

The SRC's projects include the management of a farm with 500 allotments, which is approximately one third of a former allotment site close to the SRC and on a long lease from Leicester City Council. The project area is the rest of the allotment site (approximately 14 acres) which is now overgrown and constitutes a very unattractive and compromised site (adjacent to low value, social rented housing). No development proposals have been forthcoming despite the land being zoned for housing for many years. For the past twelve months SRC has been developing a project for redevelopment of what is technically a 'brownfield' site as an eco-housing project. The primary aim of the scheme is to produce a long-term, sustainable income stream for the Neighbourhood Council.

2) **Who was involved & what was BCC's role**

At the point of initial contact with Locality (BCC) the scheme had made considerable progress in terms of political support and potential funding sources, but the way forward was not clear, and SRC was not very sure what precise help they needed. They just knew they should find out about what neighbourhood planning might offer for the scheme and the BCC initiative seemed to be an opportunity to have some free support.

SRC completed a 'diagnostic' process over the telephone but felt they were rather pushed into identifying community participatory engagement as the main issue. SRC was also offered an event on Localism and the emerging community rights but declined due to time and travel costs. They were then contacted by Nick Wates (on behalf of communityplanning.net) in a way which "felt very rushed and pressured". It was then agreed that Nick Wates and colleagues could call in to visit the project 'en route' to another event/meeting. Nick Wates attended with Jane Freund and Professor Mike Gibson, spending several hours discussing the scheme and visiting the site. They were extremely positive and enthusiastic about the scheme.

However, the report which was produced was mainly a record of the facts about the scheme, plus a suggested set of activities to commence community involvement and engagement with the scheme. SRC did not find this helpful, although they agree it was helpful to be reminded that they needed to capture the main elements of the scheme on paper and gather the various partners etc together to begin the process of co-ordination and detailed project planning.

3) **The problems and how we tackled them**

SR has limited capacity to actually 'do' the activities recommended by Nick Wates. They rather thought they would have got better value from the input if one person had done the visit (not three together), and they had then had two days of additional practical, hands-on help.

It now seems likely that the scheme will be taken forward in a partnership with an RSL and they will take full responsibility for securing design and planning consent. HCA funding looks positive, but is driving a tight timescale for delivery. The land will probably be passed at nil cost to a body under the Neighbourhood Council (not yet clear on structures, possibly a Community Land Trust) and leased to the housing association for the development for a period of 25 years.

4) Outcomes and impact

At the moment the potential outcome for this scheme looks highly positive. A development scheme is likely, which will secure the long-term objective of a sustainable income stream for Saffron Lane. However, the impact of BCC's involvement and help has been minimal, although it is difficult to see how it could have been otherwise at such an early – and confused – stage of scheme development. Securing the housing association partner involvement has fundamentally changed the game.

5) Learning

It is concluded that the process of completing the 'diagnostic' was compromised, partly by the lack of clarity on behalf of the applicant about what precisely they needed, and also by the fast moving nature of the scheme and the time at which BCC's input was sought. A diagnostic process on the phone is inevitably circumscribed – whereas a visit, with more time to probe, might produce a different set of requirements. SRC felt that they were pushed to say they needed help with engaging local people in a participatory planning process – but this of course may be with the benefit of hindsight.

The group feels no learning took place about the new opportunities available under the Localism Bill. However, this scheme is a classic example of one which can go ahead without utilising any of these opportunities (e.g. Community Right to Buy, Neighbourhood Development Orders or Neighbourhood Plans), largely because of a sympathetic and willing local authority and having a housing association partner on board to take full development responsibility. Were time not such a key factor (to secure Homes & Communities Agency funding), then a CRtB or NDO might potentially have been useful, but this process has not really enabled Saffron Lane to think this through.

6) Future support needs & Next steps

If the scheme does progress in partnership with the housing association, the group's need for help will be largely about structures and legal agreements to secure the land ownership, leasing arrangements and other details. Currently Saffron Lane's 'minimum requirements' for the development are being drafted. However, the need for a robust process of community consultation/engagement will be required as part of the development process (by the housing association) and the advice/input from BCC may yet prove useful a little further down the line.

Mercer House 1842

1) Introduction & Background to the Group

Mercer House 1842 is a social enterprise community company established in 2009 to take over the management of Mercer House, an iconic Grade 2 listed building situated in Clayton-le-Moors, Lancashire, previously owned by Hyndburn Borough Council. They also manage the Annexe Building in the town, which operates as an advice centre and drop-in, and is the base for co-ordinating the local Street Ambassador Network. The organisation's formation has strong ties to the work of Clayton le Moors Neighbourhood Management Board and they are now continuing to actively promote further environmental and regeneration initiatives for the town Development.

2) Who was involved & what was BCC's role

Mercer House 1842 are members of Locality and the local Locality organiser suggested they apply for help through the BCC programme. The approach was made by Nick Colingridge, one of the Mercer House Directors (who is also a Hyndburn Borough Councillor), seeking assistance with negotiation with the Council's planning department about the best way to approach, and influence, detailed planning for the housing growth proposed for the town in the (approved) Core Strategy. The Council Planning Officer was very keen to use an Area Action Plan mechanism. The group wanted to explore options for preparing a Neighbourhood Plan as a better approach. A key objective is to revitalise the town centre and attract more traders.

The group were allocated up to 5 days support through URS Scott Wilson (to be provided by Anita Longworth). Mercer House were delighted with the allocation of a company they believe to be highly respected. The support process commenced through Anita scoping the issues by telephone, and advising the organisation that a public meeting might be a helpful way to start to look at the long term picture for the place. This meeting was held and attended by 32 local people, and the Chief Planning Officer.

3) The problems and how we tackled them

The public meeting provided an excellent opportunity for URS Scott Wilson to brief everyone about the Localism Act and the opportunities for neighbourhood planning. The Chief Planning Officer was however still keen to replicate the approach taken elsewhere through an Area Action Plan, prepared predominantly with the local Parish Councillors at neighbouring Altham, whose boundaries contain some of the proposed growth sites, including green belt land. A previous plan covered both areas, and it was considered sensible to retain a joint approach. To move forward, it was agreed to form a small group of people to progress ideas and negotiations further. Anita Longworth from URS Scott Wilson attended another meeting with this smaller group and the Chief Planning Officer to discuss the neighbourhood planning options further. An approach was agreed to Altham Parish Council suggesting a joint approach to the preparation of a neighbourhood plan for the area.

4) Outcomes and impact

At the time this case study was completed, there was no definite outcome to report. A response is still awaited from Altham Parish Council, and the Council's position remains to be resolved. However, the support provided from URS Scott Wilson had been extremely helpful in setting the context and explaining the potential of neighbourhood planning and what it involved. The briefings and input from URS Scott Wilson provided the 'starting point' and Anita Longworth's professional standing and approach enabled more robust negotiations with the Chief Planning Officer than the group could have achieved on their own.

5) Learning

Much greater clarity, understanding and confidence about neighbourhood planning opportunities within the Localism Act and what is involved in their preparation.

6) Future support needs & Next steps

The group feel that if they had they been a little more organised, or swifter to get going, they could have made more and better use of the BCC support. It is clear that they will need further help in moving forward, especially if it is agreed to progress a neighbourhood plan.

London Tenants Federation

1) Introduction & Background to the Group

The London Tenants Federation (LTF) is one of 50 groups being supported by the Just Space Network to be involved in the draft replacement London Plan. LTF ran workshops in relation to the draft replacement London Plan in June-Dec 2010. There was a big network of groups involved in this issue, as well as with planning in their own localities. Some groups have continued to meet beyond this initial involvement.

Locality had listed Just Space as a delivery partner in its CLG bid for funding from the Supporting Communities and Neighbourhoods in Planning Scheme. Just Space had hoped to be a strategic delivery partner for BCC. They approached Locality to see if they with LTF could deliver part of the bid. Just Space ended up being asked to make an application for tailored support, so they supported 5-6 applications.

Just Space had hoped for more of an active role in supporting delivery of the support programme. They felt that groups that had contacted BCC could have benefited through linking up with the Just Space Network. They had hoped there would be a wider debate about how the work of BCC would operate in London, i.e. through their links to tenants' groups.

LTF planned to deliver a conference on Localism anyway – targeting 60 tenants from London-wide groups and intending to focus on the planning elements. The application for tailored support from BCC was more about funding to facilitate being a wider event to look at localism in more details and the planning elements. Extra funding meant they could increase the number of participants, more speakers, more about planning, provide London Councils' perspective, and the perspective of the community and voluntary sector.

They wanted to widen mixing and merging of housing with other issues as well as access to Just Space Network to facilitate the wider debate. Locality were invited, but were not able to attend and run a workshop – this was felt by the group to have been a missed opportunity to tap into local groups and networks.

LTF see themselves as providing an important link between the London Plan and local neighbourhoods. They see their role as making their members aware of the debates and issues around planning and how they can influence at the local level. Just Space coordinated a neighbourhood planning workshop at the event. The conference provided a space for airing different views on neighbourhood planning, e.g. Friends of the Earth are critical of neighbourhood planning as they see it taking away rights relating to environment impact assessments.

2) Who was involved & what was BCC's input

The input from BCC was purely funding, with no other support provided, nor materials or advice. There were no follow up conversations about this specific event, although follow up conversations with Just Space Network have taken place.

3) The issues and how we tackled them

Just Space and LTF shared the planning of the conference and bringing together the different people, a number of whom were members of the Just Space Network. A number of organisations facilitated workshops: Friends of the Earth, Community Matters, Forum for Civic and Amenity societies, and the Bloomsbury Society.

4) Outcomes and impact

105 people attended the conference, alongside a number of organisations. A Conference report was produced, and LTF submitted minor alterations to the London Plan as well as Alterations to the Revised London Housing Strategy.

Contacts and networks were established with tenants groups, community and voluntary groups and amenity societies. LTF were looking at a collective response to the Housing Strategy for March 2012.

The conference presented opportunities for a range of people and organisations to come together and air divergent views on neighbourhood planning. It also enabled new links to be established, for example the Urban Forum/Civic Forum Conference invited Donna Turnbull from London Borough of Camden to speak. As a result of the conference a number of people signed up for BCC's Neighbourhoods by Design course provided by Glass-House Community Led Design. Following the conference, Just Space were able to provide more information on neighbourhood planning for the University College London planning course

5) Learning

There is currently no umbrella to bring together a wide range of groups and activists involved in housing issues and how they relate to planning issues. The Localism Act Conference delivered by LTF was able to use additional resource to bring in groups outside the LTF network to start this process.

6) Future support needs & Next steps

There is an identified need in pilot areas: Newham, Camden and Kensington and Chelsea are to set up local planning networks with tenants groups and community and voluntary organisations. LTF have put in a proposal to BCC as part of the tailored support process to enable them to undertake some practical work following the conference.

There is a need to understand the importance of community development support. The needs of community organisations are different to providing technical support in planning. There is also a need for wider understanding of how 'neighbourhood planning' links to the 'neighbourhood', and a wider engagement in planning

There are opportunities to develop links from Tenants' and Residents Associations to neighbourhood planning and across the community and voluntary sector.

'We need to turn it upside down!'

Ivybridge Town Council

1) **Introduction & Background to the Group**

South Hams District Council had a District Development Plan (DDP). There was a health proposal for a Health Campus that had been turned down and the District Council was keen to find a new site. A new site was identified in the DDP, and it was felt that unless the community was involved it was unlikely to happen.

The local health centre was keen to provide more outreach services, the aim being for a big GP practice with outreach services which would include: training for GPs, day care surgery, chemotherapy and an optician. Additionally, there was the possibility of a paramedic station. There was a longer term opportunity to expand the practice to have a nursing home and recovery beds for operations. The vision started as an enhanced GP service, although it has now become more comprehensive due to the opportunities created by the Prince's Foundation, which was approached for support.

A steering group was formed and the Prince's Foundation undertook a stakeholder consultation on a potential site, undertaking an initial stakeholder meeting in July 2011, with a four-day Enquiry by Design event planned for November 2011. They raised £30,000 and needed match funding, which they secured from developers. They saw a need for Locality to provide advice on running the steering group, i.e. terms of reference, decision making and community engagement. They first met Locality's Dave Chapman in Aug/Sep 2011.

1) **Who was involved & what was BCC's input**

Dave's role was to assist with wider community involvement in relation to the Enquiry by Design process. He advised in ways to develop a leaflet that was going to be sent out to the community, and also played a mediation role to get the District Council and Town Council working together. The District Council had concerns about the approach. This could have been because of lack of clarity between the District Council and Town Council regarding their roles in relation to neighbourhood planning. Dave played a facilitation role as someone who was independent, supporting key partners through the process and helping to clarify the best approach to ensure community engagement.

A steering group developed a leaflet that was attractive and accessible. Dave suggested a briefing session for the people delivering the leaflets, who were community volunteers. They managed to distribute 4,500 leaflets in a week and ensured good community involvement, with District Councillors also involved in delivering leaflets. The Town Council saw Neighbourhood Planning as important for the town to do. Alongside this they felt it essential to get external professional support for guidance and advice on ways to make sure they got it right, to ensure it had some standing for the vision of the town.

Leaflets through the doors in people's homes proved a good way to get information out. Lots of people liked information delivered through their door individually. Dave Chapman played an important role in doing this. The Town Council felt the service delivered by BCC was invaluable.

The Town Council saw the opportunity for the town to have a vision document, which it has never had before. This now outlines some clear deliverables, some of which are aspirations which the Town Council are happy with, although they are not sure the District Council is comfortable with this.

They are now consulting on the vision document. 80 questionnaires have been completed, the closing date for which was 20th January 2012. They are now analysing the questionnaires and the Town Council are looking at the proposals. They are now at the stage of agreeing the feedback to the questionnaires between the District Council and the Town Council.

The Town Council are keen to respond, but there are delays with the formal response as they are now waiting for the district council to clarify their response. A major developer is intending to submit a planning application early in 2012. The Town Council feel that this application needs to be considered in light of the Vision document. Their worry is that it will be considered in its own right.

2) The issues and how we tackled them

There is a feeling from the Town Council that the District Council are not embracing and owning this. The Town Council perceive the District Council as a reluctant partner, even though with the Development Plan there is a requirement to do a masterplan. There are different perspectives of the partners involved, and partners seem to be working out their role in the changing policy environment.

Often there are masterplans for sites, but now there is a vision for the town. Some partners see a problem with developers leading the process due to the potential conflict of interest – it is felt they often do not undertake consultation very well and it is often skewed towards the land value rather than community views. However if done well, developers can gain from this. With this site, the developer could improve their development opportunities from the site, as there is potentially going to be more housing than initially planned.

3) Outcomes and impact

The steering group were given the apparatus for partnership working. They were provided with support from an independent impartial perspective. The difference has been the community engagement; the leaflet resulted in them getting 200 people to a meeting run by the Prince's Foundation and had to turn people away. Indeed, there was criticism over the small size of the hall for the public meeting. The Town Council felt they were on their own, with the District Council criticising the process as opposed to working together.

At key points in the process it would have been useful to have more of Dave Chapman's time to be more practically involved. The Town Council feels he may have been able to smooth the way and prevent the relationship between the Town Council and the District Council deteriorating as much as it has.

There is a need for ongoing continuous support. It is unclear that enough time was allocated as this is an intensive process, although Dave has offered to support this work and facilitate meetings between the District and Town Council.

In March 2012, Ivybridge was successful in its bid to become a Neighbourhood Planning Front Runner in CLG's Wave 5 allocations.

4) Learning

Leafleting door to door was critical in ensuring the local community were aware of the development, which until that point was under the radar of many of the community. The leaflet linked to the future of the town and a 'have your say' consultation exercise about the future of the Town.

5) Future support needs & Next steps

Support is needed with the ongoing relationship between the Town Council and the District Council and with agreeing what happens with the Foundation Report, especially around whether it can be adopted as supplementary planning guidance.

There is an ongoing role for a critical friend, and help and assistance is also needed for local authorities in finding their place in Localism.

They will need to look at the Neighbourhood Planning regulations that come out in April to see if they need an independent examiner to go to referendum, as they want to give their report more status – they feel satisfied that if it is more embedded in the process.

Support is needed regarding a referendum – engaging the community to encourage them to come out and vote positively.

There is an ongoing need for specialist advice and support.

Truro City and Kenwyn Parish Council

1) **Introduction & Background to the Group**

Truro City and Kenwyn Parish Council are two Parish councils, Kenwyn being rural and Truro urban. They have applied for The two parish councils started joint meetings that were chaired by the local MP. What emerged from this were seven working groups which were established in October 2011. These were: housing, economy & employment, health & well being, leisure & culture, transport & communications, education, environment & climate change.

Public consultation became a cross cutting theme. The working groups started meeting every three weeks, while the housing theme met every two weeks. It was agreed that each working group would report back to a steering committee on three issues. It emerged that housing is a major issue in the area and there is no LDF Core Strategy that has been formally adopted. Cornwall became a Unitary Authority two years ago, and the Core Strategy is currently being consulted on by Cornwall as the local planning authority.

The two Councils feel that a major challenge is to get the public to agree on the key issues. Cornwall is encouraging housing developers to build. One of the issues with the relationship with Cornwall Council is that some departments are supportive of this approach, while others are not. There are also perceived issues with the Council's role in working with developers while being the local planning authority.

2) **Who was involved & what was BCC's input**

The need was identified for support around public engagement. When they received Front Runner status they were informed about agencies that are providing support. They emailed Juliet Rose from Eden Project and she came to a steering group to outline what BCC could do and the sort of engagement that could be looked at. Juliet discussed methods and it was agreed that it wouldn't be good to consult in winter. They are now meeting Juliet with the steering group and planning community engagement in April. They are currently developing ideas around what they are doing.

3) **The issues and how we tackled them**

The consultation techniques that are being looked at include hiring out a shop front in Truro, although this is proving expensive. The plan is that a shopfront would be designed by community artists. They are also looking at a mobile facility to go to the villages and estates, which would be followed up with by tailored events.

The plan is to consult on a total of 12-15 questions, with three questions developed and agreed by each of the working groups. Where there are specific issues relating to neighbourhoods, specific questions will be asked, e.g. in one village there is a plan for a village extension.

Other partners are involved in the working groups, including people outside the two councils, e.g. community energy, and a lot of people have joined the groups. The economy working group has decided that they want a wider stakeholder group to involve wider industry partners – they had a debate for 2 hours on these issues. There is an issue with the level of advice the working groups have received.

4) **Outcomes and impact**

The two organisations receiving support feel there has been an impact from the support they have received.

'It has given us an understanding of what consultation we need to do and different

ways we can do it – made us think about what we need to do and how we need to do it’.

It has made them understand different types of consultation and the impact of it, and how to achieve unbiased feedback – through establishing what works and what does not, they now know this.

The Eden Project has made a film about neighbourhood planning and is going to use it during consultation so people can have a two-minute snapshot about neighbourhood planning. The applicants say the help has been invaluable because it was an area they did not have expertise in, and it would have been difficult for them to know where to start.

5) Learning

Key learning has been:

- How to run a meeting
- How to run a consultation event
- Design for a shop front
- How to get away from the local authority feel of something
- How to get people interested and motivated

6) Future support needs & Next steps

The applicant organisations feel they need more support with understanding and applying consultation methods for specific events in specific locations. They also need advice on branding.

They want to go to referendum in November 2012 and will need support moving from a planning document to something that can be marketed to 30,000 people in order to get a ‘yes’ vote. This has identified a key need for marketing consultants.

Specialist advice on whether they have consulted in a reasonable way will be required so as to ensure they have done a quality job in consultation. They need assistance in understanding what quality consultation looks like and would like to know what is the standard of good consultation, including consultation with young people, older people and schools.

They want to be in a position where they are sure that they have reached a cross-section of the community. According to the applicants, other CLG support has been no help what so ever, as they did not find the toolkits useful. They feel BCC has been the only ones that have offered practical help.

Totnes Development Trust

1) **Introduction & Background to the Group**

Totnes is a compact area with development pressures. South Hams District Council has written a development plan for the town that includes plans for housing development. The plan is approached on a site by site basis rather than looking at what is needed for the whole area. The group sees this as not being very strategic, as they feel it does not consider the implications for the wider community should the sites are developed.

The sites are now coming up for development, with potential repercussions for the town. Local people have fought the developments on a site by site basis. The community fought against one site which is an old boatyard on the river where there were plans for housing. The Trust reports that the community won, and that now the developer is working with the community.

Meanwhile there are other sites coming up for development, and there is a feeling in the community that there is a predatory approach to development by developers. An example of this is that developers are trying not to proceed with employment aspects, as they are arguing these are now not viable. Meanwhile, the community is trying to build a diverse resilient economy.

2) **Who was involved & what was BCC's role**

Assistance was provided by Dave Chapman from Locality. Dave already has established a relationship with the group and helped them bring an outside perspective to their situation. The group feels that Dave helped share with them experience of what's happening elsewhere, what's changing in the landscape and key policy changes, e.g. Localism and what opportunities this brings to the group and the town.

Dave also provided a strategic overview alongside simplifying and de-mystifying things. He wrote the bid for funding to do feasibility work around the Dairy Crest site. He also helped set up an Industrial and Provident Society for the Dairy Crest site so the community has a legal entity to engage with the developer.

