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Neighbourhood Management
in Springbourne & Boscombe West

COMMUNITY ENGAGEMENT TOPIC STUDY

A REPORT BY: WM ENTERPRISE CONSULTANTS

CONTENTS

	Page Number
1. INTRODUCTION	1
2. APPROACH TO COMMUNITY ENGAGEMENT	3
3. BOARD REPRESENTATION	8
4. OVERALL ASSESSMENT	10
5. CONCLUSIONS AND RECOMMENDATIONS	12

APPENDICES

- I List of Consultees

1. INTRODUCTION

1.1 BACKGROUND

Community engagement is central to the Neighbourhood Management agenda, and from the outset the NRU expects Pathfinders to build from a strong base of community engagement to develop and strengthen the engagement of all members of the community. This includes engaging with diverse ethnic and religious groups, all ages and genders, as well as engaging with community organisations, such as residents' groups, tenants' associations and other interest groups. Inevitably, the level of type of involvement of these groups will vary depending on the local circumstances of each Pathfinder area.

A vital component of community engagement is enabling local voluntary and community groups to engage in setting local priorities, managing and delivering local services and identifying the impact and outcomes of programmes that affect them. Through such engagement local voluntary and community groups also increase their capacity to plan the future of their community.

In order to fully engage and develop its capacity, it is vital that the community and voluntary sector is supported by a range of infrastructure mechanisms and systems, which will enable the community to continue the work begun by the Neighbourhood Management Initiative (NMI) after the demise of the NRU funded programme.

Hence, a key aspect of the work of the NM team in Springbourne and Boscombe West is engaging local communities in the neighbourhood management process, and building linkages between local residents and service providers. The purpose of this report is to examine progress being made, to identify best practice lessons, and to identify any areas where improvements might be made.

1.2 OBJECTIVES OF THE TOPIC STUDY

The aim of this part of the evaluation has been to explore how effective community involvement in the programme and management arrangements has been and how this has been achieved. The topic study has involved a number of elements to ensure that each aspect of the community engagement programme is reflected. This has included a review of the processes and procedures implemented by the NM team in engaging local residents and methods used to build the capacity of local people and ensure their active involvement in the scheme. We have also sought to examine the extent to which local residents themselves are taking an active involvement in the scheme and the extent to which those that are actively involved are representative of the wider communities in which they reside.

Therefore, the focus of this part of the evaluation centres upon identifying the difference the programme is likely to achieve and the effect it is currently having on people's lives. The review focuses on community involvement interventions adopted and identifying good practice in terms of that engagement.

The review has encompassed:

- A review of the mechanisms employed to engage local residents;
- An assessment of the effectiveness of these mechanisms in meeting the needs of the NMI;
- A review of capacity building initiatives and routes to participation offered by the NMI for local residents and specifically to Board Members;
- An examination of the extent to which local residents are involved in decision making;

- An assessment of the extent to which those actively involved are representative of the wider community in which they reside;
- An assessment of the induction process for Board members; and
- An assessment of mechanisms for collection and feedback of information to and from the NMI to the wider community through existing networks and Board Members.

1.2 METHODOLOGY

The review of community involvement has primarily involved a series of interviews with a range of stakeholders including NM staff, Board Members, Forum representatives, Street representatives and other agencies/community groups. A full list of consultees is contained at Appendix 1.

1.3 STRUCTURE OF THE REPORT

The remainder of this report is structured as follows:

- Section 2 examines the approach taken to engaging the community in the NM process and the effectiveness of the current approach;
- Section 3 specifically examines community representation at Board level and examines the extent to which the current Board is representative of the wider community across the NM area;
- Section 4 examines the performance of the NM scheme in implementing community involvement against a number of key benchmarks;
- Section 5 concludes the report with a summary of key findings and our recommendations.

2. APPROACH TO COMMUNITY ENGAGEMENT

2.1 INTRODUCTION

This section of the report provides a summary of the key activities undertaken by the NMI in seeking to ensure community involvement in the neighbourhood management process in Springbourne and Boscombe West.

2.2 MECHANISMS EMPLOYED TO ENGAGE LOCAL COMMUNITIES

The primary objective of the community engagement element of the NMI programme is to build the capacity of local residents not only to take part in NMI activities but also to enable them to play a key role in the management of the programme and any successor organisation. To aid this process, a Community Involvement Officer was appointed to take forward this aspect of the initiative.

