



# A COLLABORATIVE APPROACH TO NEIGHBOURHOOD REGENERATION

Crosby Housing Association, One Vision Housing, Plus Dane Housing, Prima Group, Riverside and Sefton Council are working together in the Poets Streets area with a shared aim: to give residents a better experience of living in the neighbourhood. Together with community partners, they aim to improve the neighbourhood environment, strengthen trust and belonging, provide warm, safe and energy-efficient homes, work more effectively across organisations, and lay the foundations for long-term regeneration.

## WHAT WE'VE DONE

Since 2024, partners have focused on...

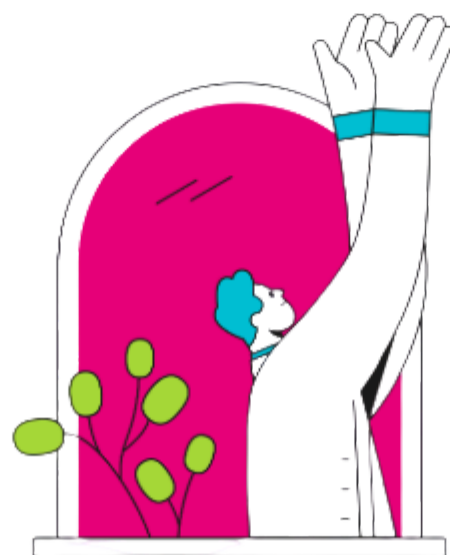
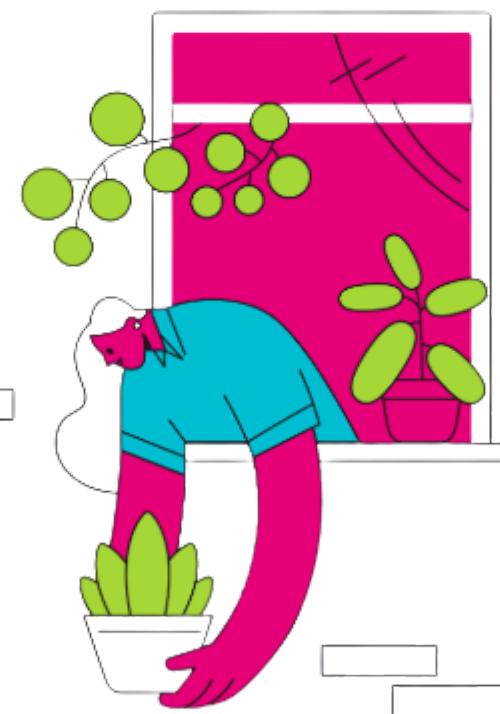
- Increasing **visible presence and trust** in the neighbourhood.
- Moving from reporting problems to **joint action**.
- Strengthening **multi-agency coordination**.
- Creating the conditions for **long-term change**.

This work has aligned partners around five shared outcomes and strengthened collaboration across organisations.



### 88%

of residents at the Poets Fun Day event expressed pride or positivity about the community.



### 400+

combined partner hours spent on the ground in the community in 2025.



### £40k

of extra investment brought in to the community to update Poets Park play equipment.



### £9.7m

planned combined housing investment into the area.