3) **The problems and how we tackled them**

The group are looking at developing a neighbourhood plan for Totnes, had applied as a CLG Neighbourhood Planning Front Runner in December 2011 and were waiting to hear [Totnes was successful in securing Front Runner status in Wave 5, March 2012]. The group feels BCC helped to enable them to be brought to a place a lot quicker. They intend to start a neighbourhood plan. The Town Council has approved their approach while the District Council is more cautious.

4) **Outcomes and impact**

The group believes that the support they have received has helped them get to where they need to quicker. They feel Dave has given them confidence and enabled them to see the positive aspects and control that they can bring. The support has also brought new contacts and experience from elsewhere, bringing all the threads together in one place i.e. community enterprise working with sustainable transport.

The impact on the local community is that there is a more joined up approach to the

built environment. People have started to look at Totnes as a whole, and planning has been brought together with the community and voluntary sector.

The group believe that there is a feeling in the town that they can maximise the opportunities for the people of Totnes. They are now looking at how far they can push the legislation. The group feels it is at the top of the hill and about to go down the slope on the other side. They also feel enabled to engage new people.

The group likes BCC and way it is set up. They think there is a need for a 'Dave' in every Town, and feel the support they have had captures what they need as it covers everything, taking people from a standing start, covering a wide range and is clear what it's about. There is a nice range of support that people can access. The group feels it is good to have a menu of support that people can access, and can't stress how important it is to have this kind of support.

5) Learning

The group feel there has been learning about empowerment - the belief that people can do something to make a difference on the things they thought they couldn't in relation to planning, because it was led by the District Council.

An asset-based approach has enabled the group to engage the support from a range of local people, including planners. It has been a call to action to people, something tangible, visible for them to get involved in.

They have also learned that taking a strategic approach to the development of their town has enabled them to negotiate with people who influence Section 106 moneys in a way we couldn't before.

6) Future support needs & Next steps

There is a need for a lot of support going forward. The group feels they will need support with their Neighbourhood Plan. They see the potential for conflict and need support with ways to manage this. In addition they need support with the following:

- How to set up steering group so it is not dominated by Town Councillors
- How to engage young people and people who haven't been involved before
- Facilitation role to ensure they get the best coordinating group together
- Dairy crest site and neighbourhood planning
- Specialist advice setting up a company
- Keeping them aware of what's happening
- Campaign for neighbourhood plan
- How to engage the community in a focused campaigning way, on an ongoing basis
- To get out there consulting on a plan there and getting support for plans

The group believes that while the future is looking grim it will be increasingly down to people in communities to take control in their community. They can see potential in Totnes. They believe it can be a truly resilient community, sharing time, small businesses and food security. The group also has concern for those communities that don't have that, that aren't as inter-linked, or lack resource to bring in anything extra to their community in the way they feel Totnes can, and will continue to do.

Hackbridge and Beddington Corner Neighbourhood Development Group

1) Introduction & Background to the Group

The Hackbridge and Beddington Corner Neighbourhood Development Group emerged from a history of community activity around the future of the Hackbridge area, which is identified as a sustainable neighbourhood within Sutton Council's One Planet Sutton initiative. The area has significant environmental assets and makes a key contribution to biodiversity. The area features BedZED, the exemplar sustainable residential and employment development, inspired by environmental development organisation BioRegional. The area has suffered long term economic decline, although significant development opportunities exist, notably a large industrial site known as Felnex.

Following the development of BedZED, there was considerable interest in the future development of the area. Around 2006/7, Simon Courage at BioRegional played a key role in establishing the Future Hackbridge Group, involving the local community and key stakeholders. The Group developed a Sustainability Strategy for the area which addressed the sustainable development of the neighbourhood as a whole, including issues around services and appropriate retail provision. A series of local events led to Sutton Council engaging the local community in the area's future through 'Hackbridge Week' in 2008, which widened community ownership of the vision for the area and generated interest in a community led plan.

Sutton Council then commissioned a masterplan for the area, although this was not adopted. There continues to be an interest locally in a plan that addresses the holistic development of the area in a sustainable way, rather than focussing on spatial development issues. A body of work exists that can be used to underpin neighbourhood planning in the area. The Council is very supportive of community-led approaches, and has provided officer support and some resources to facilitate and support the community in taking a more active role.

The Council secured CLG Neighbourhood Planning Front Runner status (in Wave 1), which was seen as a way of taking forward the work started in the masterplan and providing a vehicle to enable the sustainable development of the area. The Council helped establish the Hackbridge Forum, which has now become the Neighbourhood Develop Group and is considered to be more focussed on the community's aspirations. The Group focussed initially on developing a vision, and has now established an inclusive management group and sub-groups to take forward specific issues. The Group requires support to develop its governance structures, engage communities and stakeholders in the vision for the area, and commence the process for developing a neighbourhood plan.

2) Who was involved & what was BCC's role

The group originated well before the advent of the Localism Bill and neighbourhood planning provisions, with considerable support from BioRegional. On becoming a Front Runner, key staff from BioRegional (Sue Riddlestone, Chief Executive) and Sutton Council (Sally Blomfield) attended and an event in June 2010 where Locality's Dave Chapman was presenting information about the Building Community programme. This resulted in a request to introduce the programme to a meeting of community and other stakeholders, and to provide guidance on developing an appropriate governance structure for the Forum.

The Hackbridge Forum became a forum for engagement between the Council and

community, and adopted a rotating Chair arrangement. Local representatives such as Simon Courage and Peter Lloyd, both local residents, supported Sutton Council in developing the Neighbourhood Development Group. Locality's Jeremy Fennell presented to the group in July, providing advice on structures, reporting and communications. The group undertook a series of walkabouts with the community and stakeholders to explore the issues and to understand the area properly.

Following the Locality workshops, Helena Barrowclough, a local resident, joined and then became Chair of the Forum. She then contacted BCC via the on-line application form and it was recommended to the forum that they attend the Neighbourhoods by Design 2-day workshop, to be run by the Glass-House, in Basingstoke in November. She and eight other members attended this, working on the project together over the 2 days. They were then able to take their better understanding of urban design back to the wider group to feed into the neighbourhood planning process.

BCC has had a number of informal and formal inputs into the group's development, as described above. The issues raised at the BCC design workshop broadened the group's understanding of the issues, highlighting the breadth of the issues and need for wider representation.

3) The problems and how we tackled them

The group took a while to get established, and to develop the skills and expertise needed to function effectively as a formal neighbourhood planning group. Initial informal approaches led to BCC providing an overview of neighbourhood planning support and facilitation of a workshop to get people thinking about appropriate structures for moving forward.

The Council has played a supportive and developmental role, engaging the community and assisting them to both develop a wider vision as well as address and respond to proposals for the development of key sites in the area. There has also been a good relationship with BioRegional, which has been supportive from the start. It is understood that the Group has also received support from the Prince's Foundation, CABE and Planning Aid.

4) Outcomes and impact

As a result of the range of support received, the Group is now driving forward the agenda locally under its own steam. The process of widening participation and understanding the full range of issues involved in developing a neighbourhood plan has perhaps, however, contributed to a slow rate of progress considering the status of the group as a Wave 1 Front Runner.

5) Learning

The community groups involved in this neighbourhood planning initiative and Sutton Council have found it to be a learning process. A key learning point for the Group has been the need to focus on what it considers to be its priorities, rather than be distracted by wider issues. The Group feels that the use of the Forum as a consultative body by the Council and other public services or the private sector has the potential to hold back momentum as it becomes a forum for wider discussions or consultations by public services. It was felt that a small number of key priorities should be identified and adopted to maintain focus and momentum.

There is a need to ensure that neighbourhood planning is inclusive. While in Hackbridge the community was already engaged in local planning initiatives, there

is a danger that existing or new community structures can inadvertently exclude certain groups by not fully considering diversity issues and outreach to communities which often do not participate in local or environmental issues. As the area is un-parished, new structures needed to be constituted and set up. Consideration of the form and ownership of these structures took up a considerable amount of time in the Group's development.

The issue of resources was considered as a potential limitation on what could be achieved, especially in terms of 'community burn out' – how much progress can be sustained if resources are limited and professional planning services are being 'out-sourced' to the community, who are also having to do the job of other professionals in the planning process. Resources have been an issue for Sutton Council too, as the time and resources required have been greater than envisaged, meaning that a similar level of support may not be available for other groups seeking support.

6) Future support needs & Next steps

The Group considers that it will continue to need technical support at particular stages of the scheme, e.g. on Community Infrastructure Levy, S.106, New Homes Bonus, reaching the whole community, calculating development feasibility etc.

Daws Hill Residents Association

1) Introduction & Background to the Group

The Daws Hill Residents Association (DHRA) was formed in 2010 in response to concern about the potential development of brownfield and greenfield sites in High Wycombe, Buckinghamshire.

In 2008, the MoD announced plans to dispose of the RAF Daws Hill site, a 26 acre site formerly used by the US Air Force on the outskirts of High Wycombe. Wycombe District Council (WDC) undertook a Masterplanning exercise to establish the role of the site and other nearby greenfield sites in the future strategic housing provision in the district, involving community consultation and technical assessments of transport, design and environmental issues. Although a masterplan was produced, the document was not adopted in view of the sensitivities around the release of the greenfield sites at that time.

The Wycombe Core Strategy (adopted July 2008) identified a number of reserve sites for future housing development, which, subject to periodic review, were anticipated for release by 2026. One of these is Abbey Barn South, a greenfield site adjacent to RAF Daws Hill, which the Council had explored for early release as part of a comprehensive re-development of Daws Hill but has now decided to review as part of the Core Strategy review 2013-16.

Residents in the area had, in the past, expressed concerns about the principle, scale and form of potential development at both Daws Hill and Abbey Barn South, but felt that neither the developers nor WDC had engaged with their concerns adequately. Following rumours that the sites had been sold they formed the DHRA to bring together the disparate community interests in the area to respond more effectively to the Council and developers. There had previously been no residents association representing the area as a whole, so a public meeting was held involving over 250 people. Local residents and existing smaller residents associations were invited to join.

While some parts of the WDC area are parished, the Daws Hill area is not parished. Hence, residents have felt that their views have not traditionally been given the same weight as in other areas, as they are not seen as having legitimacy. However, WDC considers that the community engagement mechanisms it has set up (the Daws Hill Area Reference Group and a facilitated community engagement process) are a model of good practice, and enable the community to sit alongside WDC, the County Council and developer(s) as the plans are developed. However, a key issue has been the transparency and openness of the developers to date, with community groups, in particular, feeling that developers have not engaged adequately.

In January 2012 the DHRA submitted an expression of interest to the Council to become a recognised Neighbourhood Forum. They are the first neighbourhood in the WDC area to seek to become a Forum, although they do not necessarily want

to create a neighbourhood plan. They believe this will give them legitimacy as a consultee, and enable them to participate in pre-application discussions with the developers, who they feel are not adequately engaging with them.

2) Who was involved & what was BCC's role

The DHRA represents the immediate catchment of 250 homes and smaller residents associations nearby. The DHRA sees neighbourhood planning as an opportunity to ensure the site is properly planned, taking account of local impacts, the heritage of the site, the infrastructure that exists on the site, and makes provision for appropriate new infrastructure in light of limited public resources.

A key player in the local residents' campaign has been the local ward councillor and former leader of WDC, Cllr. Lesley Clarke, who is also a current County Councillor. She was involved in the earlier masterplanning work, and also led the moves to establish an area-wide residents association. The group has a planner on the committee, and is supported by a network including the High Wycombe Society which has a background in dealing with developers. The High Wycombe Society advised local residents who approached them to seek professional assistance, and referred them to Civic Voice.

Cllr. Clarke attended a Planning Advisory Service/Civic Voice event in Warwick where she heard about BCC, following which she made contact, went through the diagnostic process very quickly and within four days was contacted by BCC's delivery partner, URS Scott Wilson, for up to 4 days of support.

3) The problems and how we tackled them

The key problem the group faces is that they feel they have little technical expertise in engaging with developers and negotiating, with no-one to assist them, whilst the developers and the Council have considerable resources. They disagree with the technical evidence, which they feel is based on out-of-date assumptions and does not take account of recent developments of key sites, which they feel will have an additional negative impact. Community groups report that local groups have not had a good relationship with the County highways department, where much of the conflict around traffic figures has arisen. This relationship is reported to have improved as the transport portfolio holder at the County Council has changed recently.

The Council has set up a Reference Group involving the developers and residents. However, the DHRA does not feel this works well as other key landowners are not involved and there is little genuine dialogue with the developers, who are often represented by their consultants. The DHRA considers the developers/Council's evidence on transport impacts, in particular, as not being thorough or accurate. DHRA has therefore set out its views on key issues through an overall Position Statement and an Infrastructure Position Statement. The Council is undertaking fresh community consultation and have allocated community planning support to help local communities to understand the strategic housing need issues and assess the developers' plans for the area. There is local scepticism about this process, however, as the developers were due to submit their proposals for the site the day after consultation begins.

BCC has supported the group to establish itself and set up governance structures, identify issues regarding the boundary of the 'neighbourhood', and plan and

prepare its case in its discussion with the developers. The Council does not appear to be aware of the support being provided to the DHRA, and considers that there would have been merit in BCC also engaging with the Council at an early stage.

4) Outcomes and impact

The group feels the quality of the service has been good, with support arriving very quickly and providing useful resources and guidance. This has allowed them to move quickly and respond as the planning process has moved on, and allowed them to move forward with formal proposals to become a Neighbourhood Forum.

5) Learning

The group feels that developers need to realise that they have to engage effectively with councillors and communities. Openness and transparency at an early stage can help develop dialogue, from which constructive relationships can be built. Investment of resources (time and money) in engagement from developers and Councils at the beginning saves money in the long term.

Community groups feel that local planning authorities need to support communities with neighbourhood planning by thinking about how councils' own powers, resources and skills can empower communities. There was some concern that in the changing context of planning reform, local planning authorities may not be equipped with the right skill sets in their planning departments.

By contrast, WDC feels that it has promoted extensive community involvement but that where strategic issues need to be balanced, a neighbourhood-driven planning process may not be the most appropriate mechanism for delivery. WDC considers local authorities are on occasions better placed to provide strategic input and leadership, and should manage the process (including developers) and support the community. This is particularly the case in relation to neighbourhoods like Daws Hill, where adopted strategic policy in the Core Strategy/Local Plan may not be precise enough to provide a framework for neighbourhood planning, as many complex issues, including infrastructure and the appropriate amount of housing, remain to be resolved at site planning level. There was some concern that neighbourhood planning as a tool can raise unrealistic expectations about how appropriate it is as a mechanism for the planning of all neighbourhoods.

6) Future support needs & Next steps

The DHRA feels that in the future, Councils need to properly engage with and understand the value of local Councillors as assets. They feel there is a need to recognise that Councillors are a representative voice of the community, and can support engagement between communities and development interests. The group is also concerned about where to turn to in the future for help.

The Council considers that future models of support for neighbourhood planning should be collaborative and promote engagement between communities, developers and local authorities to generate dialogue. This would enable a shared understanding of strategic planning issues so that neighbourhood-level decisions can be made in a more informed manner.

Mitcham Cricket Green Community and Heritage

1) Introduction & Background to the Group

Mitcham Cricket Green Community and Heritage (MCGCH) is a civic society that has been operating for around 10 years in the London Borough of Merton. It has about 60 members and operates in the environs of the Mitcham Cricket Green Conservation area, which centres on local heritage assets and an open space where cricket has been played continuously for over 300 years.

MCGCH's key concern was the conservation area and how to protect it from damaging change. The area has some important community assets, e.g. the former cricket pavilion and listed manor houses, which the group wants to make better use of through effective management and investment of funding.

The group had been involved in planning issues for several years, but had reached the point where it needed assistance to become more effective as an organisation. However, the group was not really clear about what help they needed.

2) Who was involved & what was BCC's role

MCGCH's needs were relatively basic, for bespoke support to talk through their development aspirations initially, and to find out what support was needed to help them realise their aspirations.

The group comprises people who have little professional knowledge or technical skills, but care deeply about their local area and want to organise themselves to be able to influence development. Tony Burton (formerly of Director of Civic Voice and now with the Design Council) has been heavily involved with the group, as his local civic society. He acted as a catalyst by raising awareness of the opportunities emerging through the Localism Bill, at the time, and enabling them to make connections with support organisations.

Mitcham Cricket Green is part of a wider regeneration programme for Mitcham. Merton Council has been working with MCGCH, and wanted to engage them more effectively in discussions about regenerating the area. The Council felt that one of the difficulties in engaging the community in planning and regeneration locally was that most activity was piecemeal and fragmented due to the nature of funding for regeneration. They felt it would be useful for the opportunities for planning and regeneration in the borough to be put into context for community groups. The Council was aware of the work of the Prince's Foundation in supporting local authorities on community planning issues, so approached them for support unsuccessfully.

Tony Burton referred the group to the BCC support programme, as he felt it had the best fit for the group's needs. The group was already aware of the BCC programme, as Civic Voice had been promoting the scheme. However, in Tony's opinion the group would not have acted to get support on its own without the facilitation he provided on the group's behalf, submitting the application for BCC support.

BCC provided a series of workshops and support over four days, including two half-day events and two evening events. This included a walkabout and a workshop to bring together the issues and vision to establish a set of priorities and projects for the group to focus on.

3) The problems and how we tackled them

The group was been active in responding to development proposals locally and seeking to influence local planning and regeneration policy. However, the group felt it lacked a strong identity and public presence, and hence was not able to engage with the community most effectively. Despite considerable local interest, there was no real way of exploiting this as they had no clear way of getting people involved. The group also had no clear vision for itself as an organisation or its aspirations for the area. The group needed help to explore its role and direction, what projects to get involved in and how to engage.

The group was offered capacity building support, to help explore the issues in the local area and to develop a vision. A series of workshops enabled the group to discuss approaches to engaging with the community, as well as appraising and prioritising projects. MCGCH had aspirations of the local area, but had not identified any projects to realise these aspirations. The workshops were used to understand the urban design issues in the area, and to identify and appraise a number of potential projects against a set of criteria. This included ease of implementation, availability of investment, how well it could engage with the community and the level of return.

MCGCH feels that support from BCC has helped them to progress. The support has been more about building up the group's capacity, rather than getting them ready to participate in neighbourhood planning. However, MCGCH are now taking a lead in local projects, rather than being purely responsive, e.g. on a Heritage Lottery bid for a key listed building in the area. The group has also now been invited by Merton Council to develop a bid in partnership for an Outer London Fund award for Mitcham town centre. The group are starting to position themselves as an influential player, and have established themselves around the table for discussions around the future of the Vestry Hall, another locally important building used for community purposes.

4) Outcomes and impact

While it is early days in terms of assessing impact. The group feels it has started to 'do' now, not just 'talk', and that this has been shaped by the conversations with BCC and the collaborative and shared priorities of the group.

Being able to decide things for themselves, rather than being told which path to follow, is regarded by the group as a key factor in the success of BCC's approach to support. This process led to the recognition that amongst the group that it needed a sense of direction and a vision of what it wanted to achieve. This galvanised the group's members and helped them use the workshops productively.

5) Learning

MCGCH as an organisation, whilst active locally, was not being as effective as it could be. Lessons learned through the support process include the value of having a conversation as a group, and about deciding on a shared direction as a group.

Another lesson is that there is value in 'process', and that effort spent in establishing a vision, identifying activities and setting priorities can be invaluable in getting groups recognition and making them more effective.

The group has also learned that the public face of an organisation is critical to success – letter-writing can only get you so far. Having a clear identity as a group,

an effective name or brand, a public profile or presence, and ways for people to be involved is also important.

In terms of getting support from external organisations like BCC, the group feels that there is still considerable responsibility upon groups, or someone on their behalf, to do a significant amount of work between meetings with advisors. In this case, Tony Burton took on this responsibility, but without this input the group may not have developed to the same extent.

6) Future support needs & Next steps

The group's experience suggests that the BCC scheme may not effectively address the needs of groups which do not know what they need in terms of support. It was suggested that schemes like BCC may lack empathy for the type of people engaged at grass roots level, who still require a considerable amount of interpretation to enable them to engage properly in planning and development issues.

