

Radcliffe Public Engagement Update – The Hub Project

Presented by:

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Hub Project – Stakeholder Engagement Strategy

Strategy Outline



Key Messages – Objectives, options, scope and design, logistics, timescales and budget

Aims – Decision making, pro-active and responsive management of the live project, raising awareness

Roles & Responsibilities - RACI

Stakeholder Analysis – identification, analysis and engagement

Communications Methodology – materials, forums/platforms, frequency, audience

Supporting Documents – PEP, RACI matrix, Directory & Risk Register

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Hub Project – Consultation Approach

- **Regeneration Office** – drop in space with an open door policy
- **PMO Communications** – newsletter, webpages, social media, email and telephone
- **Governance Structure** – Radcliffe Regeneration Delivery Board, Radcliffe Executive Sub-Committee, BGI Regeneration Board, Radcliffe Cabinet Committee
- **Community Engagement Events** – attendance at community meetings and hosting consultation events
- **Pupil Parliament** – focused engagement with the ten primary schools in Radcliffe, their students and families
- **Specific User Group Meetings** – targeted consultation dependant upon project outputs

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Hub Project – Consultation Response

- **Regeneration Office** – Opening in September 2021 - 122 days and 5 mornings of opening, 477 visitors, 42 feedback forms submitted
- **PMO Communications** – newsletter, webpages, social media, email and telephone – Distribution to 17, 108 households and 65 local groups contacted via email, 406 website visits and 147 surveys returned, 4 requests for telephone call-back, 26 emails to Radcliffe Regeneration with queries/concerns/suggestions, 17 emails to project lead requesting a meeting and/or presentation material
- **Governance Structure** – Radcliffe Regeneration Delivery Board, Radcliffe Executive Sub-Committee, BGI Regeneration Board, Radcliffe Cabinet Committee
- **Community Engagement Events** – attendance at community meetings and hosting consultation events (Bury2Gether, Women of Worth, Veterans, Rotary Club, Swimming & Water Polo Club, Radcliffe Athletics Club, Radcliffe Growing Together, Spirit of Place programme, Radcliffe Juniors football camp, Inspiring women funday, Community Pitch and events hosted at Radcliffe Library (146 attendees) Radcliffe Leisure Centre (68 attendees) Radcliffe Market (37 attendees)

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Hub Project – Consultation Suggestions

- **Regeneration Office** – Attendance from across a wider range of council services with more material around the wider SRF
- **PMO Communications** – Improved webpages and dedicated social media, permanent information point displays at the library, leisure centre, Market and Piazza Information Board
- **Governance Structure** – Reconvening RRAG
- **Community Engagement Events** – Continued attendance at RGT, Social Value Pitch event (December), attendance at community events upon request, ensuring feedback is responded to and implementation where appropriate can be demonstrated – i.e. *you said, we did*
- **Specific User Group Meetings** – targeted consultation to develop designs for library spaces, community spaces, roof activity space, public realm and artwork commissions
- **Hard to reach groups** – include materials in areas such as Supermarkets, GP Surgeries, Tenant Association Information Boards, Schools, Community Halls etc; continue to diversify opportunities to engage – i.e. cultural programmes

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Hub Project – Consultation Feedback Themes

Frequently Asked Questions:

- **Hub Project FAQs** – Opening hours, charges for activities, café operator and prices, market basement operator
- **Wider SRF Regeneration FAQs** – Parking, town centre retail space, temporary provision of leisure services, proposals for the Enterprise Centre

Suggestions (physical assets):

- Cash Machine
- Space for outdoor markets and events
- Community kitchen/cookery space
- Community 'Living Room'

Suggestions (services and collaborative working):

- Mental Health support – programmes linked to domestic violence victim support, addiction recovery, bereavement support
- Early Years support
- Healthy Eating – programmes linked to cookery/ informed food choices
- Collaboration – arts programmes, anti-poverty groups and support groups around food/fuel poverty
- Older persons support – programmes focused loneliness, dementia awareness, support for carers

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Hub Project - Officers

Key Contacts

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