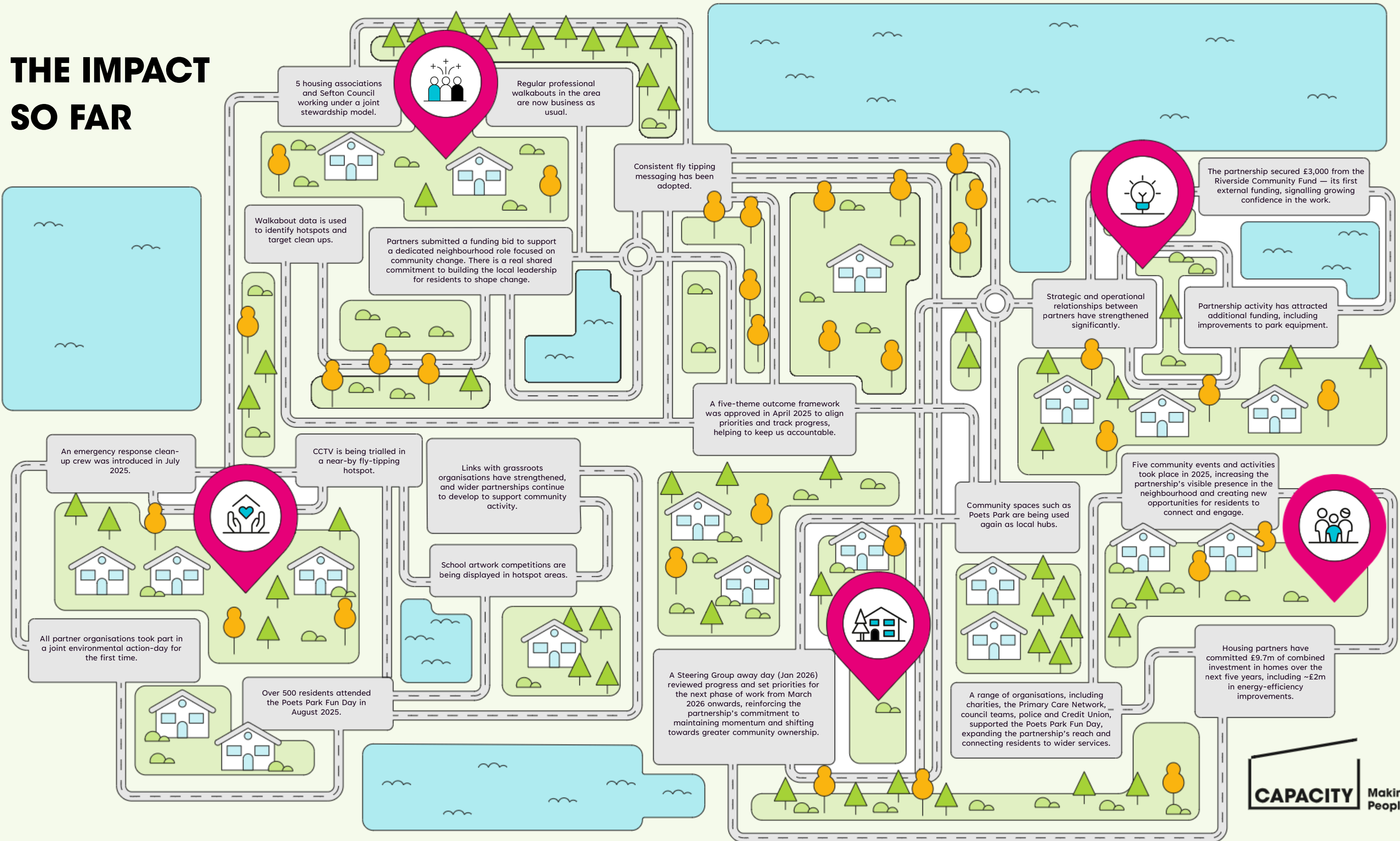


### 74.8%

of issues recorded during neighbourhood walkabouts were later observed as resolved, showing progress in tackling local environmental issues.



# THE IMPACT SO FAR



# WHAT'S CHANGED, AND WHAT HAVE WE LEARNED?



## 1. FROM FRAGMENTATION TO COORDINATION

Poets Streets has long been characterised by fragmented property ownership and dispersed responsibility. While partners had collaborated previously, 2025 marked a shift toward clearer alignment of priorities and more coordinated action.

Joint walkabouts and increased collaboration between partners have helped move the work from parallel activity towards shared responsibility of the neighbourhood, with issues and solutions increasingly addressed collectively rather than reactively.

## WHAT DID WE LEARN?

- Coordination reduces duplication and makes better use of resources.
- Shared intelligence improves targeting of issues and opportunities.
- Aligning investment can create efficiencies and free up resources for wider neighbourhood improvements.
- Collaboration is also driven by regular operational touchpoints, not governance alone.

## 2. VISIBILITY BUILDS TRUST

In 2025, the increased presence through walkabouts, joint activity and community events has made the partnership more visible.

The Fun Day and clean-up days demonstrated something new: agencies working together visibly, consistently and constructively. Residents responded positively, but trust is still rebuilding.

## WHAT DID WE LEARN?

- Trust builds through consistent presence.
- Visible action strengthens credibility.
- Community engagement takes time and patient groundwork.

### 3. ENVIRONMENTAL ACTION HAS MOMENTUM

Targeted clean-ups and coordinated action have improved several streets and hotspots. However, alleyways and entrances remain recurring problem areas.

This highlights a key insight that environmental improvements alone won't last without local ownership and behaviour change, but this takes time and consistency.