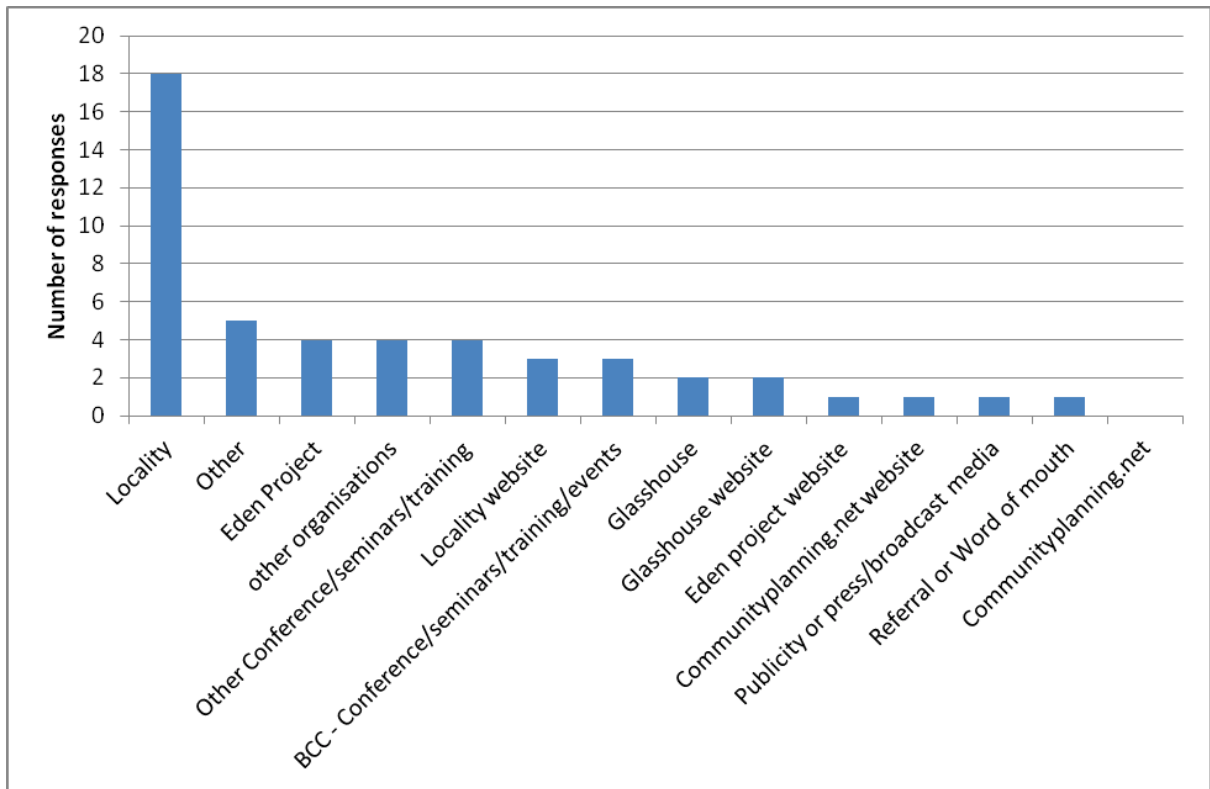
The group feels that future support needs to be both bespoke and flexible, providing a resource to sit alongside groups as they progress their issues, helping them to identify what they need to do to achieve their aspirations.

APPENDIX F: Tailored Support Evaluation Analysis

	Name of Organisation
1	Community Council of Staffordshire
2	The Canterbury Society
3	Tenterden Town Council Neighbourhood Planning sub-committee
4	Mini Eden Project
5	Desborough Community Development Trust
6	Wiveliscombe Area Partnership
7	Development Framework Group (Charlestown and Lower Kersal)
8	Ivybridge Town Council
9	Haydon
10	Lawrence Weston Community Farm
11	Daws Hill Residents Association
12	Crouch Hill Community Park Association
13	Kennington Community Forum
14	Mercer House 1842 Ltd
15	SEACAF CIC
16	Holme Christian Community
17	Otlet Town Council
18	HRACIC
19	Ealing Civic Society
20	Friends of Barnfield Estate
21	Angmering Parish Council
22	Truro City COuncil/Kenwyn parish
23	Starcross Parish Council
24	East Coker Parish Council
25	Haydon Community Garden
26	Enable-Solihull
27	HRACIC
28	Whitstable Society
29	Vernon Institute
30	St Johns Community
31	Biddulph Town Council
32	Sefton cvs
33	Teigngrace Parish Council
34	Community Engagement Network UniQ
35	Student led Neighbourhood Planning Advice (SNPA)
36	Maidstone YMCA
37	Altrincham Bowdon Civic Society
38	London Gypsy and Traveller Unit
39	Dronfield Civic Society
40	Elevation-Profile CIC
41	Highgate Neighbourhood Forum

Total questionnaires completed: 41

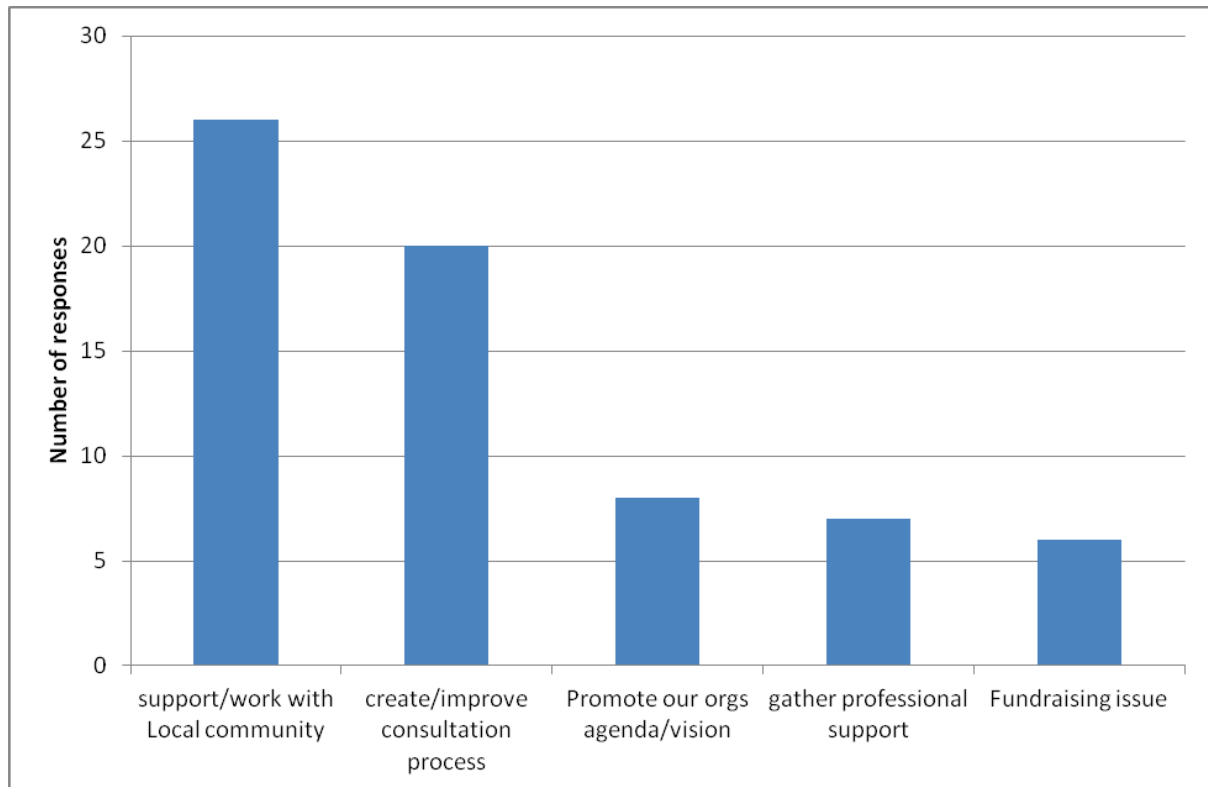
How did you hear about the support available from the Building Community Consortium programme?



Comments

- Was aware through our membership of Locality but also via one of the regional workshops
- Via Civic Voice
- Town Council
- referral by Princes Foundation
- I attended a Planning Training run by PAS in conjunction with the Local Government Improvement and Development at Warwick in December and also information from The Civic Society
- Support from Eden which led to being invited to event at St Austell
- Civic Voice are the map are

When you first approached the Building Community Programme, what were the 3 main challenges facing your group/project?



Comment & examples	Number of responses
support/work with Local community	26
<ul style="list-style-type: none"> • How to define and communicate our project to local groups • supporting green community. • Format for setting up a forum using existing community structures • Establishing a process for working with the District Council as dialogue with Councillors was in danger of breaking down • organising community groups • Setting up a group • Non acceptance of the issues by the Planning Authority - Wycombe District Council - that were affecting the local Community. • The developers (Taylor Wimpey) unwillingness to meet and discuss issues with the Residents Association. • Acceptance that the infrastructure cannot support the development but both saying it was another - in this case the County Council as the Highway Authority - that had to deal with the problem. • After a lot of tooting and froing we now have a meeting with the District Council, we have also put together 2 Positions statements, which have been given to both Councils and the Developer and we are awaiting their response!" • Engaging elected members; Community representation and engaging participation • Borough Council proposals to redevelop a site including shops, open space, library and community centre - needed to ensure community views taken on board; • Current conversations with council on whether area should be parished and implications for neighbourhood planning; • Borough Council proposals re replacement of pavilion on local sports field and risk 	

<p>this would be removed and not replaced"</p> <ul style="list-style-type: none"> • Need for all the community to be involved" • Initially involved with acquiring a community centre on MOD surplus to requirement land • Gaining local council confidence to trust the community could deliver. • Engaging with the local authority over neighbourhood planning • Engaging wider business and community groups over process • Requirement for the organisation to get involved in discussions with Local Authority regarding its community plan • Community organisation requires capacity building support to be in the lead of work on their estate." • District Council reluctance to helping with our Neighbourhood Development Plan • Developers attempting to get planning permission in advance of the plan being in place • Gaining genuine public consultation from the following groups: - Youth; Villages; Town based communities • To find a Gardening committee • Understanding Asset Transfer (selves and Council) and convincing local authority of benefits. (need to develop argument of Social Return on Investment but no consistent approach developed locally) • Separate legal entity vs. consortium with lead body (conflicts with funding opportunity for a legal entity vs. need to be led by a user led organisation to qualify to run a user led Centre for Independent Living) • We had the Dorset County Council bought into the Asset Transfer programme but needed Christchurch Borough Council (CBC)bought in. • We needed central government pressure to be brought in if CBC did not respond. • We want to become a front runner and want support with developing a neighbourhood plan. What we need to do and be able to do the minimum necessary to ensure the district council doesn't throw it out on technical grounds. • Communicating to the people we were trying to help • Connect with the community" • Find support in looking at modernising/re building community centre within the neighbourhood • Community engagement • Which methodology to follow to address the problem of developing a new community building, using land they owned • Responding to rapid changes in the planning legislation which have direct and detrimental effects on providing for the accommodation needs of Gypsies and Travellers, • Planning for Travellers sites (SPP)-response to government consultation -written submission and facilitating an oral hearing for the DCLG so Travellers could respond, including outreach, preparing materials to enable a community with literacy problems to understand the proposals. • Supporting the Gypsy and Traveller communities in challenging the deep prejudices that ensure that Planning authorities do not include their accommodation needs in their policies. • How to develop a plan to redress the balance between traffic and pedestrians in the town, as a result of growth over the years. 	
<p>Create/improve consultation process</p>	<p>20</p>
<ul style="list-style-type: none"> • How to set up the consultation process to deliver the project • Not knowing where to start • Not knowing how to progress • Long term objectives. 	

<ul style="list-style-type: none"> • To put together a design for a factory building. • Community engagement & project evaluation • How to use a community led development framework to produce a local neighbourhood plan • Format for setting up a forum using existing community structures • Acceptance that the infrastructure cannot support the development but both saying it was another - in this case the County Council as the Highway Authority - that had to deal with the problem. • After a lot of tooting and frowning we now have a meeting with the District Council, we have also put together 2 Positions statements, which have been given to both Councils and the Developer and we are awaiting their response!" • Current conversations with council on whether area should be parished and implications for neighbourhood planning. • Borough Council proposals re replacement of pavilion on local sports field and risk this would be removed and not replaced. • Lack of any coordination on local planning • Very little liaison with planning dept. • Initially involved with acquiring a community centre on MOD surplus to requirement land • A development plan was required as part of the above • Pilot NDO put in place as this linked to a development plan required. • New organisation taking on potential asset transfer • Requirement for the organisation to get involved in discussions with Local Authority regarding its community plan • Community organisation requires capacity building support to be in the lead of work on their estate. • District Council reluctance to helping with our Neighbourhood Development Plan • Developers attempting to get planning permission in advance of the plan being in place • Gaining genuine public consultation from the following groups, • To decide whether to produce a NP. • To learn how to set about its production • Orgs not knowing where to start when considering refurbishment of building • More information on neighbourhood planning and implications and understand the process so we could make decisions whether it was feasible for us to develop a neighbourhood plan, costs and work involved • The need to develop a community plan but not quite knowing where to start, what support is available and how it fits in the Planning context - lack of knowledge/ understanding of the Localism Act and it's opportunities for us. • Sorting out and rationalising the huge no. of ideas generated after getting involved in three major developments in the town • Getting technical expertise and detailed drawings to visualise their ideas - needed professional architect to sit down and work up plans for public realm • Responding to rapid changes in the planning legislation which have direct and detrimental effects on providing for the accommodation needs of Gypsies and Travellers, • Planning for Travellers sites (SPP)-response to government consultation -written submission and facilitating an oral hearing for the DCLG so Travellers could respond, including outreach, preparing materials to enable a community with literacy problems to understand the proposals. 	8
<p>Promote our orgs agenda/vision</p>	
<ul style="list-style-type: none"> • Long term objectives • Updating our existing vision document 	

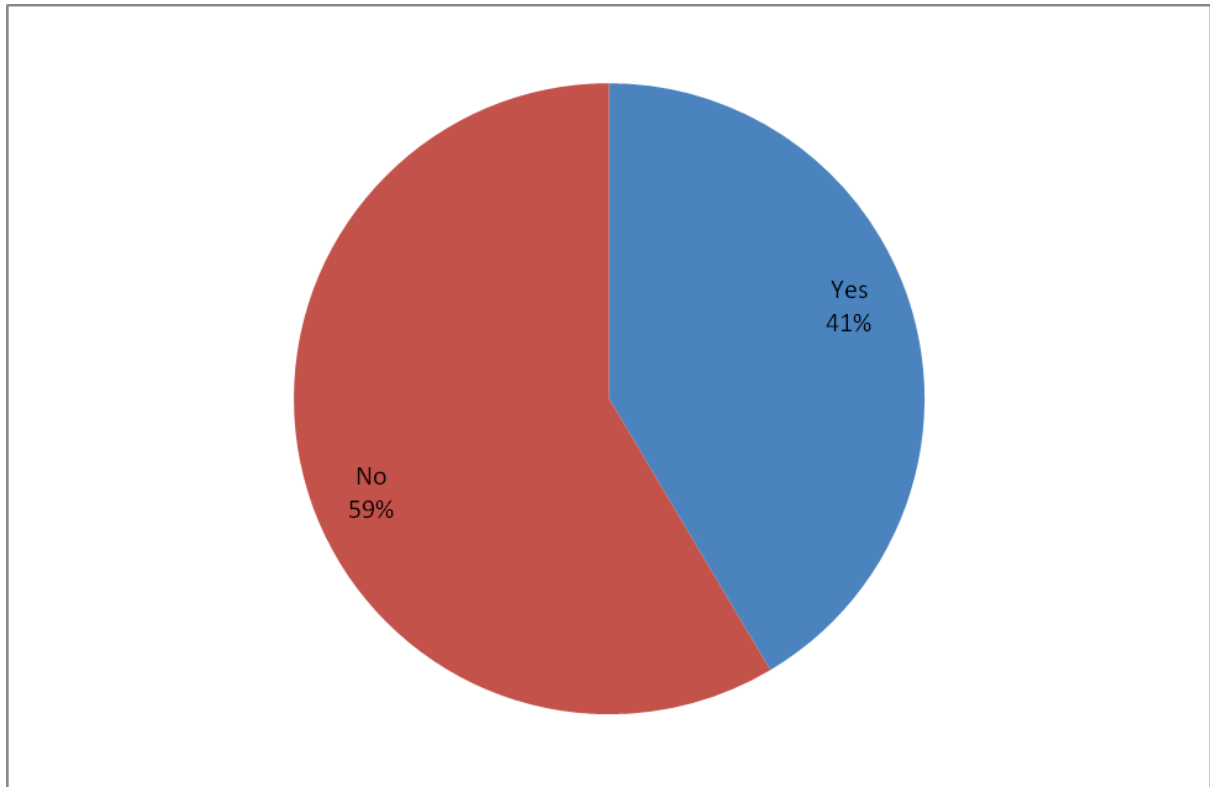
<ul style="list-style-type: none"> • Visualize what was in our thoughts • Lack of vision for community assets. • Sorting out and rationalising the huge no. of ideas generated after getting involved in three major developments in the town 	
gather professional support	7
<ul style="list-style-type: none"> • How the get the professional support needed to give the project credibility. • Were a need for professional support to augment the skills we lack eg funding research, community engagement & project evaluation • Support • Find support in looking at modernising/re building community centre within the neighbourhood • Costs in accessing specialist advice and support in key areas. • Getting technical expertise and detailed drawings to visualise their ideas - needed professional architect to sit down and work up plans for public realm • Finding the right officers to give relevant advise 	
Fundraising issue	6
<ul style="list-style-type: none"> • Fund raising, organising community groups • Fund raising c£5 million • Who has money to give? What is the best strategy for funding? • Grant/Loan to renovate grade two listed building. 	

Before using the Building Community Consortium programme, what help did you most need to support your group/project with its plans?

Please comment on Question 3

- Keen to help build the information and knowledge within the team at the Community Council and also with selected communities who had expressed an interest in NP
- We most needed professional support to shape and deliver our project.
- Research
- Asked for help but have not yet had a response to my e mail
- Unaware of localism agenda until it was highlighted as part of the issues mentioned in Q.2
- Much help needed still with the above items
- Heritage led regeneration

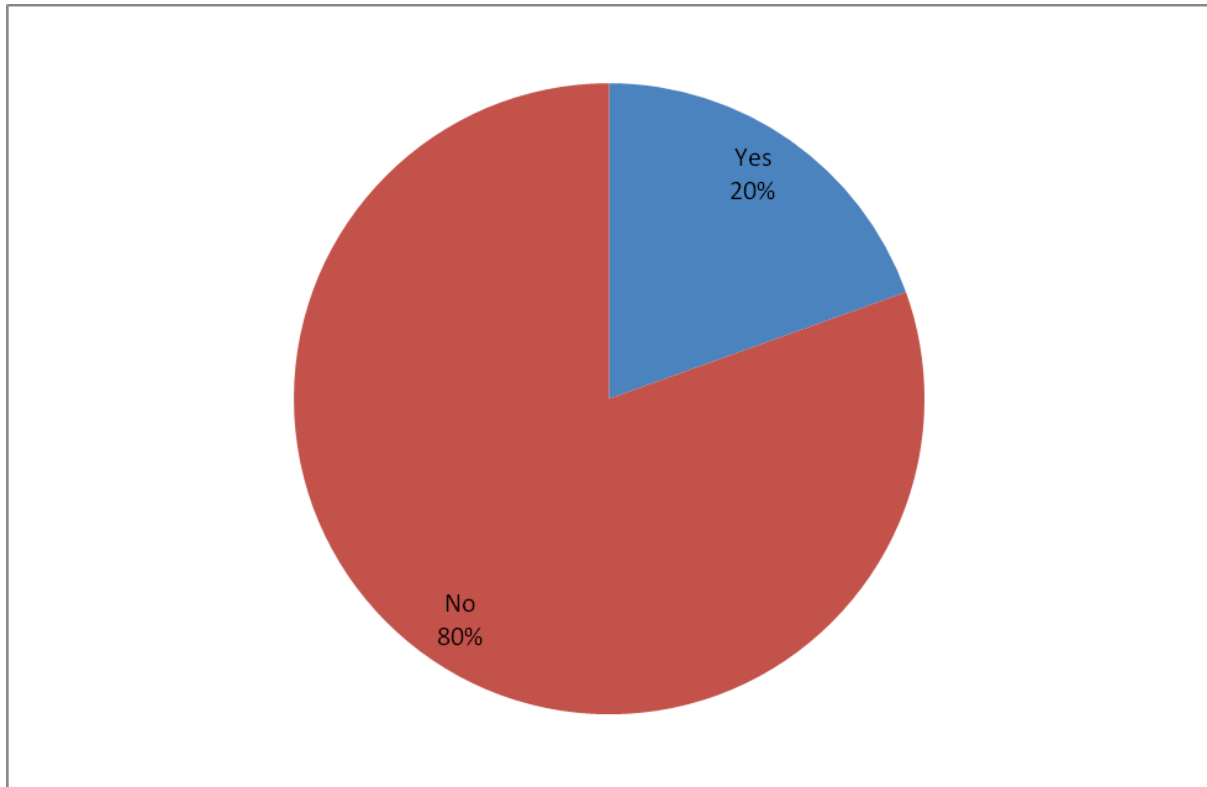
Have you used the websites of any of the Building Community Consortium partners to find information or support?



If you used the websites, what was most useful / least useful about them? Do you have any other comments?

- Generally good
- We found the websites easy to navigate and to find the information we needed which motivated us to press on with our Vision for Canterbury Project.
- have only used locality including sending e mails to which i have never had a response
- Stuff about the localism bill.
- Easy to navigate!! quick too!
- Really only used website to find out what information available. Have mainly dealt with personnel from each of the organisations
- Easily finding the information that the organisation I am working with wanted on the websites.