The Community Involvement Officer and the rest of the NM Team have employed a variety of mechanisms to achieve this goal and to raise awareness of the scheme. These are discussed below.

Open Forums

A key strategy has been the development of open forums, which local people can attend. The NMI has established a number of such Forums namely:

- Tenants Forum
- Youth Action Group
- 50+ Forum
- Traders Association
- BME Forum
- Street Representatives
- Ground Workers Network

Each of the Forums is functioning – most recently the BME Forum, the first meeting of which was held in June 2004. The forums provide opportunities for local people of similar backgrounds to come together and discuss common issues of concern. Many of the Forums are directly linked to the NM Board through co-opted membership, enabling the views of each Forum to be relayed to the wider NM initiative, and for the issues discussed at Board to be communicated back to the Forums via the Board members themselves..

Learning and Development

A pro-active approach has been adopted in seeking to provide learning and personal development opportunities as part of the Neighbourhood Management process. The NMI provides access to a range of training opportunities including assertiveness, confidence building, mediation, and equal opportunities. However, the organisation also tries to retain a degree of flexibility to accommodate specific training requests that come forward from residents or organisations within the target area.

In addition to training facilitated via the NMI itself, partnerships have been established with a number of other organisations such as Bournemouth and Poole College, providing outreach and signposting services to local residents. Hence the NMI is now working with a range of agencies such as Dorset Community Action (providing basic skills training), Alleyway Trust, and Bournemouth Community Arts Network. Through the Open College Network the NMI has also been involved in the development of a Community Development qualification to which the College provides assessors.

Consultations with Board members and others involved in the delivery of the NM programme identified a range of training courses that have been undertaken as a result of their involvement in the NMI. These included:

- Personal Safety (delivered to ensure the safety of street representatives)
- Living Streets (a course designed to increase awareness of the environment)
- NM Induction Training
- Communication skills
- Local democracy.

A number of consultees indicated that they were also committed to undertaking future training, such as that being organised to facilitate the residents' survey being conducted as part of the wider evaluation of the NM scheme. However, a number of Board members did not feel that they required any additional training.

Those that did have training needs were unsure what courses they could access and whether the budget would allow for their training (i.e. if training opportunities were open to those not on the Board). Further clarity on this issue should be provided to Board members, street representatives and the wider community as a whole.

It was suggested that beyond those already actively involved in the NM scheme, there is a general lack of awareness of the signposting service provided by the NMI as evidenced by a perceived lack of take-up of the service. This issue should be further investigated by the NM team and further promotion of the service undertaken if established to be an accurate perception.

However, it is notable that awareness of the training opportunities offered through the NMI is rising in some areas. For example, members of the Tenants Forum are now beginning to identify their own training requirements and make requests of the NMI. One particular example was that of a request for training from Shelter and Bournemouth Housing Advice Network for the Private Tenants Forum.

Personal Development Outcomes

Members of the community who are already involved in the NMI identified a number of personal development goals that they wished to achieve through their involvement in the initiative. These goals varied considerably between individuals but can be broadly summarised as:

- To increase knowledge of NM area
- To increase knowledge of local and national government processes
- To get more involved in the local community
- To influence decision making
- To develop communication skills.

In terms of the benefits of training and development offered through the NM scheme, consultees identified a number of benefits they had already realised in terms of their own skills and personal development. Primarily these were:

- Increased knowledge of the local area and the issues it faces
- Increased knowledge and understanding of local service provision
- A greater understanding of the views and concerns of different segments of the local community
- Increased self-confidence
- Improved communication and debating skills
- Increased motivation to become involved in the regeneration of the local area.

The personal and skills development of Board Members is particularly evident. Board Members now consider themselves to be more understanding what their role is and why they

took certain decisions. They were also more confident in asking for further information if this was felt necessary. Communication was also cited as an area in which individuals had developed their skills.

This is indicative of generally positive outcomes for those who have taken up opportunities for learning and development and is a strength of the NMI, which can be built-on further in the remaining years of the initiative.

Few consultees identified outstanding training needs, however the NM Team might usefully seek to address the small number that were identified, specifically presentation skills/public speaking and basic computer skills.

