



Making Public Services
People Services

Understanding what already exists in neighbourhoods and making it work for communities

11th September 2026



Who we are

Capacity

Verb. [Ka-pa-si-tee]

Collaborate to **produce *real impact***

Get things done while having fun

Leave ego and agendas at the door

Build relationships over processes

Choose trust, not monitoring

- We are **Capacity**

We make public services people services.

We listen to real people.

We believe we're better off together.

We get stuff done.

Who we are



Aggie Collet
Designer and Doer



Annie Hinton
Senior Designer and
Doer

What we'll cover



Introduction

Overview of key policies

Activity and discussion

Feedback and reflections



An overview of neighbourhood policies

- 18 different national policies
- Different departments, funding timelines, objectives and requirements



How does this show up in Sefton?



1. A range of Government place-focused initiatives being implemented, and intersecting with each other
2. Intentional design work to align outcomes, share resources and coordinate activities
3. Localisation of initiatives to work better in actual neighbourhoods (beyond the policy paper)

How does this show up in Sunderland?



1. Established examples of neighbourhood hub models that are driving change within the community
2. Infrastructure to support oversight across neighbourhood approaches
3. Navigating different layers of approaches to find out what works and look at how to spread those elements

Neighbourhoods Bingo

-  Familiar/ working with/ know about
-  Aware of but not so familiar with
-  Unaware/ unsure

Diving deeper into the Neighbourhood Landscape

1. Identify 2 programmes you want to dive deeper into.
2. Think about...
 - Where are the overlaps with what you're trying to achieve?
 - How is community voice already shaping decisions?
 - What does the governance look like and is this baked into what you're doing?
 - Who owns the approach locally and how does it link to other programmes?
3. Consider collectively: How does that relate to the work you're doing? How can you benefit from it? How can what you're doing add value to it?



Feedback and reflections

Why this matters...



- Adds value (financial *and* operational)
- Reduces duplication, and maximising impact
- Creates greater connections to the wider system
- Supports planning for the long-term

And ways to keep doing it...

- Draw on your network to stay familiar with new initiatives
- Integrate with relevant governance structures
- Regularly share what you're learning with partners so they can engage with what you're doing

Thank You!

For more information please contact:

hello@thisiscapacity.co.uk

0151 305 1045

thisiscapacity.co.uk

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