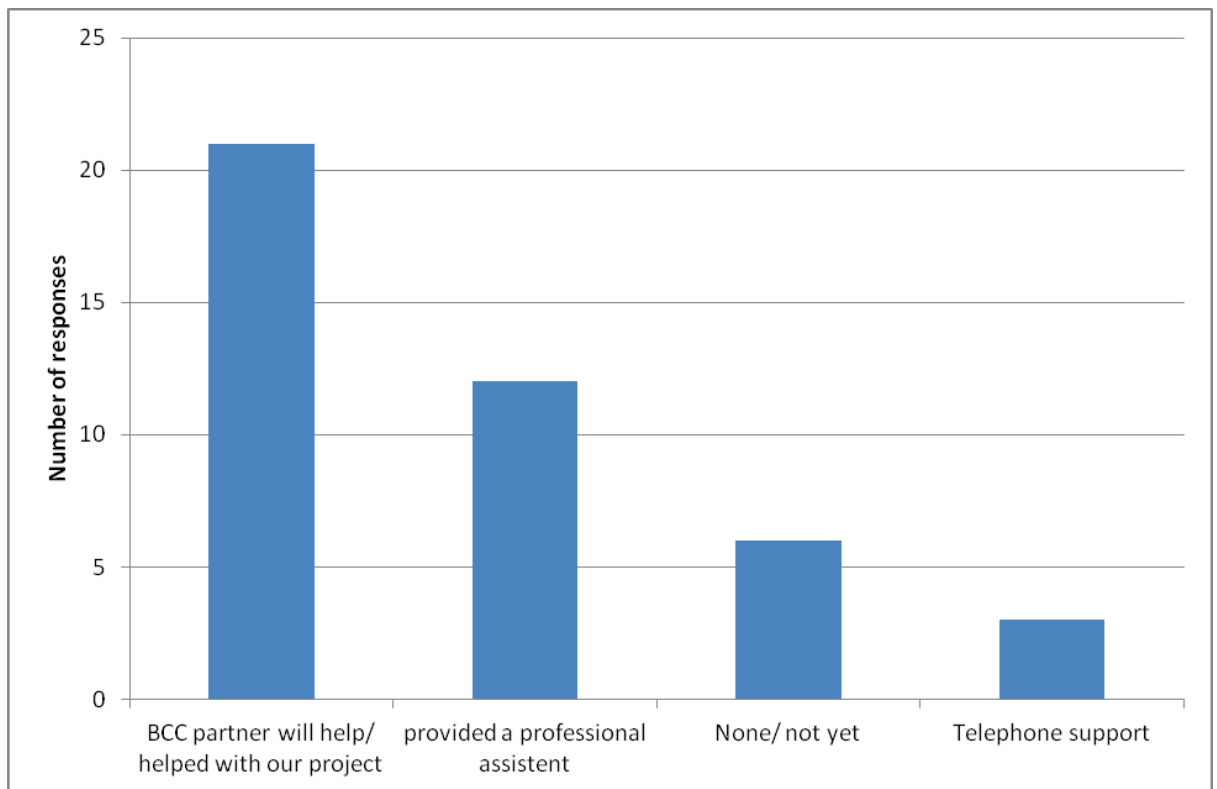
Have you attended any training events, scheduled events, or conferences provided by the Building Community Consortium or its members?



Please specify event name, date and location

- Joint regional workshop in Wolverhampton
- Workshop 20th January 2012
- Cannot be specific I'm afraid - mid-2011
- "Community Planning in St Austell one-stop shop, in November(?) 2011
- Will attend Eden Project event 5-7th February 2012"
- Sheffield, December 2011.
- AGM 2011

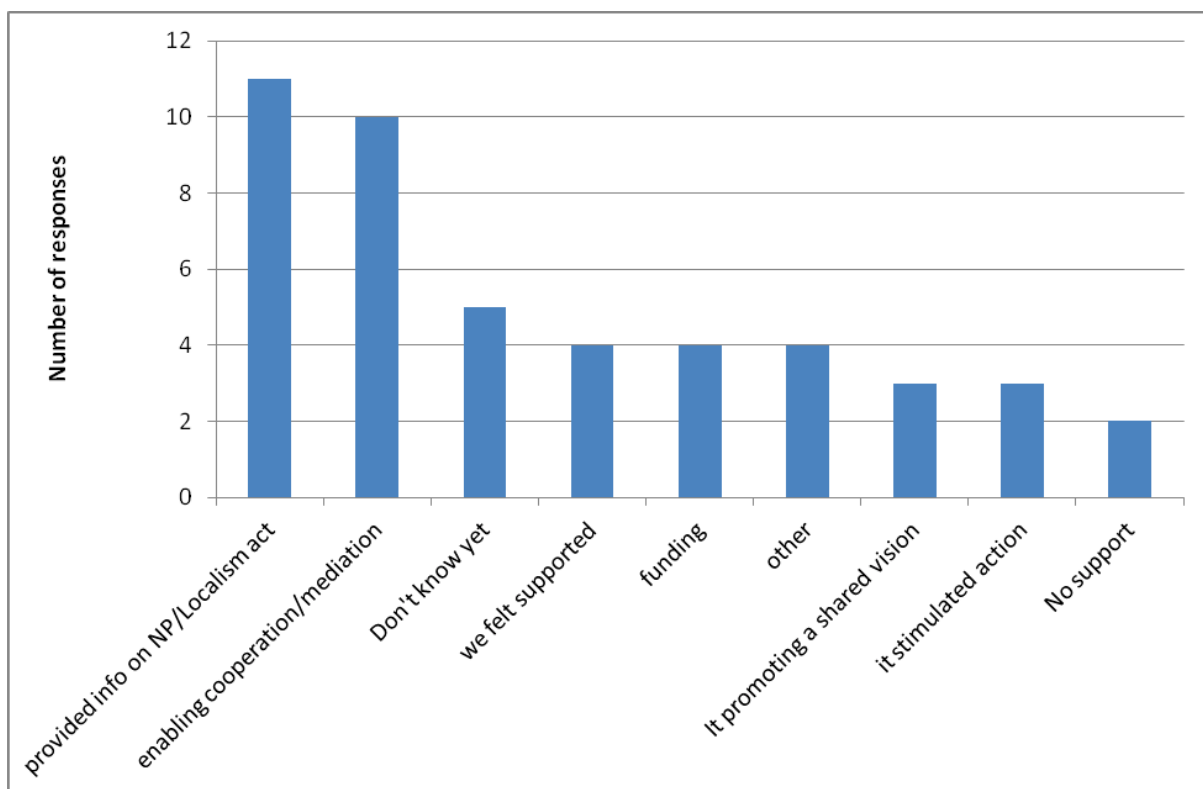
What kind of help was offered from the Building Community Consortium programme following your application for support?



Comment & examples	Number of responses
BCC partner will help/ helped with our project	21
<ul style="list-style-type: none"> • Glass-House Community Led Design helped us to identify the scope of our project is providing a facilitator to run 2 all day workshops working towards the production of a professional standard Vision for Canterbury document. • Support in setting up a planning group. Organising visits. Carrying out community research. • Initial site visit; briefing paper outlining options; offer to attend consultation meetings; advice on approaches to funding • Locality SW director will contact me again at some time in the future. Still waiting? • Glass-House Community Led Design to provide support to organisation around physical planning/neighbourhood planning. • Tailored advice on public consultation methods. • 1 day introduction to NP • Fantastic notes on how to ""semi"" professionally present the results, equipment needed, top tips on how to generate a group discussion which produced the actions needed to overcome the fears/issues brought up through the questionnaire. • Peter Jones the Locality SW area mgr offered to talk to CBC. • Support to deliver a local planning workshop/meeting, with large scale plans of area, to explore the issues and planning and design techniques. Also been receiving regular support, which we have been pleased with. • Bespoke training day by the Glass-House Community Led Design on community-led design 	
provided a professional assistant	12
<ul style="list-style-type: none"> • Provision of a urban planner/designer to help formulate our ideas and create a design 	

<p>from them.</p> <ul style="list-style-type: none"> • To put the Residents' Assoc in touch with someone to aid us with putting together a Neighbourhood Forum and possible Neighbourhood Plan. Also to provide funding for this person. • 4/5 Sub-consultants time- still to be completed • Consultant to help with planning local agenda • Locality the services of a consultant specialising in heritage led regeneration • Paul Weston visited our Parish Council reps meeting and then set up training and invited us to join other Parishes. • One to one support from a professional, enthusiastic, inspirational- Jessie Docherty Development Officer (Based in Bristol). • Assistance to create/develop the community questionnaire tool. • We were offered consultant to come and discuss neighbourhood planning. The consultant made presentation and lead a discussion with the full council, about procedures involved in neighbourhood planning, law, costs and all the information we needed for us to make a decision if we felt the process was needed. • A speaker for our inaugural meeting (David Tittle). 3 sessions with MADE for activist groups on community engagement and planning. 	
<p>None/ not yet</p>	<p>6</p>
<ul style="list-style-type: none"> • None. We approached Building Community Consortium at the workshop with a proposal. Followed this up with an e-mail. Was referred to the web site to register our interest and proposal. Was contacted by telephone to carry out an assessment of our requirements and have heard nothing since. I think it has probably been 3 months since the assessment was undertaken. • not received • None as yet! • Glass-House Community Led Design - just a conversation but nothing definite has happened • Partly due to me and my capacity and also because there was nothing coming from them apart from an initial conversation - they identified the way forward as through BCC, I was then handed over to Locality who then suggested once they diagnosed the support that we were looking for wasn't eligible for support" • Not strictly eligible so all they could provide us with was the training day • Locality had no understanding or interest in the needs of marginalised communities. They just acted like a very inefficient and unresponsive funding agency. 	
<p>Telephone support</p>	<p>3</p>
<ul style="list-style-type: none"> • Telephone discussion to point me in the right direction • Follow up telephone call was made by Cath Ralph to another David in the organisation. I am not aware of any help that may have been offered or what the next steps might be. • One day's telephone assistance 	

Can you provide any specific examples to demonstrate how the support has assisted your group/organisation?



Comment & examples	Number of responses
provided info on NP/Localism act	11
<ul style="list-style-type: none"> • It has enabled me to explain to the town council sub-committee how we should enable the community to prepare a Neighbourhood Proposal • Ensured that the letter we wrote to the District Council regarding the start of our Neighbourhood Forum was correct and stated the Act and paragraphs referring to why we were doing exactly that. • Briefing on Localism Act; Offering expert view to community group members; Offering guidance in dialogue with other neighbourhood local neighbourhood planning groups and elected members. • Pilot NDO allows us to be 'front-runners' and Eden produced a film which will be used for training • Locality has arranged for us to visit a similar community centre set-up and has supported us with legal costs regarding the community centre leases " • Provided an understanding of consultation methods and opportunities • GIVEN US AN OVERVIEW OF NP AND ALERTED US TO THE PITFALL • Before we started we weren't aware of the support available, or how to tackle the issues. After the workshop, now having a design review panel next week. Will lead to a public meeting to discuss. Have some funding available, which should help with implementation. • We have now decided we are not going to develop a neighbourhood plan because we feel there aren't enough people in the community to put enough time in to create a plan. the support we were provided with helped us to make an informed choice • Gave us information about the Localism Act and the opportunities that presents for us. • Helped us think about what we need to do and the issues involved in working 	

<p>together to involve the wider community.</p> <ul style="list-style-type: none"> • The financial support enabled LGTU to facilitate oral hearings for the Traveller community in London to respond to government consultation on new Planning policies. • It enabled LGTU to do a better job because we could spend more time on outreach and preparing visual information materials. • We are expert and experienced in this field, and Locality had nothing to offer in terms of skill or knowledge. • We submitted a range of projects which they just didn't comment or respond to. • Has been helpful to see how our area of concern has been broken down and analysed, and mapped using software - will help us in taking forward our plans. • However, disappointed that the support has not really taking them forward as much as hoped, especially as 5 of the 8 days have already been used. Needs more effective use of time. • There is some doubt about whether the remaining support will be of the quality needed. 	
<p>Enabling cooperation/mediation</p>	<p>10</p>
<ul style="list-style-type: none"> • The main benefit has been that Glass-House Community Led Design support has enabled fairly disparate groups of local organisations to see that they can actually work together to achieve a shared vision for how they want the city to be as a place to live and work over the next 25 to 30 years. • Support continuing with mediation role as helped initially but without ongoing support process has broken down again • guidance in dialogue with other neighbourhood local neighbourhood planning groups and elected members. • Pilot NDO allows us to be 'front-runners' and Eden produced a film which will be used for training • Locality has arranged for us to visit a similar community centre set-up and has supported us with legal costs regarding the community centre leases • It was helpful to have support in relation to heritage led regeneration to effectively engage other partners, in particular businesses and the local authority. • Jessie gave me the confidence to overcome the fear of standing in front of a large crowd to present the results. • We formed a gardening committee • Initial support received via bassac (now Locality) enabled a consortium to be set up and take on its first contract. This is now focusing on setting up a centre for Independent Living but is also considering a wider consortium approach to tender for care contracts. • Before we started we weren't aware of the support available, or how to tackle the issues. After the workshop, now having a design review panel next week. Will lead to a public meeting to discuss. Have some funding available, which should help with implementation. • Gave us information about the Localism Act and the opportunities that presents for us. • Helped us think about what we need to do and the issues involved in working together to involve the wider community, • Most significant impact - helped to engage people who not are usually involved on the committee, in an interesting and inspiring way - and they may be asked to take responsibility for things in the future. • Recently had two three-hour workshops with design experts, very useful (Hannah and Elizabeth from GHD, Emily from Integrate Space, incl. Martin Stockley, expert in public realm) - this helped to articulate design terminology and strengthen their arguments and confidence. 	

<ul style="list-style-type: none"> Opened their eyes to the concept of shared space, which they now want to lobby the Council for. 	
Don't know yet	5
<ul style="list-style-type: none"> We have as yet only met once with our consultant so any answers to the above questions are not valued The organisation has only just had its support agreed - so it has not yet received any help to date. The expectations are high of what Glass-House Community Led Design will offer. The only support we have received is an email advising us about becoming a front runner Too early to comment Too early to tell 	
We felt supported	4
<ul style="list-style-type: none"> Locality have been very supportive and very flexible in terms of the support they have been able to provide. Excellent staff. It was helpful to have support in relation to heritage led regeneration to effectively engage other partners, in particular businesses and the local authority. Jessie gave me the confidence to overcome the fear of standing in front of a large crowd to present the results. In depth telephone advice and support has helped guide the project. 	
Funding	4
<ul style="list-style-type: none"> funding research Supported us with legal costs regarding the community centre leases Have some funding available, which should help with implementation. The financial support enabled LGTU to facilitate oral hearings for the Traveller community in London to respond to government consultation on new Planning policies. 	
Other	4
<ul style="list-style-type: none"> We have now decided we are not going to develop a neighbourhood plan because we feel there aren't enough people in the community to put enough time in to create a plan. the support we were provided with helped us to make an informed choice We are expert and experienced in this field, and Locality had nothing to offer in terms of skill or knowledge. We submitted a range of projects which they just didn't comment or respond to." There is some doubt about whether the remaining support will be of the quality needed. 	
It promoting a shared vision	3
<ul style="list-style-type: none"> The main benefit has been that Glass-House Community Led Design support has enabled fairly disparate groups of local organisations to see that they can actually work together to achieve a shared vision for how they want the city to be as a place to live and work over the next 25 to 30 years. sanity check of the best order for the project steps; pertinent observations following a site visit and practical suggestions for data to gather Opened their eyes to the concept of shared space, which they now want to lobby the Council for. 	
It stimulated action	3
<ul style="list-style-type: none"> Helping to brief and enthuse volunteers which resulted in leaflets being delivered to all 4500 homes in a week and an excellent turnout at public events" Pilot NDO allows us to be 'front-runners' and Eden produced a film which will be used for training We had an open day for the village following the development of the model for 3000 people. People came in and saw what it was going to look like. People could 	

understand exactly what we wanted to do. Without the model people can't read plans	
No Support	2
<ul style="list-style-type: none"> No. I am sorry this all seems a bit negative but as the person responsible for getting this major project off the ground I have had no help or guidance from the Consortium which is very disappointing, particularly as I think you have relevant help to give. 	

What progress do you think you would have made without the Building Community Consortium support?

- Can't really answer.
- I think it would have been quite difficult to get the stakeholders to see that it is even possible to do such a thing.
- Limited and slow
- We would not have a design
- Struggle
- Probably less public awareness of Neighbourhood planning - for many people it was the first time they knew of the DPD for Ivybridge
- Hard to say - definitely less - talking through ideas has been crucial and I am looking forward to working with locality in the future.
- Been longer finding out the information. Some members of the Residents' Assoc feel happier having a "knowledgeable" person assisting.
- Rate of progress may be reduced
- We would have spent more time on looking at funding options rather than collating requirements
- We would not have had access to a solicitor and would have had to accept the head lease produced by the MOD as it was first provided.
- I have had to do all the original thinking for myself and probably would have made faster progress if BCC were involved.
- same
- Too early to say.
- The capacity building support is needed by the organisation in the near future. Without this programme it is not clear how this support would have been provided to the organisation.
- Little progress would have been made

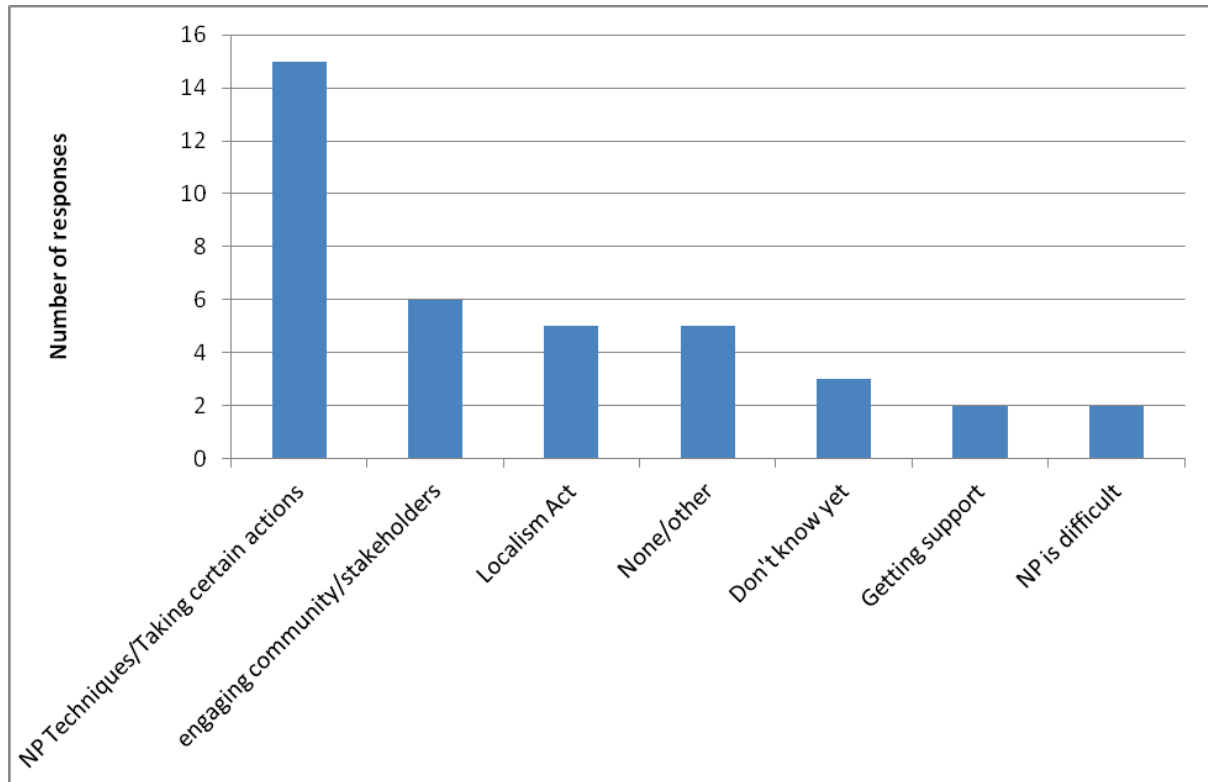
Have there been any additional benefits to your group from the support you have received from the Building Community Consortium?

Comments

- given our process credibility

- We are at the start of the process, but I am sure that eventually we will tick all the boxes.
- improved borough council's perception of us as an organisation
- Building Community Consortium has added to the other organisations which have helped us throughout the last two years
- None of the above.
- Too early to say

What has been the main learning from the support you have had from the Building Community Consortium?