### WHAT DID WE LEARN?

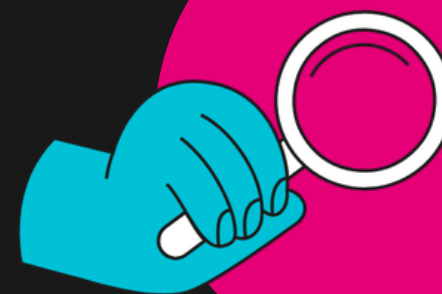
- Enforcement and clean-ups are necessary but can't fix the challenges alone.
- Long-term improvement requires community ownership.
- Behaviour change strategies need to complement operational delivery in the next phase.

### 4. A SHIFT IN WAYS OF WORKING

One of the most significant changes has been the cultural change evidenced by the different ways the partners are working together. We've seen:

1. Increased bravery and recognising change takes time.
2. Greater curiosity about "conditions for change."
3. Reduced focus on a single "right" model.
4. Stronger relationships across leadership and operational levels.
5. A feeling of becoming a real team.

This shift in relational capital may be one of the most valuable outcomes so far.



### WHAT IS RELATIONAL CAPITAL?

Relational capital describes the strength of the relationships between organisations and people working together. It is built through trust, shared understanding and regular collaboration. Strong relationships make it easier to share knowledge, solve problems jointly and take coordinated action.



## WHAT HASN'T HAPPENED YET?

Some areas remain in early stages and will require continued focus in the next phase of work:

- Structures that enable resident leadership and decision-making.
- Sustained maintenance of alleyways and shared spaces through stronger resident ownership alongside partner support.
- Behaviour change strategies need to complement operational delivery in the next phase.

It's important to acknowledge that these gaps are not failures; they reflect the sequencing and time required to rebuild trust and capacity. The first phases have laid foundations; the next phase needs to focus on sustainability.

## KEY MOMENTS IN 2025

### March

Multi-agency clean-up of Church Walk with around 20 tonnes of waste removed.



### April

Multi-agency litter pick and community action day with 27 staff across 7 organisations. 3.42 tonnes of waste was removed in one day.



Our monthly walkabouts spot issues affecting residents and help partners act together to support the community.

### Community impact

- 10 neighbourhood partner walkabouts in 2025.
- 3 multi-agency clean-up days over 12 months to improve the local environment.
- Over 23 tonnes of waste were removed through coordinated clean-up activities in 2025.

# KEY MOMENTS IN 2025

## August

We hosted a community Fun Day in Poets Park in August 2025, centred on an environmental theme. Over 500 residents attended, and feedback on the day showed a sense of community spirit and passion to build a cleaner, greener area to live in.

**“Fantastic to see something being done in the community.”**

- Poets resident

**“The partnership work over the past year has been really positive in helping strengthen connections between local organisations and families in the community.”**

- Babykind Manager



### Community impact

- Over 40 families received free school uniform.
- 6 organisations delivered support or activities during the day helping residents access advice, health support and financial services in one place.
- New relationships formed between organisations.

# PROGRESS AGAINST APRIL 2025 OUTCOMES

In April 2025, the Steering Group agreed five outcomes. The table below reflects the assessment of progress to date, highlighting distance travelled and next-stage focus.

Priority area	Target Outcomes	Current Position (March 2026)	Progress and Achievements	Still to Develop	Next Steps and Recommendations
Community engagement	Increased trust, greater sense of belonging, self-managed neighbourhood	Foundation → Early Momentum	<ul style="list-style-type: none"> <li>• 500+ residents attended the Poets Park Fun Day</li> <li>• Stronger links with grassroots organisations</li> <li>• Increased visible partner presence (5 events/activities, over 50 hours in the neighbourhood)</li> </ul>	<ul style="list-style-type: none"> <li>• Resident-led governance structures</li> <li>• Self-managed neighbourhood activity</li> <li>• Pipeline for emerging community leaders</li> </ul>	<ul style="list-style-type: none"> <li>• Establish Community Connector role to support resident-led ways of working and help shape local priorities to enable long-lasting change</li> <li>• Transition walkabouts to increasing resident-ownership</li> <li>• Develop small resident-led, environmental change projects to increase participation</li> <li>• Support emerging leaders</li> </ul>
Neighbourhood Environment	Cleaner & greener, greater enjoyment, improved wellbeing	Momentum	<ul style="list-style-type: none"> <li>• Monthly walkabouts with data collection &amp; hotspot targeting</li> <li>• 3.42 tonnes of waste removed in single multi-agency action day</li> <li>• Emergency response crew and CCTV trial by Sefton Council</li> </ul>	<ul style="list-style-type: none"> <li>• Sustained alleyway maintenance through community-led action</li> <li>• Community ownership of shared spaces</li> <li>• Behaviour-change for bulky waste/fly-tipping</li> </ul>	<ul style="list-style-type: none"> <li>• Continue walkabouts and targeted action</li> <li>• Test behaviour-change approaches starting with bulky-waste and fly-tipping</li> <li>• Support resident ownership of spaces through the community connector role</li> <li>• Explore practical prevention solutions that reduce the likelihood of environmental problems reoccurring</li> </ul>