Awareness Raising and Participation

There is evidence of an adequate level of awareness of the NM scheme in the wider community. The SQW survey of residents (conducted in 2003) indicated that 29% of residents had heard of the Pathfinder, though this figure is lower than awareness within most other Round 1 Pathfinder areas (though it should also be borne in mind that Springbourne and Boscombe West is one of the largest Pathfinder areas). The recorded turnout of 23% at the Board elections is also indicative of an adequate level of awareness of and interest in the Neighbourhood Management scheme in the area. Anecdotal evidence suggests that levels of awareness have increased since the time of the survey as a result of increased press coverage, publicity surrounding the Board elections, word of mouth being spread regarding NMI activities (such as Safe and Clean), and the establishment of the various forums. The residents survey being conducted by WM Enterprise during July 2004 will provide an updated figure regarding the awareness of the initiative amongst residents of the area.

The local community are currently presented with a range of opportunities to become involved in the scheme:

- As Board members
- As street representatives
- Attending Board meetings (though it was noted that the ability of some residents to do this is limited by the fact that Board meetings are usually held during the day when many residents are at work)
- Taking part in consultation
- Drop-in at the NM offices
- As Forum members

However, it is felt that more could be done to raise awareness of the scheme and to improve levels of participation from the wider community, particularly in the design and delivery of projects i.e. the professional NM staff team could devolve some of their control to the local community e.g. through encouraging greater independence of the Tenants Forum. This will be critical to the future sustainability of the NM programme beyond NRU funding i.e. by raising the capacity of local people to continue NM activities beyond the current funding regime.

In particular, there is a need to raise awareness and understanding of the scheme amongst young people (16-34 year olds) as this group have the lowest level of awareness of the scheme (only 22% of this age group were aware of the NMI in the Mori 2003 survey). This is already being pursued with the addition of a Youth representative to the Board and other local initiatives such as the Fusion Youth Centre where the NM scheme is actively promoted.

In seeking to raise awareness of the scheme and disseminating NM plans back to the community a variety of mechanisms should be pursued:

- Increased publicity on the range of opportunities for residents to become involved in the scheme
- Advertise successes e.g. through the newsletter
- Overcome scepticism by demonstrating results and 'quick wins'

- Specific initiatives to engage young people e.g. involvement in youth events/festivals
- Providing capacity building support to individuals as needed (building upon the existing programme of support already on offer)
- Advertising through local community groups and local media (e.g. Youth Radio Station, youth groups, faith groups etc).

In seeking to secure increased involvement in the initiative we have identified a number of barriers that have been, or are likely to be, encountered in the Springbourne and Boscombe West area:

- Low self-esteem/self-confidence of individuals
- Scepticism about the initiative – this issue was mentioned by several consultees highlighting the need to overcome poor perceptions of past initiatives in the area
- Lack of time to commit to the scheme
- Being realistic about what the scheme can achieve.

These barriers could be addressed through a variety of means such as training (already a core NM activity), open-days, and public meetings to introduce the scheme and its activities, such as the NM Awareness Day held during August 2004.

Overall, we consider that the scheme has been successful in raising the awareness of the initiative locally, though there is more that remains to be done. It was noted that every possible opportunity to raise awareness of the programme is pursued, including promotion via the personal networks of the NM staff team themselves. This often leads to invitations to other events such as Bournemouth Housing Forum or other community events that provide opportunities to promote the NMI. The Community Involvement Officer also attends the Sovereign Centre on a quarterly basis distributing questionnaires and speaking with shoppers about the NMI programme. The Churches Together initiative also encourages NMI participation at their fun days.

Feedback and Communication

A number of approaches have been adopted to find out about the needs of the community in order to ensure that the activities of the NMI are representative of the needs and wants of the wider community. Specific mechanisms by which feedback has been sought include:

- Sovereign Centre – questionnaires
- Attending local area forums
- Website
- Letters
- Display posters
- Advertising in local media
- Networking with colleagues.

The community also has a number of other methods of feeding their views into NMI processes. These include:

- Community surveys
- Visiting NMI office to talk to staff
- Open evenings at established Forums
- Raising points at forums to be presented at board meeting
- Filling in the comments slip on back of NMI newsletter which is sent into NMI office.

Dissemination of information is also achieved through:

- Newsletter
- Website
- Word of mouth
- Radio interviews

- Housing Forum
- Newspaper articles.

A Reading Group is also proposed where residents will be encouraged to go through publicity material to make sure it is jargon free and understandable.