Comment & examples	Number of responses
<p>NP Techniques/Taking certain actions</p> <ul style="list-style-type: none"> • Ideally having longer for public notice via house to house leaflets as created high expectations of us that we didn't expect - it proved that if you give people info via written documents that they are interested. • Use of 'models' to guide working of spatial planning at neighbourhood scale and placing of neighbourhood planning as a form of spatial planning. • That we have a solid grasp of what we are about; and that there is a great deal of work to be done in 2012 to ensure localism works in our area • COMPLEXITY AND COST OF NP • Planning and be prepared • The initial support received has identified new opportunities which would otherwise have been ignored. This is now giving confidence to look at wider issues / contracts with confidence. 	15

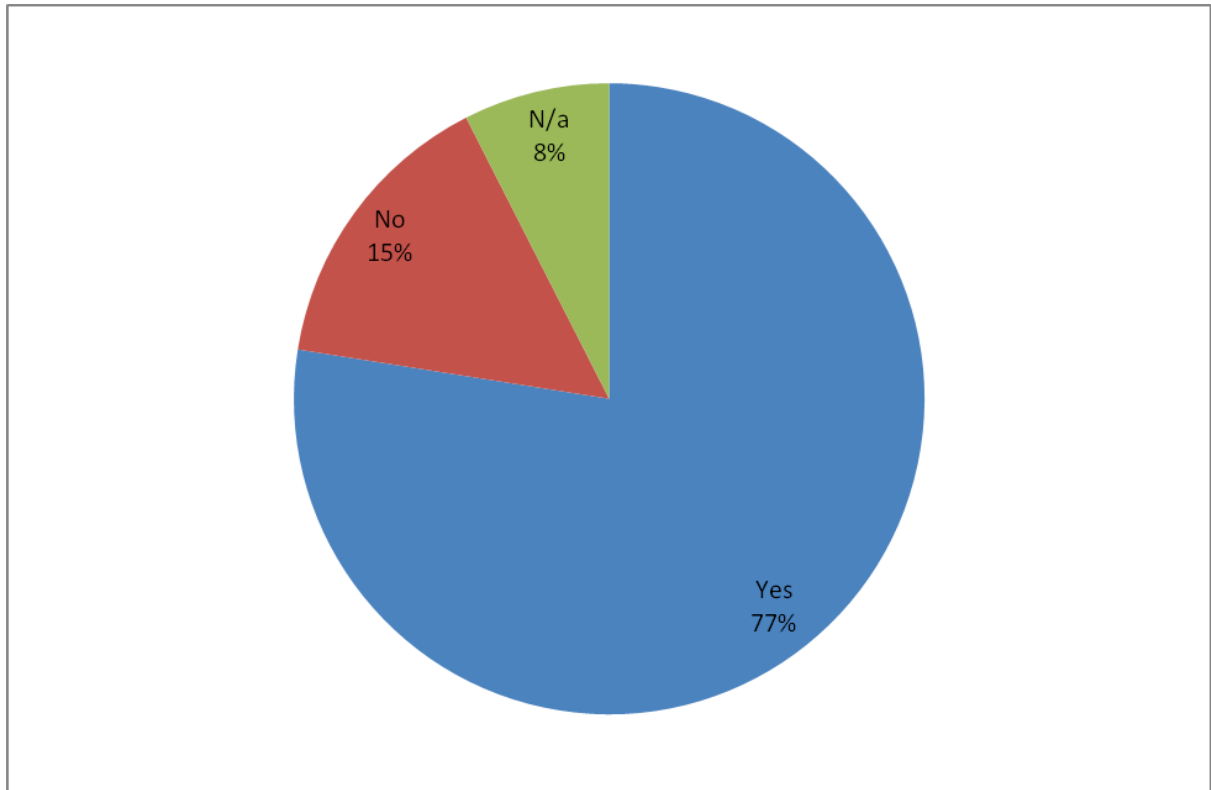
<ul style="list-style-type: none"> • Consultation is everything and you can't do anything without taking people with you • People can really see a project with a model • Earlier promotion of the funding available through BCC would have been useful - weren't aware until a Councillor attended a meeting in November. • Much more aware of the technical aspects of planning and development now. • Also learned about ways of drawing out ideas without leading people, and good workshop techniques. • We learnt what neighbourhood planning was about and the legal implications are to enable us to make a decision 	
Engaging community/stakeholders	6
<ul style="list-style-type: none"> • Engagement of local voluntary and community organisations to support local residents case in a site planning case. • The need to continually engage the community and wider support • Importance of effective engagement with key stakeholders • How to engage the public in a meaningful way. • 90% of the community are behind us • working together to develop plans for our community 	
Localism Act	5
<ul style="list-style-type: none"> • That the Localism Act does provide opportunities for communities to influence their area provided there is some support from organisations such as the Building Community Consortium. • Understanding of Localism agenda and how best to implement it • Neighbourhood Planning and Localism Act • It is hard to say whether this is as a result of the support or from general awareness as neighbourhood planning / localism has developed. • About the role of Locality and a bit about the Big Society agenda 	
None/other	5
<ul style="list-style-type: none"> • Seemed Locality were on different hymn sheet to us to start with, as they wanted to stimulate local activity and engagement, which we have been doing for many years. We wanted them to support our activity, not duplicate it. • This project was slightly different from Locality's normal offer, so they tried to make it fit them, not the other way around. • Mismatch between our needs and what was offered. • Diagnostic was a bit too simplistic - good for newly formed groups with vague ideas, not so much for well-established groups with high threshold of knowledge - we needed top-slice of expertise, not basic support. • Some misunderstandings about level of support and output - expected full report on options from the workshop, and the 3D realisations were not what were expected. • We studied the original DCLG proposal very thoroughly which we thought was very clear. • Our main learning is that translating the original plan into national consortia who spent the year getting their own organisational act together completely diluted any effect the grant could have had. • The DCLG sacrificed good use of their money for the convenience of handing it over to a few national organisations. 	
Don't know yet	3
<ul style="list-style-type: none"> • Too soon to tell • I am now aware of your existence but do not know how you would help in our circumstances. • We do not really understand how the process for identifying and authorising extra building will work - not sure anybody does yet 	
Getting supported	2

<ul style="list-style-type: none"> • Having someone to discuss issues and be guided by them. 	
NP is difficult	2
<ul style="list-style-type: none"> • That this stuff takes a long time - we can't do it over night. • That the whole process from Government seems to be flawed and that we will still be subject to domination from the Local Authority. We will have very little influence and possibly much more divisive situations arising from the intended change in planning concepts. 	

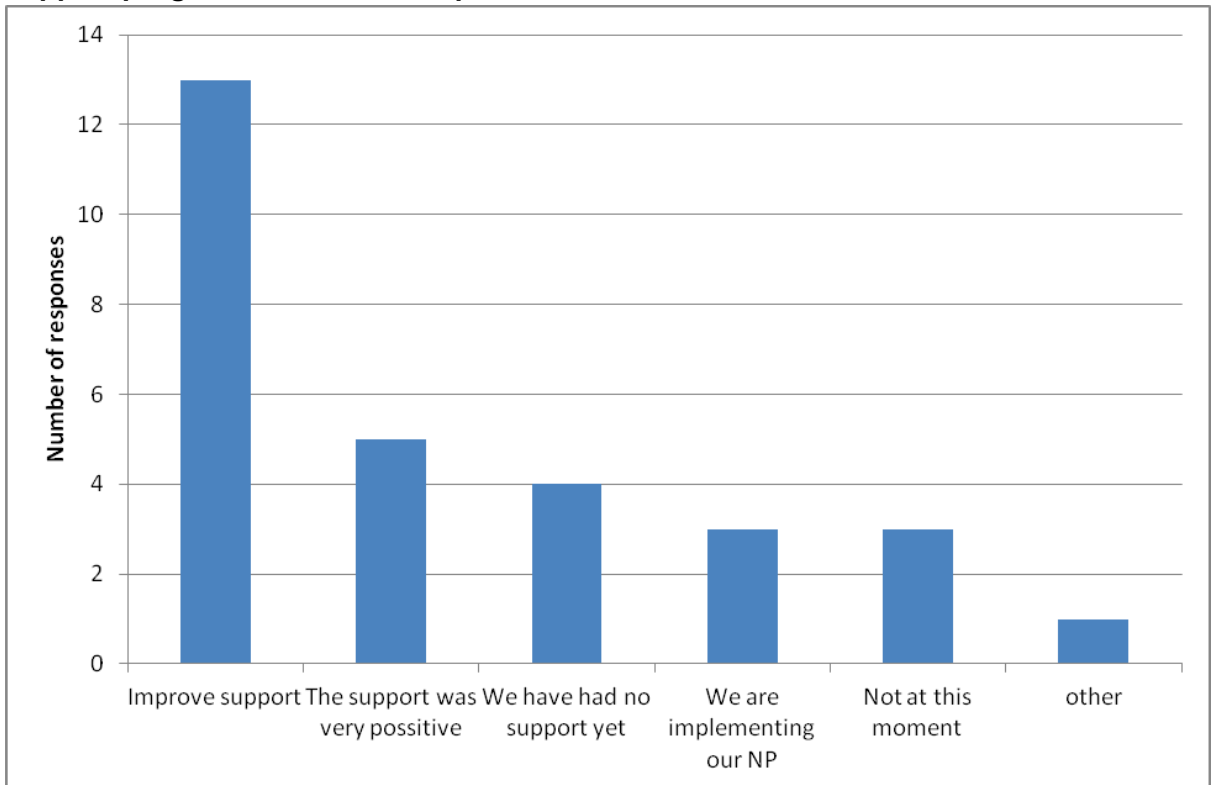
How do you intend to apply this learning to your ongoing work in your area?

- By encouraging other local groups to get involved in the future planning of their villages towns and cities.
- Through the sub-committee
- keep getting help where needed
- On occasions to leaflet houses if issue of importance and have a plan for dealing with more people wanting to attend event than can be accommodated!
- Keep an eye on the end goal and don't panic that it is slow slow slow!
- To push forward with the problem that besets us at the moment.
- Close local focus working at neighbourhood scale, in awareness of wider activity, at higher level in neighbourhood planning in area.
- use outputs from the selected study (shops, library and community centre redevelopment) to inform a wider strategy for community planning across our area of 11000 residents
- WE have started to recruit a local group to start the process of a town plan
- Continue to ensure that the community is kept informed and to liaise with wider area groups such as the Parish and County Council
- There has been no learning, so cannot apply it.
- Work as closely as possible with the local authority and local businesses in particular
- Too early to say, but the learning will help this organisation in developing its community plan which will enable £1m of Big Local funding to be released from the Big Lottery.
- By following the advice given

Do you have ongoing support needs that the Building Community Consortium could help with?



Do you have any suggestions for how the Building Community Consortium tailored support programme could be improved?



Comment & examples	Number of responses
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Improve support	13
<ul style="list-style-type: none"> • Better communications • For a project of our size 3/4 days is not a lot • More time needs to be allocated as for. Many towns it is the first time they have had to take a lead role and the process must be robust. • Possibly offer legal guidance, where relevant. • Would be useful to have some handouts on the website explaining on one page the relationship between parties involved - was difficult to explain to stakeholders how this links together and who is funding what • Process has been fine, so more of the same. We would all be helped if there were more clarity and certainty from government. We also would be better placed if the LA were not planning to build 2500 dwellings and 3 industrial parks in the parish of 900 existing dwellings! • Providing support to community groups who want to develop a neighbourhood plan where the district council is hostile. Our district council has advised us not to do it. They are saying its too much work. • Confused about all the organisations offering support and what they do • Went to a lecture by Civic Voice that was very useful. Please talk to Civic Voice as they are doing some very good work with their members. • We will be looking for support with community consultation and connecting this with building and design professionals - so we can put together a good capital proposal for a capital building. • Making connections with architects • I would have liked to have gone on planning camp and do more practical hands on training e.g. drawings, modelling • Make support known about earlier! • Charities should not all duplicate, but join together to achieve same objectives. • Professional, educational people can get to a certain level, but need further technical help to take it one step further. • By making it easier to contact you and be linked to the right person from the consortium to provide assistance that you publicised in your websites. • Unfortunately, we only heard about this right at the end of the programme so there wasn't much time to gain support. It would have been helpful to have had much more specific training sessions in community engagement and neighbourhood planning. 	
The support was very positive	5
<ul style="list-style-type: none"> • You were quick to help us and that was brilliant. In fact we were very surprised just how quick you were. • The DTA offered excellent support from London and helped with the planning of the Asset Transfer from DCC. I had no idea the support offered from Locality was named BCC since the application came through Peter Jones who filled in the paperwork. • Not really, very happy with support received. • I wish I had known about it sooner! We got in there just at the end :) 	
We have had no support yet	4
<ul style="list-style-type: none"> • I hope my experience is a one off because to date I have had no support at all. • To date we have had no direct support from Building Community Consortium. We are in the process of setting a Neighbourhood Plan and would welcome more activate support. • Have not really had our support needs fully met, so will need more support, especially as we fear we may have used up our time allocation. We might also be more knowledgeable about needs and be better able to specify what we want. 	
We are implementing our NP	3
<ul style="list-style-type: none"> • We are now setting up on the journey to develop a neighbourhood plan - our first 	

<p>meeting is taking place this week - peer support would now be very helpful</p> <ul style="list-style-type: none"> Looking for support with community consultation and connecting this with building and design professionals - so we can put together a good capital proposal for a capital building. 	
Don't know yet	3
<ul style="list-style-type: none"> Too soon to tell I am now aware of your existence but do not know how you would help in our circumstances. We do not really understand how the process for identifying and authorising extra building will work - not sure anybody does yet. 	
Not at this moment	3
<ul style="list-style-type: none"> Will consider this after the first two workshops have been completed. Not at this stage Not really - this was a very simple and straightforward process. 	
Other	1
<ul style="list-style-type: none"> The grants should go directly to the organisations who deliver. If the DCLG doesn't want to administer it, at least give it to a funding agency who is experienced in managing grants 	

Appendix G Awareness Raising Events Evaluation Feedback

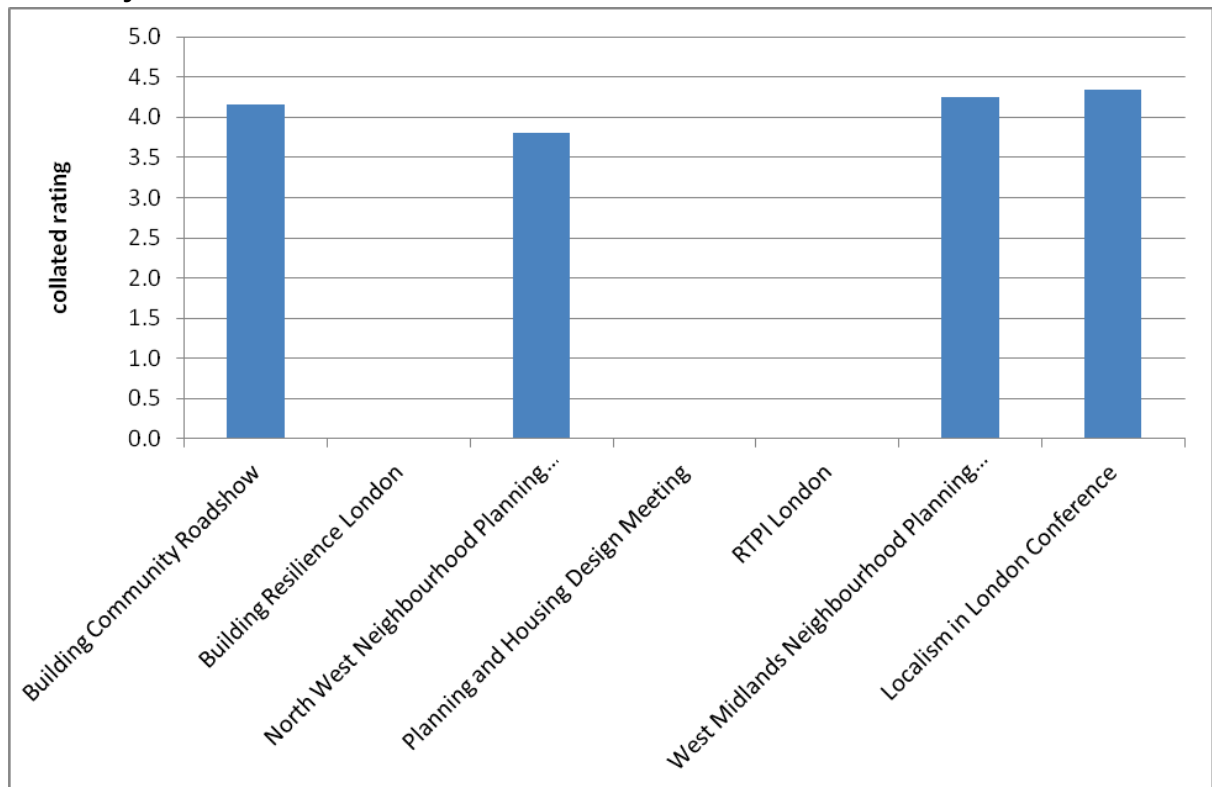
Awareness raising events evaluated

Event	Place	Date
Building Community Roadshow	Yorks & Humber	17/11/2011

North West Neighbourhood Planning Workshop	Preston	13/09/2011
Planning and Housing Design Meeting	London	05/10/2011
RTPI London	London	16/11/2011
West Midlands Neighbourhood Planning Workshop	Wolverhampton	07/09/2011
Localism in London Conference	Directory of Social Change London	26/11/2011

Total feedback questionnaires received: 192

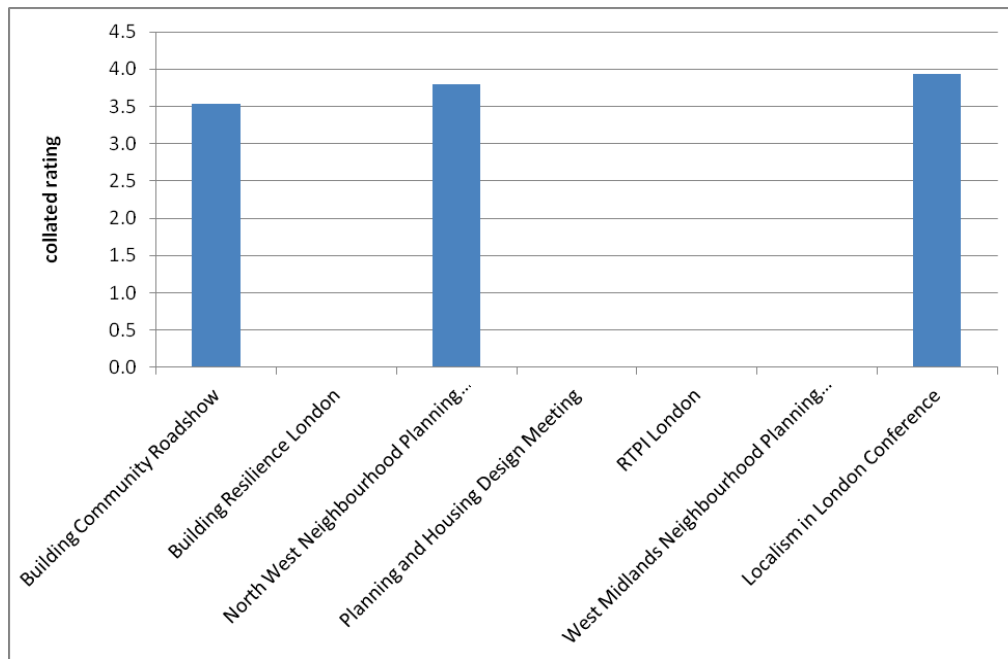
How would you rate the overall event?



Comments:

- I thought it clarified my thinking
- Well delivered
- discussions / workshops useful - networking opportunities
- I found myself finding out areas of interest I had not considered before
- A bit disappointed with materials - in fairness little material is available currently
- Unfortunately I didn't really get much out of the workshop. This was because other participants stifled open discussion + talked down people they didn't agree with
- great
- Shame there weren't more people to exchange views and experiences

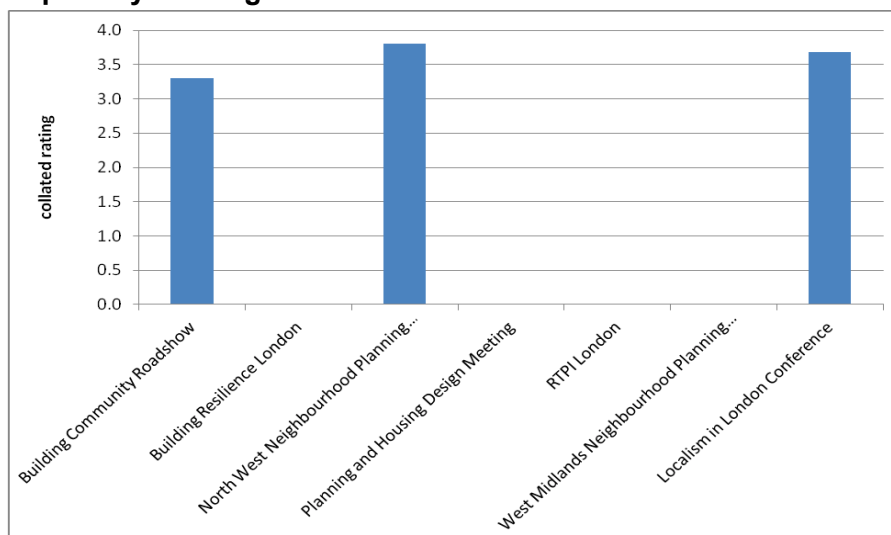
Has the session helped you build awareness of community-led planning and design techniques?



Comments:

- Not really focussed on techniques
- Still vague on what it really is and which communities would benefit
- Not so much on design, but the issues around community involvement, very much so.
- covered wider policy & practical issues
- Yes - its backed up the general info I'd already had about NP and how it can fit in with work, already being done in terms of CLP.
- Yes, definitely. Still concerned about how to implement it in our neighbourhood

Do you feel more confident about how you can develop local issues into actions to improve your neighbourhood?