**"It would be great to continue building on these opportunities for community engagement and collaboration, particularly activities that help families feel supported and connected locally."**

- Babykind Manager

**What does the current position mean?**

**Foundation** – Structures established, early activity underway.

**Momentum** – Regular delivery and visible impact.

**Embedded** – Consistent behaviour change and shared ownership.

**Sustainable** – Community-led and resilient beyond programme support.

Priority area	Target Outcomes	Current Position (March 2026)	Progress and Achievements	Still to Develop	Next Steps and Recommendations
Improved Housing	Safe, warm, affordable homes, reduced turnover	Strong Foundation	<ul style="list-style-type: none"> <li>£9.7m planned combined investment including energy-efficiency</li> <li>Low damp and mould incidence</li> <li>Alignment with wider housing strategy</li> </ul>	<ul style="list-style-type: none"> <li>Private rented sector challenges</li> <li>Links between housing and wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>Maintain high housing standards and combine investment</li> <li>Strengthen housing–wellbeing links</li> <li>Support residents with advice, training, opportunities</li> <li>Continue coordinated action to challenge poor property management and support higher housing standards.</li> </ul>
Physical Regeneration	Issues designed out, improved use of assets, socio-economic development	Early Foundation	<ul style="list-style-type: none"> <li>School art projects and Poets Park Fun Day</li> <li>Additional £40k funding brought in for park improvements</li> <li>Initial behaviour change &amp; social enterprise engagement</li> </ul>	<ul style="list-style-type: none"> <li>Shared, long-term approach to caring for neighbourhood spaces and assets</li> <li>Partnerships to support residents into employment/training</li> <li>Design changes to prevent recurring environmental issues</li> </ul>	<ul style="list-style-type: none"> <li>Support residents and partners to care for shared spaces</li> <li>Co-design improved design and use of alleys/public areas with the community</li> <li>Continue to increase activity in community assets</li> <li>Link improvements to wider social and economic opportunities</li> <li>Explore longer-term opportunities to address older and poorer-quality housing stock, drawing on learning from regeneration approaches in areas such as Anfield and the Welsh Streets project.</li> </ul>
Future Ways of Working	Future-proofed way of working, better use of resources, better outcomes	Momentum → Emerging Embedded	<ul style="list-style-type: none"> <li>Joint stewardship model functioning successfully</li> <li>Shared enforcement messaging</li> <li>Leadership alignment (strategic &amp; operational)</li> </ul>	<ul style="list-style-type: none"> <li>Regular review and adaptation processes</li> <li>A clear, repeatable model for other neighbourhoods</li> </ul>	<ul style="list-style-type: none"> <li>Continue governance and coordination</li> <li>Maintain reflection and learning opportunities and developing a refined theory of change to reflect the next phase of work</li> <li>Strengthen communication &amp; alignment across organisations</li> <li>Capture learning for wider neighbourhood working</li> </ul>



## LOOKING AHEAD

The work so far shows that a coordinated, place-based approach in Poets Streets is making a difference. Partnership working is now stronger, environmental coordination is delivering visible improvements, and trust with the community is beginning to rebuild.

Sustained engagement with residents and community partners has highlighted the importance of creating opportunities that help communities feel connected, supported and confident in their local area, while also generating valuable insight into the everyday experiences of families. These interactions demonstrate how neighbourhood-based approaches create trusted spaces where voices can be heard, emerging needs better understood, and long-term wellbeing supported.

The next phase is about making this progress last. This means strengthening community ownership, encouraging behaviour change that supports a cleaner neighbourhood, and ensuring housing investment contributes to wider wellbeing and stability for residents.

Over time, this approach can shift activity from being primarily partner-led to increasingly shaped and sustained by the community, helping create a neighbourhood that feels cared for, well used and resilient.

The partnership model developed through this work is one of the strongest areas of progress so far. With continued collaboration and learning, it has the potential not only to support long-term regeneration in Poets Streets, but also to provide a model that could be adapted in other neighbourhoods.