Methods for disseminating NMI plans back to the community could be further enhanced as at present there does not seem to be any formal mechanism for this other than newsletters, the website, word of mouth and announcements in group meetings. There is a general need to ensure that the whole community is aware of what's going on not just those already involved and make sure the information that circulates within the community is accurate and detailed to avoid misunderstandings. Specific examples of direct dissemination are evident and we recommend that these be expanded where possible e.g. outlining new projects/ideas at local venues and community groups and accepting questions.

2.3 GROUPS STILL TO ENGAGE

Overall, it is considered that the NMI scheme is inclusive in seeking to engage all segments of the local community, However, there are a number of groups where specific action should be considered to ensure a truly representative cross-section of views are included.

- Disabled people – made some contact Wessex Disability who now participate in these groups and other aspects of the programme to represent views of local disabled people
- Religious groups – NM team have visited local Mosque with a view to securing greater involvement of the local Muslim community
- Afro-Caribbean Community – NM funded a study to look at the needs of this community in the area and exploring the possibility of a drop-in centre
- Other BME Groups – Limited engagement with other groups though NM team maintains contact with Dorset Race Equality Council to provide information and links to local BME groups
- It was suggested that elderly people are not fully represented in the scheme at present and that more outreach work was required to ensure the engagement of the over 50s in the scheme.

The recent additional co-opted Board member posts will help to fill some of these gaps, though on-going activity will be required to ensure that the views of each of these groups are sought and fed into the NM planning process.

2.4 CONCLUSIONS

Overall, it is considered that there is a good level of community engagement in the NMI, due in large part to the efforts made by the NM Team from the outset to ensure that such a level of engagement was achieved. However, further work remains to be done to maintain and build on current levels of engagement and to increase awareness and understanding of the NMI in the wider community.

The personal development of residents is a positive outcome of the programme - ultimately enabling residents to become better equipped and thereby better able to carry any succession programme forward. The ad hoc provision of training is also very valuable as this has allowed the NMI to be more responsive to identified community needs.

3. BOARD REPRESENTATION

3.1 BOARD COMPOSITION

The original Board comprised 15 members - a mixture of community representatives, service providers, and representatives of specific interest groups. The original make-up was as follows:

- 4 elected members from Springbourne
- 4 elected members from Boscombe West
- 1 appointed member from Bournemouth Council
- 1 appointed Borough Councillor
- 1 appointed member from the Police
- 1 appointed member from the health sector
- 1 business representative
- 1 voluntary sector representative
- 1 faith representative.

To address perceived under-representation of certain groups in the community, new representatives have recently been appointed to represent the views of young people, the disabled and BME communities in the form of co-opted Board members. BME groups do not currently have an active voice at Board level (despite the area having a 6% BME community). The Board is actively seeking to address this issue, but the diversity of the local BME community is posing difficulties in finding a single representative to represent the views of all segments of the BME community.

Most consultees indicated that the current make-up of the Board was an accurate cross-section of the wider community, particularly now that additional Board members for youth and disability have been added to the Board. There was a suggestion that more than one individual is needed to better represent the views of each interest group, but we do not consider that this would aid the efficient functioning of the Board as a strategic decision-making body.

The evaluators broadly agree with the consensus that the Board is an accurate reflection of the wider community covered by the NM Pathfinder. However, whilst involved in other aspects of the programme, tenants groups are currently not represented at Board level. This is an issue we recommend be addressed in future years by ensuring tenants representatives are included in the Board, perhaps through co-option of the Chair of the Tenants Forum, or another suitable individual.

Several Board members suggested that a more transparent decision making structure is required and that a flow chart of hierarchies would be considered helpful. The consultants have been provided with such a diagram to aid the evaluation and we recommend that the NM Team distribute this to all Board members, street representatives and other interested parties if it has not already done so.

3.2 SUPPORT OFFERED TO BOARD MEMBERS

All Board members are reimbursed for any expenses incurred in their duties. Many consultees also mentioned the personal support and advice/guidance offered by the NM Team which was considered to be very useful.

In addition, the NM Team has produced a useful 'Code of Conduct' outlining the expectations of Board members, roles and responsibilities, and conduct. This is contained within a Board Members Handbook that is provided to all Board members (containing a range of relevant information on the scheme). This is an excellent document and considered to be an example of best practice in seeking to get the best of out management structures by ensuring a clear understanding of roles and responsibilities, backed up with a programme of training and support to assist the personal development of the individuals involved.

In addition to the induction process, the NM team has organised a number of away days for Board members, service providers and other key stakeholders to get together and discuss key strategic issues.