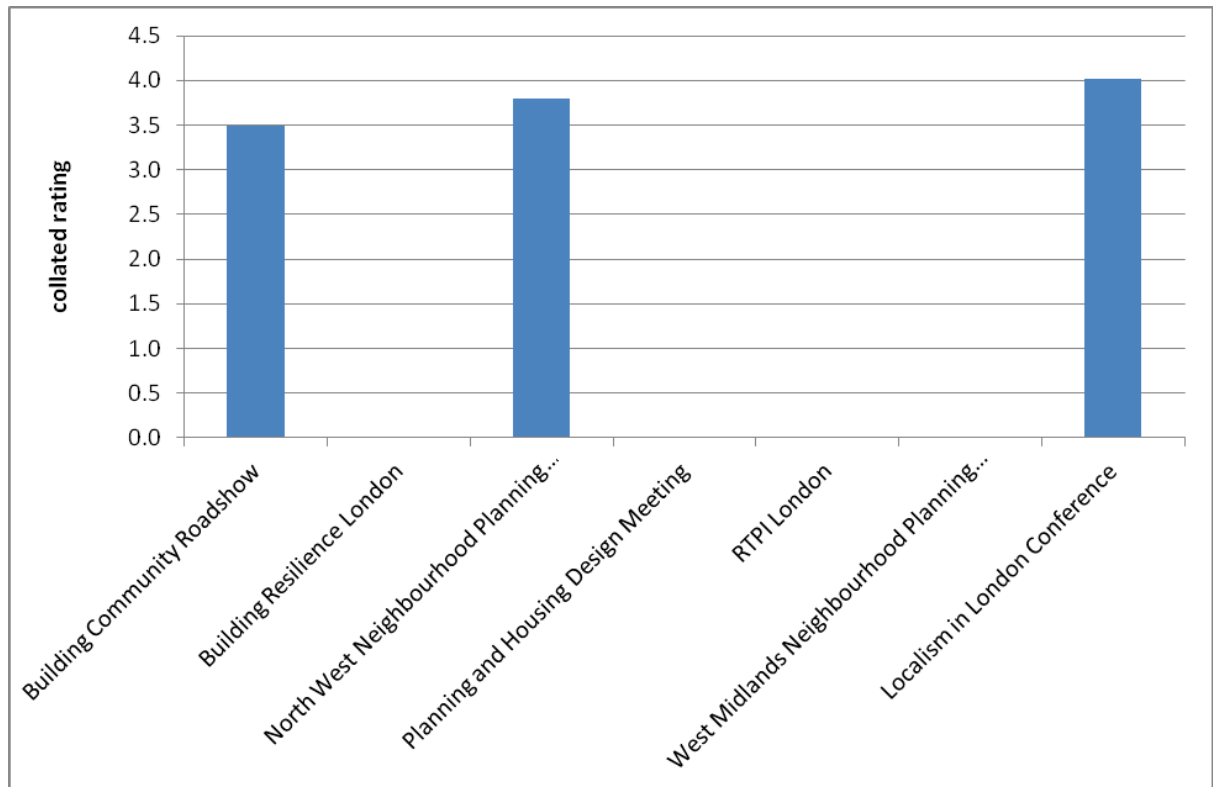


Comments:

- In terms of the Bill, yes
- need more help training

- Has raised as many questions as answers! But that's a good thing.
- Yes - talking to fellow course attendees has helped put things into perspective and I have a good idea on how i can move things on.
- I have some ideas about moving forward
- Not really the focus of these sessions.
- Again, we need to include the existing diversity of the area.

Has the session helped you to find out how you can understand the needs and aspirations of your local community?



Comments:

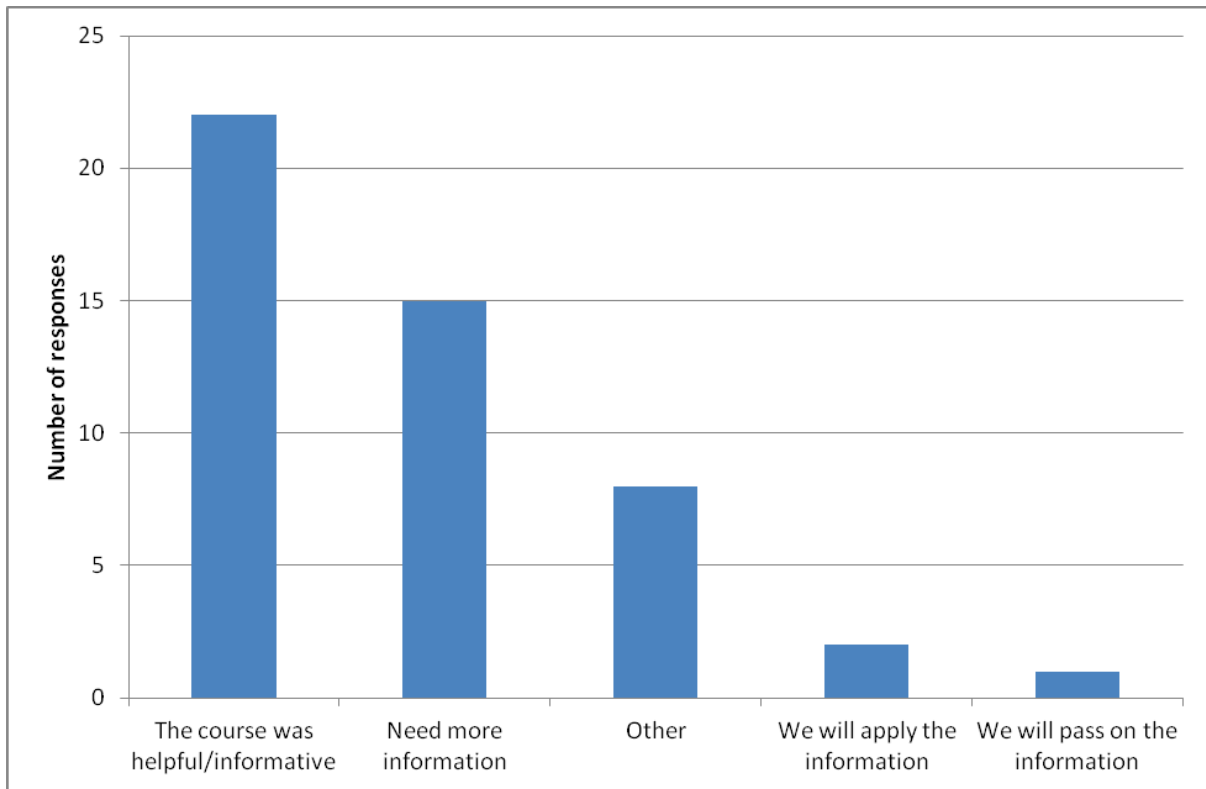
- hasn't classified exactly what's needed
- website
- Yes, but we still face issues with achieving meaningful dialogue

What other support would you like to see offered from the Building Communities Consortium?

Comments:

- Newsletter?
- Training.
- seeing is believing' type visits
- Help with advocacy in dealing with Housing assoc and authorities and getting them to change culture

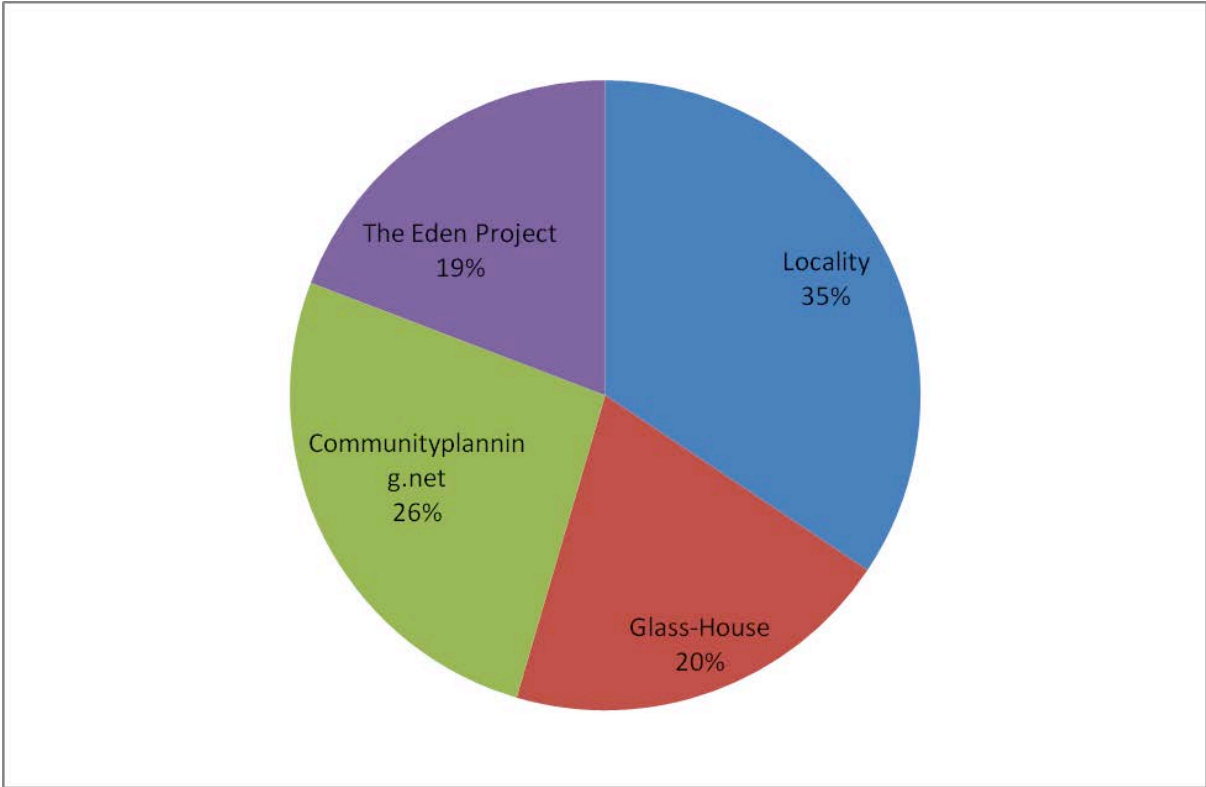
Any other comments?



Comment & examples	Number of responses
The course was helpful/informative	22
<ul style="list-style-type: none"> • Very new topic for my but a helpful introduction • very interesting & informative 1/2 day • I have not previously been involved with this and the session was very informative • useful to see new core • Good all round • Really interesting and well organised • stimulating speakers and excellent lunch • It was splendid • well organised conference, thanks • well done to all involved • Excellent programme and speakers. programming agenda did not allow sufficient questions to be asked • well attended and well informed. • keep going! thanks • Well done, well run, coherent, informative, an essential start • Well organised and the workshops well run. this was my first time with the LTR but will be attending further • very well organised, excellent level of briefing material and wide range of participants and contributions... • Many thanks, the event is well organised, informative and I am very inspired. many thanks to Sharon. • Speaker from FOR was brilliant. • Informative and worthwhile • Very Good speakers. Very well put together event pack. 	

<ul style="list-style-type: none"> Stimulating, breath of local experiences, concern and possible solutions required from the very real engagement of all that attended. Very Good 	
Need more information	15
<ul style="list-style-type: none"> Course not long enough to get a full grasp of what it all means Shame didn't get time to do 'gearing up' ... could have done with longer session. A lot of questions need to be answered before organisations can take this on board especially to pass on to member organisations. workshops for community groups to understand the process More time for workshops discussions would be recommended for next time. daunting Excellent programme and speakers. programming agenda did not allow sufficient questions to be asked The conference made me aware of how little i knew re all the proposed changes taking place. not enough time for questions Think having 3 speakers one after another was too much. not really enough time to absorb information etc. perhaps could have had break after #2 and shorter lunch would have given more time for discussions. localism act is new = need more time for cases history Not enough time for the workshop - could have used a further 15-20 minutes. too much focus on problems/threats and not enough on people shaping the localism agenda to mitigate threats No-one explained what Localism - They went too fast. They assumed you knew everything" 	
Other	8
<ul style="list-style-type: none"> I wouldn't have travelled so far to day if there hadn't been a Locality advisory group meeting this morning at the same venue. I would usually only travel for a full day event. thank you least liked session - pre-workshops" too much focus on problems/threats and not enough on people shaping the localism agenda to mitigate threats All speakers should use a microphone regardless of whether they think they speak loudly or not. Should not be abbreviation in handouts and slides etc. "Disabled delegate: Problem with the filming, refreshment on lower floor was a problem as I could not walk in front of the video camera to get to the lift. Nowhere enough time for questions." Use time saved for meaningful speakers/workshops. 	
We will apply the information	2
<ul style="list-style-type: none"> Mapping LA's reaction to groups who are known to develop neighbourhood plans. Name Shame! MPs in Gov, councillors in Gov bodies should be made more accountable. VFM - Value for Money. 	
We will pass on the information	1
<ul style="list-style-type: none"> A lot of questions need to be answered before organisations can take this on board especially to pass on to member organisations. 	

Would you like us to keep you informed of events and programmes of activity run by:



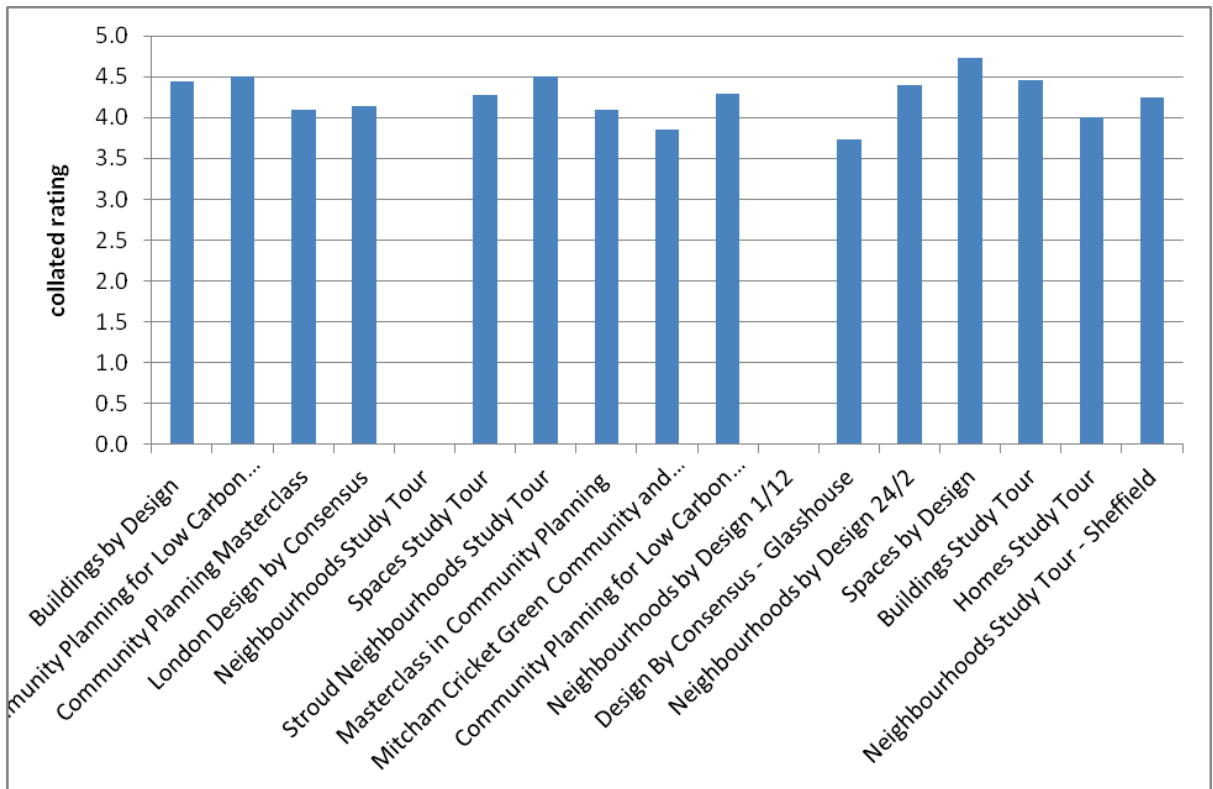
Appendix H Project Based/Technical events Evaluation Feedback

Awareness raising events evaluated
Total feedback questionnaires received: 254

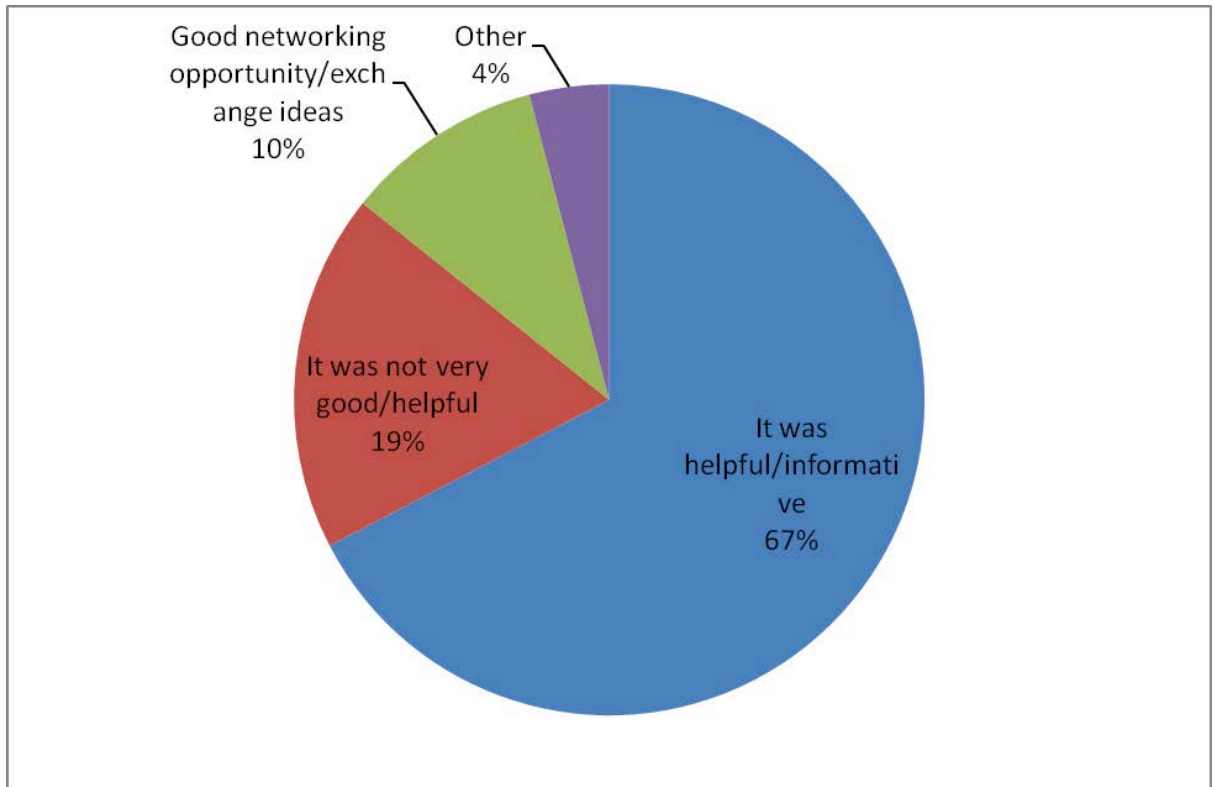
Event	Place	Date
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London	London	13/09/2011
Neighbourhoods Study Tour	London	28/09/2011
Buildings by Design	Liverpool	06/10/2011
London Design by Consensus	Forest Hill	17/10/2011
Community Planning for Low Carbon Communities	London	19/10/2011
Spaces Study Tour	Bristol	21/10/2011
Community Planning Masterclass	Hastings	26/10/2011
Stroud Neighbourhoods Study Tour		24/11/2011
Neighbourhoods by Design 1/12	Basingstoke	01/12/2011
Masterclass in Community Planning		18/01/2012
Design By Consensus - Glass-House Community Led Design	Canterbury	20/01/2012
Mitcham Cricket Green Community and Heritage Workshops	Mitcham	30/01/2012
Mitcham Cricket Green Community and Heritage Workshops	MCGCH	30/01/2012
Community Planning for Low Carbon Communities		22/02/2012
Neighbourhoods by Design 24/2	Birmingham	24/02/2012
Neighbourhoods Study Tour - Sheffield	Sheffield	28/02/2012
Homes Study Tour	Manchester	06/03/2012
Spaces by Design	Exeter	09/03/2012
Buildings Study Tour	Liverpool	23/03/2012

Graph: How would you rate the overall event?



Comments:

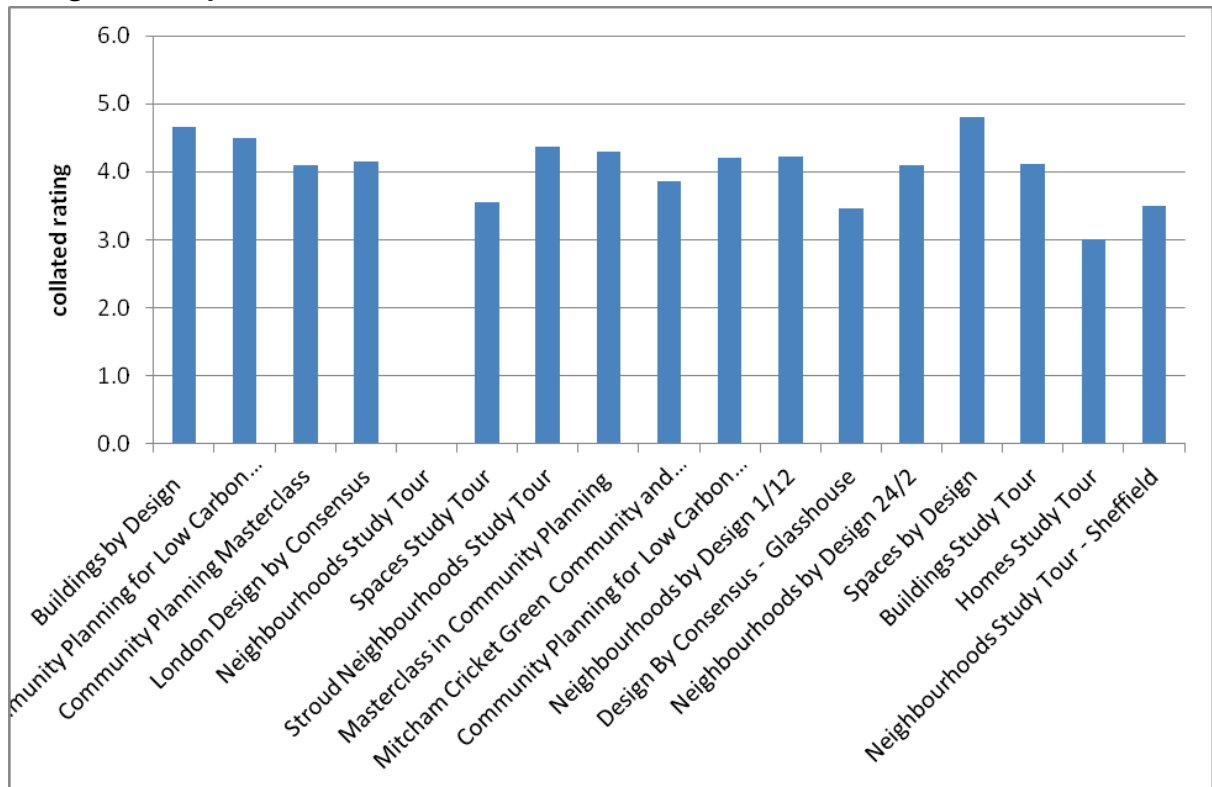


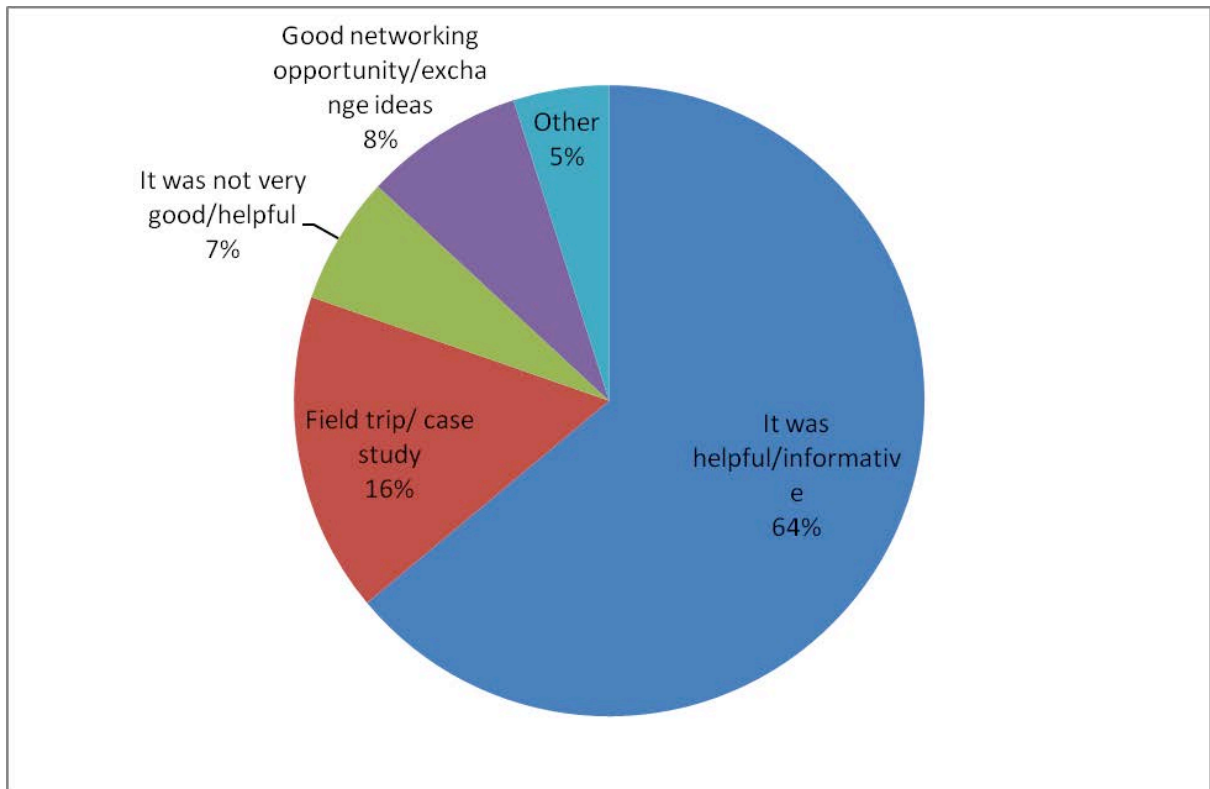
Comment & examples	Number of responses
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It was helpful/informative	33
<ul style="list-style-type: none"> • Yes the combination of community planning and low carbon • constructive and enlightening • there is a lot to pack into one day and you gave a really good overview • the best potted introduction to public consultation I have been to, and I have been to a few • The masterclass was very stimulating and informative. It was also useful as a networking event, especially as members details are being passed on • friendly, flexible, informative • very interesting - have taken some good ideas away • Good Presentations • Didn't stay till the end but would have liked too • Good number of visits • It was informative a Seeing a variety of different approaches to different projects • Very well run, ... full of interest in the ways they had been achieved • Really enjoyed the variety and depth of the speakers • Balance felt right. It would always be good to stay a bit longer at each project. But as contact was made, can always visit again. • About right • I thought the pace & sites covered were excellent • The tour was run very well, with plenty of time to question the different hosts. Would have liked to meet • Enjoyed it very much • Thank You! • Good • Excellent • Excellent project leaders taking us around. Friendly and flexible coordination • Very good. Some exercises did not have enough time to complete • very useful, spent extended periods thinking about my organisation as a whole rather than focussing on specific issues as we do in meetings. • they have helped us focus on the way forward and on the immediate projects we should be tackling. • convenient and stimulating • Very entertaining and loads of information • Great for finding out about local projects/sharing knowledge • Been useful and well organised event with a good mix of people • Fortuitous synergies between all • Best in afternoon with more specific emphasis on Canterbury – rate 5 for afternoon and 2 or 3 for morning' • The preliminary workshop exercises were very useful' • The 3 F's. Form, feeling and function 	
It was not very good/helpful	9
<ul style="list-style-type: none"> • felt mock event went on too long but did not give me time to get involved properly • The subject is important as its only the applicant who gets an opportunity to appeal but the training did little to help overcome the hurdles that exist for objectors to schemes that HMG wants to promote. • Too much time • Too much introduction and a little too much structure. Tour could be pitched a little higher (more adult/educational) • I found the Bexhill workshop a bit perplexing. I think those sorting out materials got more out of it than the 'visitors'. I thought it was going to lead somewhere. • Could be more creative less technical 	

<ul style="list-style-type: none"> • Morning Session not very useful. Have a focus - writing a vision - not sure how these how these workshops helped. • First half totally useless and prevented exploration of the key issues in afternoon • Best in afternoon with more specific emphasis on Canterbury – rate 5 for afternoon and 2 or 3 for morning’ 	
Good networking opportunity/exchange ideas	5
<ul style="list-style-type: none"> • The masterclass was very stimulating and informative. It was also useful as a networking event, especially as members details are being passed on • A great mix of people • Been useful and well organised event with a good mix of people • The best thing was the opportunity to meet like-minded people • Very useful exchange of ideas 	
Other	2
<ul style="list-style-type: none"> • Housekeeping issue: we had a wonky table lots of paper used! 	

Has the session helped you build awareness of community-led planning and design techniques?



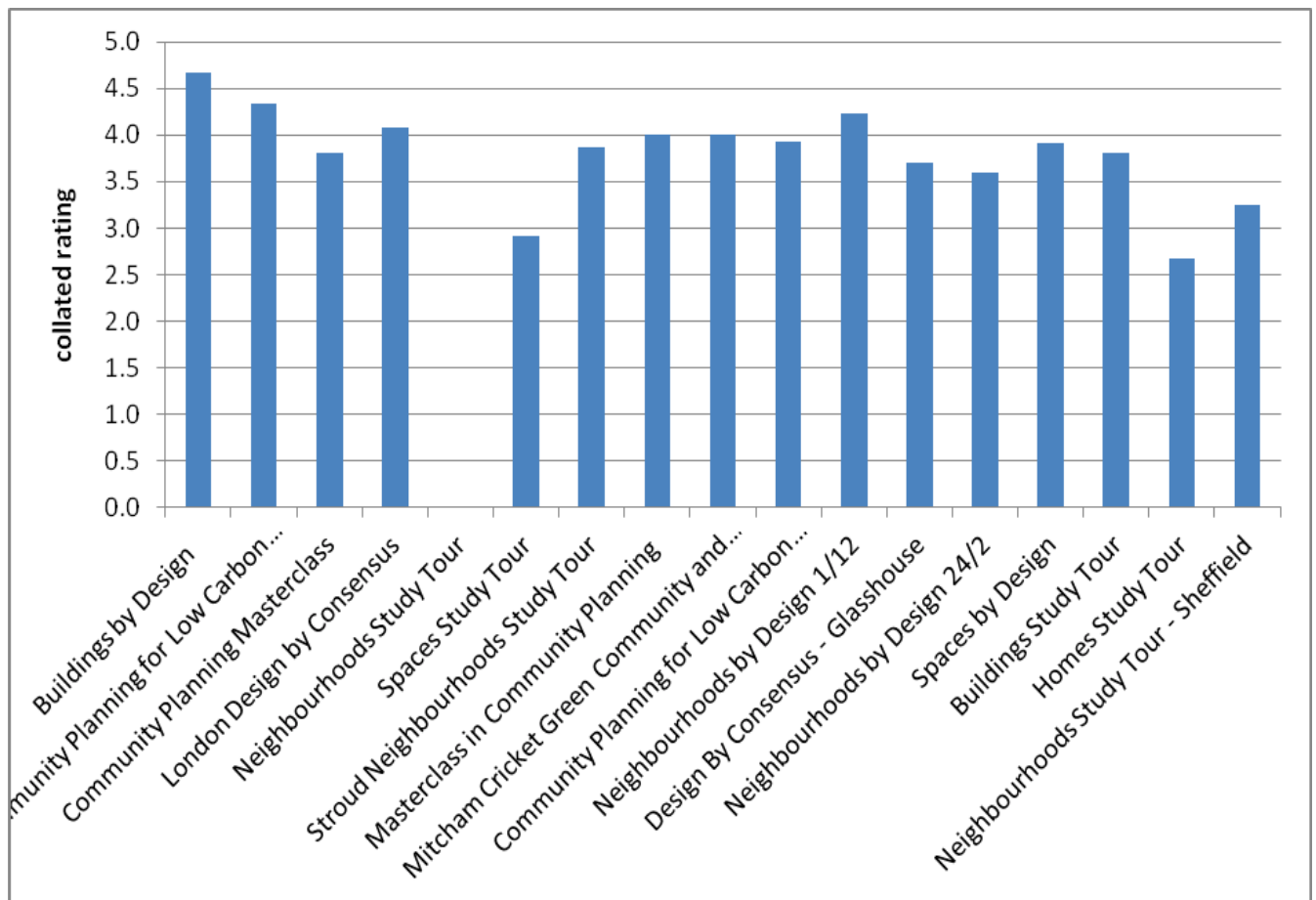


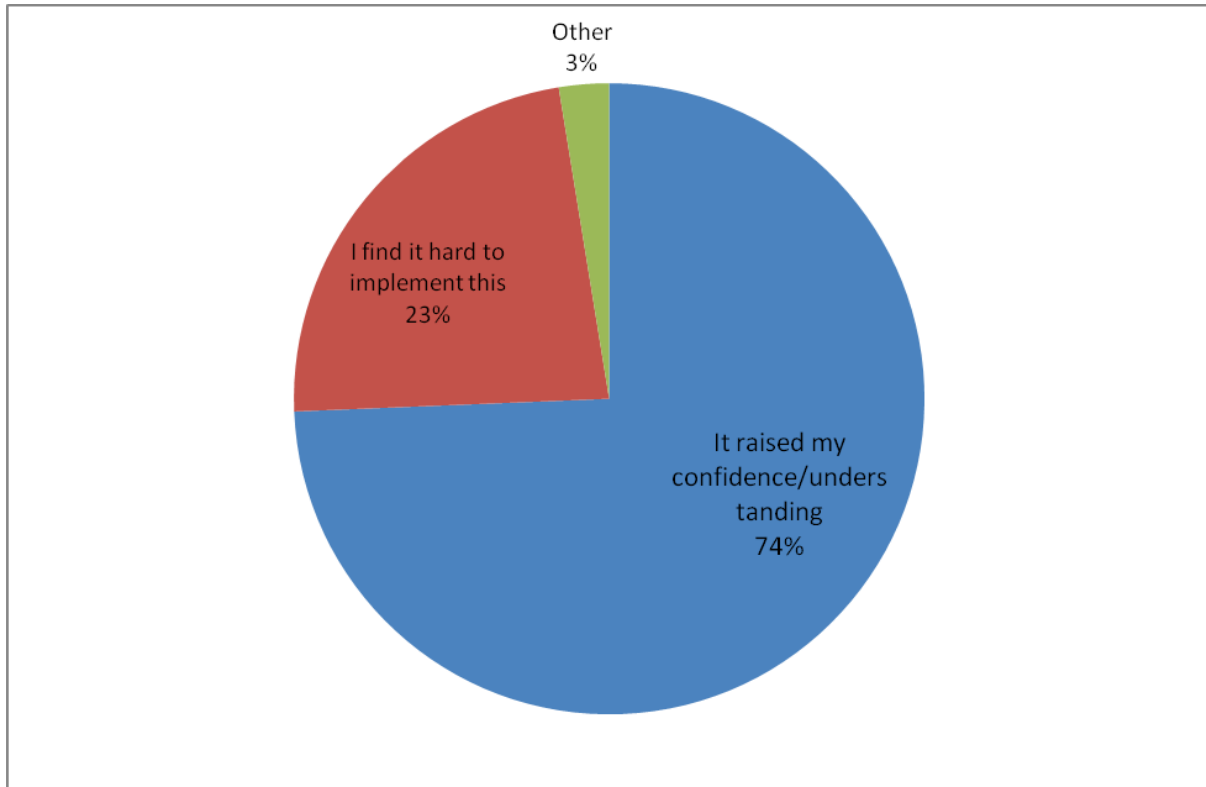
Comment & examples	Number of responses
It was helpful/informative	39
<ul style="list-style-type: none"> • bringing outside - inside' • understanding a different design • I think it was a very good introduction to community planning • very good and will be visiting resources on your website • It helped to reinforce the need for good planning and management • consolidation – have been working in field for over 50 years • The possibility of urban design initiated and implemented by the community, not simply carried out in consultation with the community • Importance / problems with local authority. Small design elements • Involving the local community asking the users for their ideas • Better understanding of organisations • How and when to consult, who to ask for help, how to bring in design from other examples • I have learnt more about funding and who is involved and how to approach • Consolidated existing knowledge • Yes, excellent, well thought out • Afternoon workshop very useful • More on the ways of reaching and engaging people in the community • Its allowed me to share ideas and build knowledge to take away • Different experiences • New to this game so excellent • to a degree • Explanation of terms through the use of case studies and photographic examples • Strategic steps in forming a neighbourhood plan for best outcome, eg aims, vision, 	

<p>design</p> <ul style="list-style-type: none"> • the idea of designing in safer road schemes • not many new techniques. I engaged more with design analysis, but not any new processes • how to produce a workable plan to take forward • Community led planning - the example of the Albuquerque community. Design techniques - the necessity to translate ideal feelings into actual design tools (diversity - mix of tenure!) • The two exercises were good. Needed a bit more time / analysis of result • The design by consensus workshop was really interesting as to how conflicting requirements can be reconciled or agreed' • 'Vision of other world cities and towns' • Consultation! • 3 because I used to work in this field – so no; but yes because I have had the opportunity to be part of the process after 10 years of being too disabled to join in or contribute' • Finding a seeding aspect to show seriousness of purpose and invite participation • Being asked to think of the why? as well as the what? • Clearer understanding of the process • 5 with more time • That the end users have a strong involvement in building and developing a sense of ownership and appreciation of place" • Obstacles and challenges • Suggest different ways of engaging with the community and the idea that different people will respond to different methods" 	
<p>Field trip/ case study</p>	<p>10</p>
<ul style="list-style-type: none"> • Seeing a variety of different approaches to different projects • Poet's Park and Greville Smythe Park • Albuquerque example • Oakridge field trip • site visit • Arena Park and the allotments • Going to an area and learning from James Bond. • Site visits, particularly with James Bond and the bench being made by the community • Norris green – a great collective effort and use of existing space" • The Soar works and surrounding areas 	
<p>Good networking opportunity/exchange ideas</p>	<p>5</p>
<ul style="list-style-type: none"> • good networking and ideas floated • Seeing a mixture of volunteers and professionals working together • By meeting the people who started up the projects and hearing how they involved their community • Its allowed me to share ideas and build knowledge to take away • getting people not directly involved with the group to help plan and suggest as ALL views are required for a successful rollout: Consultation, engagement, events, etc 	
<p>It was not very good/helpful</p>	<p>4</p>
<ul style="list-style-type: none"> • I did not think that the participation aspects did very much to assist in what is a constant fight by residents and communities to get their voices heard above the desire of HMG and its agents to allow the very worst of houses and commercial developments to go ahead on the most inadequate of sites. I would hope for more information on planning & conservation legislation that would offer the tools to the community to fight the paid barristers who are brought out to oppose the community if 	

<p>ever a BC is brave enough to refuse a application and the community is required to take time off work whilst the experts just get their fee.</p> <ul style="list-style-type: none"> • on the processes; would have been good to have been given more info - perhaps • not many new techniques. I engaged more with design analysis, but not any new processes • I was already aware of how important this is 	
Other	3
<ul style="list-style-type: none"> • there is a need to avoid any appearance of exclusivity • realising that existing plans for large ... development would tent to shut out people, just creating another enclave 	

Do you feel more confident about how you can develop local issues into actions to improve your neighbourhood?