3.3 REPRESENTATION OF COMMUNITY VIEWS

Critical to the success of the Board in representing the views of the wider community is the level and quality of information flow that takes place between the wider community and the Board members who represent them. Hence we explored this issue with Board members to ascertain the mechanisms and usefulness of efforts to ensure an effective flow of information from the wider community to Board members and feedback provided by Board members to the community on the outcomes of Board meetings.

Board members identified a number of mechanisms for consulting the community and feeding back to them. A key method is through the existing forums at which wider debate on key issues can be facilitated. Resident Board members also gather views and feedback to the community by being active members of their community and talking to people in local shops, libraries etc to gather views.

As well as feedback provided by Board members at Forums a number of other feedback mechanisms are employed:

- Dissemination of key information on the scheme's website
- Newsletters
- Word of mouth
- Consultation on specific issues.

On the whole, the feedback mechanisms employed appear to be sufficient and working well.

3.4 SUCCESSION STRATEGIES

In considering the appointment of new board members or in considering replacements for retiring Board members, we suggest a number of key criteria be sought (or developed) in any individuals chosen or elected to sit on the Board:

- Willingness to participate and commitment to the NM process
- People who are able to speak their mind and not be intimidated by others
- Awareness of the needs of the local area
- Willingness to represent the views/interests of the community that they represent (i.e. not solely their own personal interests)
- Ability to devote the necessary time.

4. OVERALL ASSESSMENT

4.1 MEASURING COMMUNITY ENGAGEMENT

In order to properly understand the extent to which community participation in the NMI takes place and to what degree, we have sought to assess the activities and actions of the NMI against a number of benchmarks. These are drawn from the best practice identified the 'Active Partners' approach pioneered by Yorkshire Forward as a model for measuring community engagement.

The benchmarks are designed to measure community engagement at all stages of the regeneration programme, from initiation, through to bid preparation, implementation and forward strategy, and also seek to reflect different levels of involvement:

- Influence i.e. ensuring that participation leads to influence over what happens in the scheme at both strategic and operational levels
- Inclusivity i.e. valuing the diversity of the local community and ensuring inclusive and equal participation
- Communication i.e. implementing clear information processes, and transparent and accessible policies and procedures
- Capacity i.e. developing the understanding, skills and knowledge of all partners.

Given the focus of this exercise is on evaluating NMI activity since the start of the scheme, the main focus is on those indicators that seek to measure involvement in the implementation of the programme, though the benchmarks related to bid preparation will still be relevant to the NMI in considering future applications for NMI funding i.e. to assess the Inclusivity of future funding interventions.

4.2 THE BENCHMARKS

i) Influence

The community is recognised and valued as an equal partner at all stages of the process

The NMI clearly values the community as a key partner in the NM initiative – indeed in some respects the community is often the key partner given the overall aims and objectives of the initiative. This is evidenced by the frequent consultation that takes place on key issues, and the on-going efforts of the NM Team to identify and respond to the needs of the local community. For example, the current survey of residents has been specifically designed to gather information on residents concerns specifically around crime and health in order to shape future activities.

There is meaningful community representation on all decision making bodies

Again this is a strength of the scheme. Elected resident Board members and co-opted Board members representing different segments of the community are good examples of meaningful community representation within the scheme. This is also reflected in the various Theme Groups that have been established, the active involvement of street representatives, and the various Forums established to help inform the delivery of the NM programme.

All community members have the opportunity to participate

The NMI performs well under this benchmark, having established various Forums, street representatives and other means by which local people can participate in the programme. However, the research has highlighted a number of areas in which opportunities to become

involved could be improved. More specifically, the key need is to ensure that all members of the local community are aware of the various ways in which they can participate in the programme.

There was a view that community participation has been hindered by general apathy and lack of enthusiasm of local people, in part due to perceived ineffectiveness of previous regeneration activities in the area. However, it was also stated that the NMI is making good progress in changing this view. The continued marketing of the initiative and celebrating successes is essential to ensure that this barrier to participation is reduced further.

ii) Inclusivity

The diversity of local communities and interests are reflected at all levels of the regeneration process

Much effort has been placed on ensuring that all interests within the local community are reflected in the regeneration process. This is evidenced by the various Forums and other informal networking activities that have been undertaken to ensure that groups such as older people, young people, BME communities, and the disabled are included in the process. There are still some gaps to be filled, but the efforts of the NM Team in seeking to fill these are to be commended (e.g. additional co-opted Board members).

iii) Communication

A two-way information strategy is developed and implemented

The newsletter is an effective means by which information is communicated back to local people. The proposed development of a reading group to review published material and ensure that is accessible and jargon free is recognised as best practice and we recommend that this be implemented by the NM Team.