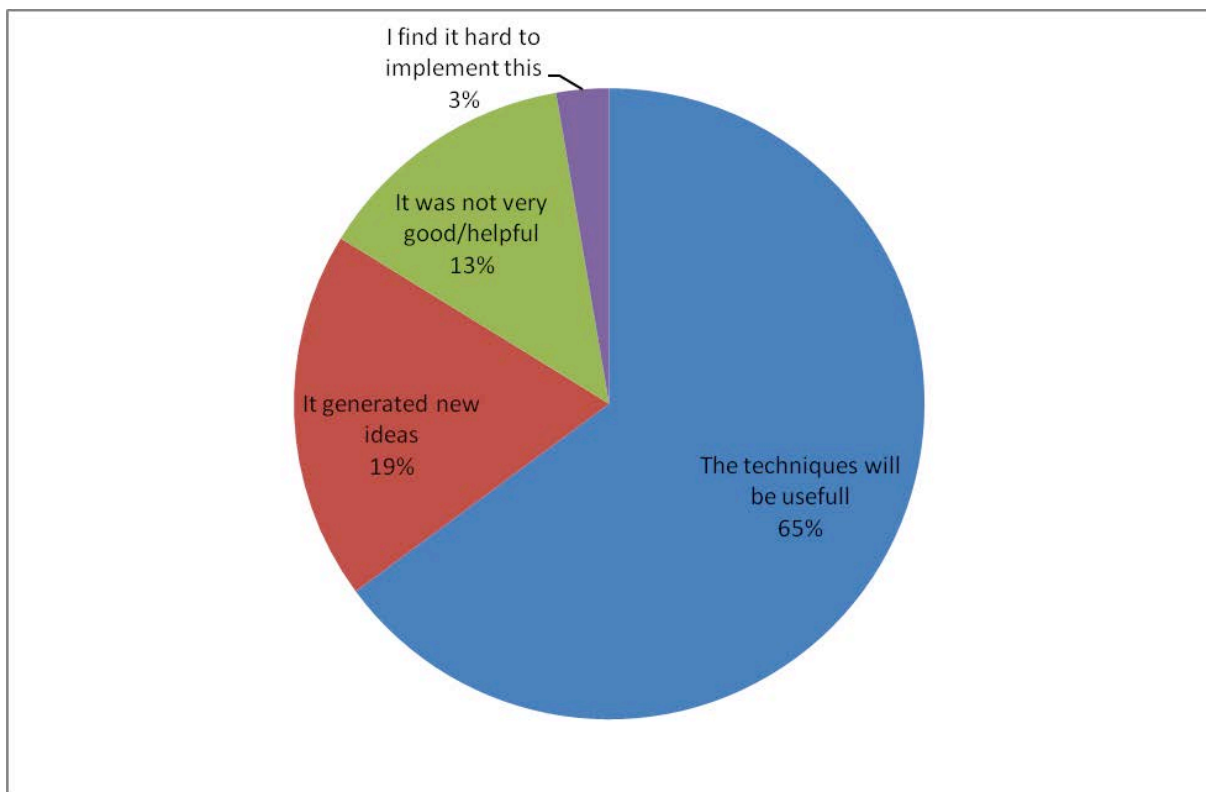
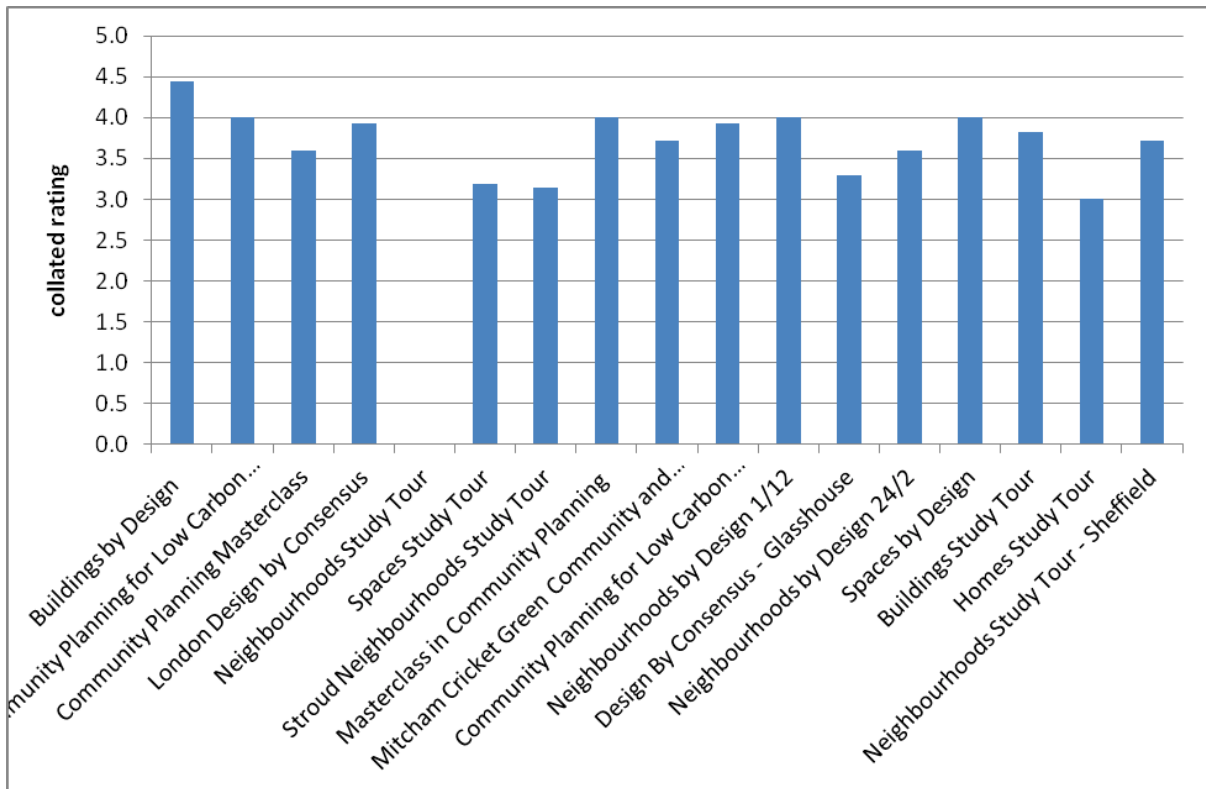


Comments:

Comment & examples	Number of responses
It raised my confidence/understanding	29
<ul style="list-style-type: none"> • gained better awareness of issues locally • Better consultation • A little more confident but reassured that other people come across red tape too • Yes, very much • A little more confident • Its given me a broader horizon • need to integrate individual projects within wider network of partners • Better Questions to ask • 'Awareness of wider range of stakeholders' • 'Became more aware of need to be aware of the constituency (people!) we aim to represent' • Relations between different community groups' • By practicing a discussion forum where a wide variety of views and ideas can be aired' • Identified realistic projects • I got to hear about more of what's going on in the Forum & locally, than I have heard for a while. I am fairly well embedded in the local community as a whole, otherwise' • Surprised how little playgrounds may be used. Is this what children want - or something more subtle? • Ditto, but having it reinforced is not a bad thing • Suggestion of engagement through community events, e.g. a jubilee party. • Again its allot about including all ages and personalities in the community to allow 	

<p>"out of box" thinking, perception and understanding.</p> <ul style="list-style-type: none"> • Engaging children, if they live round there. • Questioning them about form, function etc... • Meeting with people in the community and talking to them about how they have engaged people in their projects • There seems a huge need for community involvement" • Allotment protection v enhanced roadwork's – wildlife centre brilliant" • People want involvement in planning and design of their future homes • Good discussions on neighbourhood organising. Funding an issue" • Understanding of how key the community is and the mechanisms" • At Shirecliffe with the example of asking young people why they were damaging public space and how the issue was resolved" 	
<p>I find it hard to implement this</p>	<p>9</p>
<ul style="list-style-type: none"> • Yes, but I'm concerned that workshops like this can raise expectations but don't follow up well enough for people to really put into action what they have learnt. And without a serious local strategy and action plan to provide the resources for local projects requiring planning, their expectations will be undermined and people will lose confidence in the process. • I feel the same as before • I don't feel that this aspect was covered - only mentioned in the last 10 minutes • Still lots to learn and practice • Will try • Helpful but still a lot of work to do to build involvement and engagement • More questions raised and as such questions put on correct plans. Not a negative but not necessarily leading to more actions on the ground, at least in shorter term • I live in a middle class area where people are more inclined to keep to themselves, so reaching out is difficult • The local community is currently not vocal about its needs but we need to be engaging with them and encouraging them to participate 	
<p>Other</p>	<p>1</p>
<ul style="list-style-type: none"> • I felt confident anyway. 	

Has the session helped you to find out how you can understand the needs and aspirations of your local community?

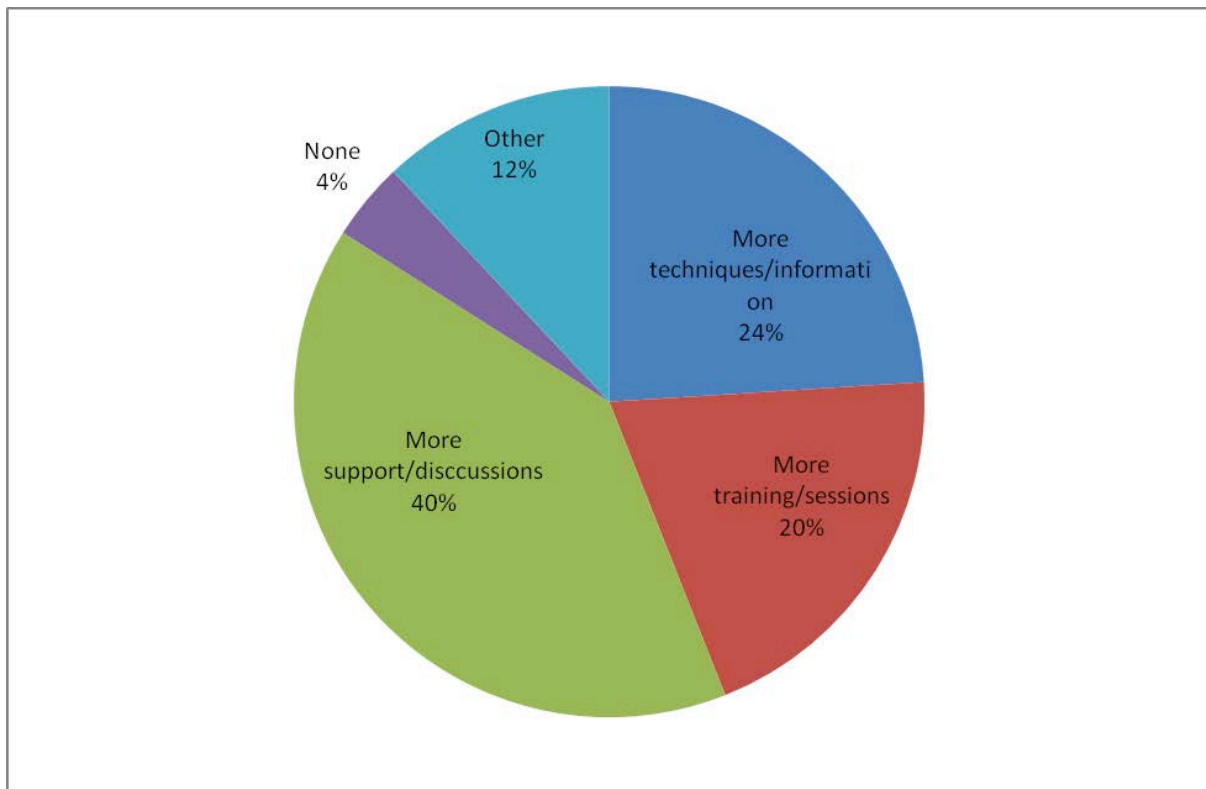


Comment & examples	Number of responses
The techniques will be useful	24

<ul style="list-style-type: none"> • Lots of good ideas. Would like to know more about local planning processes to complement this session • getting 'needs' statements into a format to attract funding is what I would have liked more of • The methods are the thing that have stuck in my mind the most about the workshop today. • They need to focus on issues to realise and talk of the concerns and has to confront them. • but there is a need to avoid sacrificing valid, albeit unsightly economic activities in pursuit of visual amenity in the present financial climate. • Some help in terms of methods - but would have liked more time on this • local scale issues overlaid on larger communities • I am of the impression that it is more useful to understand your place in the community you represent and to understand that a project is actually different aspirations competing • helped me to consolidate and better communicate them • team building with members of my group, while discussing how we would like to change the local area • will be in a better position to relate to the aspirations of residents • drawing on maps + tracing paper very useful for visualising the bigger picture • 'Thinking re complexity' • Relationship of strengths and weaknesses' • Not sure I could relate to others outside the group – need a series of principles in a checklist' • 'How to develop the vision process' • 'Worked example of other teams actions' • Seeing peoples plans and dreams manifest into actual places" • planning road junctions • Networking and ideas from grass roots to get in before funds cut" • That local community groups should involve as wide a selection of the community (especially those claimed as "difficult or antisocial") in the planning of the project" • more confidence in process • more confidence in the process needed • To ask people what they want rather than beginning projects that we think (from an academic point of view) will help. If we could set up a community group with regular meetings that would be a step in the right direction, then it would not be a one off consultation but an ongoing process. 	
<p>It generated new ideas</p>	<p>7</p>
<ul style="list-style-type: none"> • Lots of good ideas. Would like to know more about local planning processes to complement this session • How there is a mix of opinion on various issues and how this need not be a problem • the sessions have helped identify a huge number of things we could do. My list seems vast! hope we make the best of the list! • I was more interested than I thought it would be. • would have liked to address this more • talking to residents and businesses • useful to hear views of other group members 	
<p>It was not very good/helpful</p>	<p>5</p>
<ul style="list-style-type: none"> • There wasn't really enough time to get completely to grips with the whole process, especially as the course had such diverse people taking part. Some of the participants were very unfamiliar with the territory and didn't entirely understand the aim of the workshop. 	

<ul style="list-style-type: none"> • I already have a good understanding • Comments: I have some experience to share which was not voiced – there never seemed to be an appropriate time • Not sure I could relate to others outside the group – need a series of principles in a checklist' • 'Not really relevant' 	
I find it hard to implement this	1
<ul style="list-style-type: none"> • I don't know. Our community feels very diverse in comparison to those we saw today 	

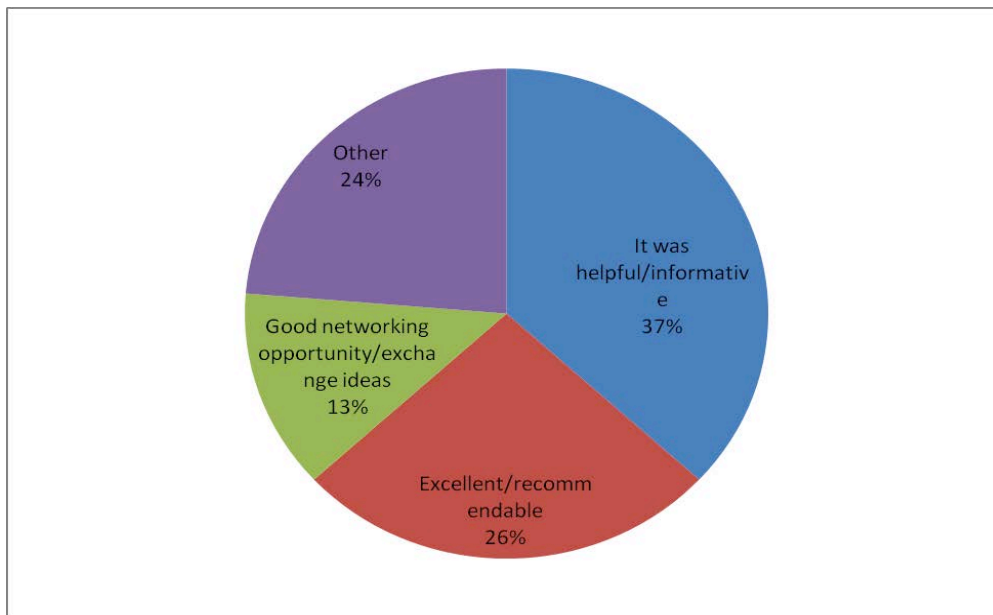
What other support would you like to see offered from the Building Communities Consortium?



Comment & examples	Number of responses
More support/discussions	10
<ul style="list-style-type: none"> • A dedicated officer to respond to enquiries and to arrange updating meetings to interested parties. This should include appropriate funding that is made available to LA's etc. It should also be followed up by a real commitment from HBC to consult potential users/projects to ensure their projects are built into the Borough's bidding processes 	

<p>from the outset. HBC, SEEDA and the County Council need to get together and make sure that they are being as transparent as possible about potential resources and consult the community on their projects. This could involve a collective agreement to priorities and a strategy for support so that local people don't end up chasing moonbeams – expectations etc .</p> <ul style="list-style-type: none"> • Support of this nature is good but needs to be focused on a more flexible basis - online, evenings etc. The demographics of Honor Oak make attendance of all day events during working week very difficult • group discussion - on-line forum • In depth bespoke advice for projects • Without breaking confidence, it would be useful to know of previous groups experiences who have already gone down our particular road. • ongoing involvement and debate • Could the consortium be the chair of a meeting for fact finding at local events? • Good opportunity to hear other perspectives and to learn. I felt inspired at times! • Experience share through dissemination events • Possible pro bono architect 	
More techniques/information	6
<ul style="list-style-type: none"> • local planning processes and more in-depth on low carbon • more to do with LGBT issues • The sessions were designed to help us think and plan, and they achieved that to a point. More on how to do some things would have been helpful - strategies for making better links with local authorities or example. • "Design revisit on sites • Assessment of group at end - tell us how to be better" • I intend to visit the website and if that's not enough I will get in touch • Use of derelict buildings for studios 	
More training/sessions	5
<ul style="list-style-type: none"> • Training on the best ways to involve media to give publicity to proposals that will not be dominated by consultant's promotional lies. • Bespoke training for under-represented communities • Further seminars on specific subjects • Training 	
Other	3
<ul style="list-style-type: none"> • John Turner stated fairly forthrightly 'people don't understand maps(!)'. I did geography at uni, and yet I was recently fooled by Hastings College Developers' map. I thought there 'green' spaces on the proposed development related to lawns and grass. And very large and admirable they looked – they turned out to be parking spaces! Maps can be manipulated – like statistics... • Practical sessions were very helpful – especially mock-up community event, which showed very clearly how it could work, and talking through specific scenario was invaluable to get a plan clear in my head for taking forward action. • Money for developing projects 	

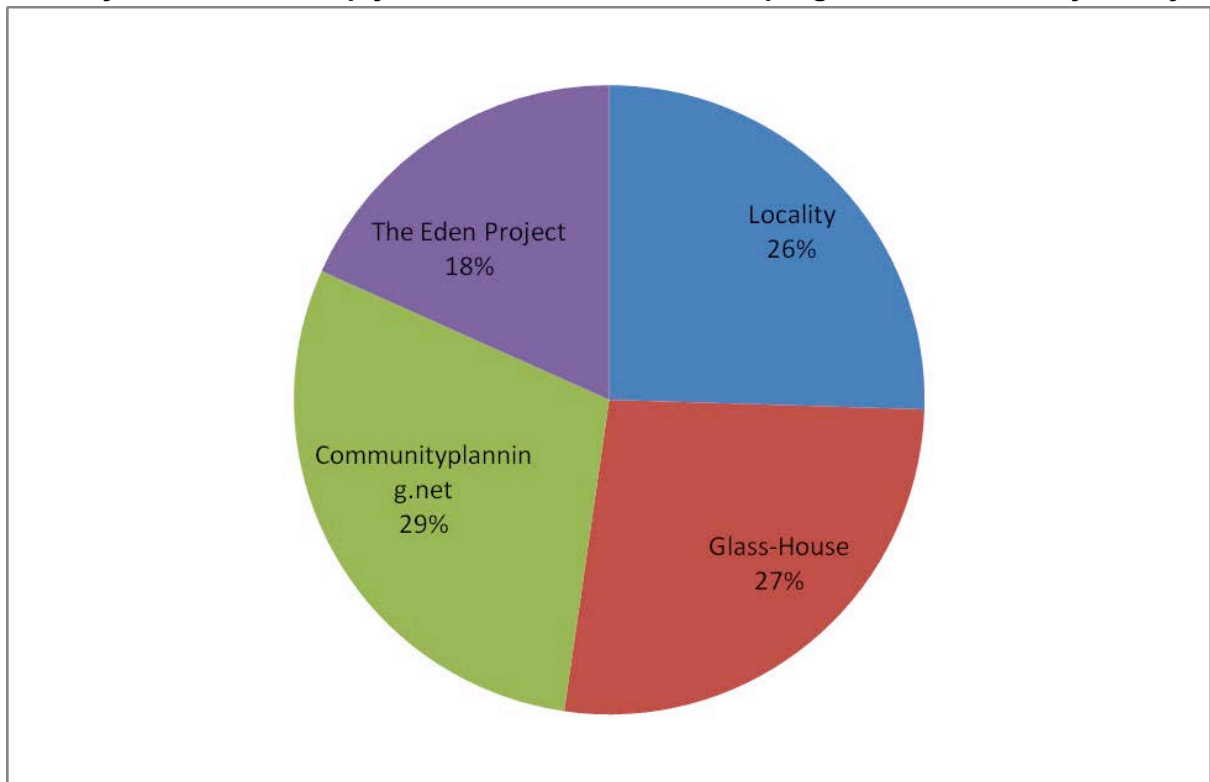
Any other comments?



Comment & examples	Number of responses
It was helpful/informative	14
<ul style="list-style-type: none"> • Great Course • Experts were great, at sharing knowledge, steering us & helping to move forward • Field trip was great. Model making was a bit daunting • Really pleased to be able to participate, Its been really useful. Great too not to pay! • I really appreciated Hannah's facilitation, I found the questions asked by her of the hosts were pertinent and insightful • I found the afternoon workshop much more stimulating for me. The morning one was a bit one sided and did not seem to require much of me. • The immediacy of information from the session was particularly useful. • Practical exercises really help with focus and thinking about future plans. We need to work on the future, and this exercise has helped. • Sometimes hard to see where things were leading • Finally we were forcing project management onto group • Positive feedback on way sessions were led." • Overall it was a very good event, the day was informal, good presentations and engagement as well as activity • Please repeat and invite Rother District Council, Battle TC, ESCC - if you didn't this time • Thanks for invite - very useful • I am glad that I attended today's event • I found this most interesting 	
Excellent/recommendable	10
<ul style="list-style-type: none"> • Excellent. Congratulations to all involved • Great Day! • Did not expect free lunch. Thank you very much. And the perfect weather helped. • Food great. Though the transport access not great. • Everything was wonderful in terms of logistics. • I would recommend other groups to take these tours for the inspiration. • really enjoyed the day - loved the food/venue 	

<ul style="list-style-type: none"> • Excellent trainers! Very focused. • Thank you! • Thanks! 	
Other	9
<ul style="list-style-type: none"> • good lunch • off loading) ruined by an egomaniac who made some of the time unbearable (sorry) • Food great. Though the transport access not great. • Would have liked the option to cycle between neighbourhoods. • Would have liked more opportunity to get out and build on collective experiences of delegates – that started to happen in the afternoon • I found the afternoon workshop much more stimulating for me. The morning one was a bit one sided and did not seem to require much of me. • It would be useful to have a visit in one year's time to see what effect this work has had. • the above comments are made both as a resident living in a grade II listed building and as a lobbyist for a long established open space organisation. • Sessions were a bit long for me. 	
Good networking opportunity/exchange ideas	5
<ul style="list-style-type: none"> • as usual, the networking was very fruitful • It was also a good event for networking into other folk with similar interests • Good networking opportunity • Made some good contacts. Hopefully e-mail addresses will be useful in the future 	

Would you like us to keep you informed of events and programmes of activity run by:



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