The consultations indicated that Board members have good links into the community through associations with other organisations (such as schools, faith groups, youth groups etc), and the Forums also provide opportunities for two-way communication between the NM Team, NM Board and the wider community.

iv) Capacity

Communities are resourced to participate

The provision of training and other capacity building support both to Board members and the wider community is being actively pursued by the NMI. This is commendable, though the research has indicated a need for increased marketing of the training opportunities available via the NMI to increase take-up.

An excellent programme of induction and on-going support for Board members has been developed and implemented.

5. CONCLUSIONS AND RECOMMENDATIONS

Active community involvement and participation in the design and delivery of the NM scheme has been sought from the outset of the scheme. Overall, the scheme has been very successful in securing such involvement and participation from all segments of the local community. As a result there are few recommendations arising from this report. The continuation and planned expansion of existing activities will be crucial to ensuring that this success is secured throughout the remaining lifetime of the NRU funded scheme, and beyond.

The research has highlighted a small number of areas where improvements might be made. Hence we make the following recommendations for consideration by the NM Team and the Board:

- There is a need to provide additional information and greater clarity on the opportunities available for Board members and local residents to access training via the NM initiative. The consultations revealed some confusion on this issue, which could be addressed via a specific briefing at a Board meeting, and possibly supplemented by additional promotional material distributed in the local area (such as some information in the newsletter);
- The NM team might also consider a range of mandatory basic training and information provision for existing and new Board members to ensure that all have the necessary skills and information to be able to fulfil their responsibilities as Board members. This might usefully include visits to service providers to provide a greater insight into how they operate and other sessions on the role and function of NMI;
- Whilst few consultees identified outstanding training needs, the NM Team should consider the provision of specific training in presentation skills/public speaking and basic computer skills to address needs identified by consultees (both Board members and street representatives);
- The NMI must seek to ensure that where possible training sessions are held at convenient times of the day given that much of the involvement undertaken by local people is on a voluntary basis. Hence, for training to be accessible, it should ideally be delivered in the evenings or at weekends to accommodate the fact that individuals may have regular daytime commitments;
- Similarly, consideration should be given to the scheduling of Board meetings. Currently these are normally held during working hours which excludes many local people from attending. Scheduling evening meetings (and publicising this within the community) would overcome one of the few barriers to involvement identified during this review;
- Current efforts to raise awareness of the scheme are to be commended, however it is felt that additional action could be taken to further raise awareness of the NM scheme in the community. Specific actions to be considered are:
 - Increased publicity of the range of opportunities to become involved in the scheme
 - Advertising successes through the newsletter
 - Further building on the development of the Youth Forum by devising specific initiatives to engage young people (ideally by engaging with young people themselves in designing such initiatives).
- Methods for disseminating NMI plans back to the community could be further enhanced as at present there does not seem to be any formal mechanism for this other than newsletters, website, word of mouth and announcements in group meetings. There is a general need to ensure that the whole community is aware of what's going on not just those already involved and make sure this information that circulates within the community is accurate and detailed to avoid misunderstandings. Specific examples of direct dissemination are evident and we recommend that these be expanded where possible e.g. outlining new projects/ideas at local venues and community groups and

accepting questions, conferences with community leaders, sending NM staff and Board members to speak directly to local community groups.

APPENDIX 1 – LIST OF CONSULTEES

- Lisa Northover - Board Member
- Dee Henderson - Board Member
- Donald McQueen - Board Member (Chair)
- John Kingswell -Board Member
- Yvonne Aloba - Board Member and 50+ Forum representative
- Stephen Humphries – Chairman of Tenant’s Forum
- Jenny Barker – Tenants Forum Representative and Street Representative
- Katy Routledge – Youth Forum Representative
- Barry Barnes – Representative from Trader's Association
- Jack Maguire - Chairman of Walpole Resident’s Association, Street Representative and Environment Group Member
- Tony Prickett - Street Representative
- Stephanie Bell - Street Representative and Environment Group Representative
- Simone James – Youth Worker – Fusion Youth Centre, Bournemouth
- Sue Warr, Community Involvement Officer