

TOWN AREA COMMITTEE

12th MARCH 2018

REPORT OF DEPUTY CHIEF EXECUTIVE,

NEIGHBOURHOOD MANAGEMENT UPDATE REPORT

1.0 PURPOSE OF REPORT

- 1.1 To provide members with an updated position statement regarding the ongoing neighbourhood management project within the Melton Borough
- 1.2 To provide members with updated information regarding recruitment of a dedicated neighbourhood resource, the planned operations of the recruited officers and the greater alignment with communities within the Borough.

2.0 RECOMMENDATIONS

- 2.1 **That members approve the outline roles for the Neighbourhood Support Officers and provide further guidance on the overarching principles of the community based resource**

3.0 KEY ISSUES

Background

- 3.1 Full Council recently approved an increase in funding to precipitate the recruitment of two full time resources as Neighbourhood Support Officers. Funding originated from a combination of General Fund, Housing Revenue Account and Special Expenses, and will be focused on the four 'priority areas' within Melton. These areas have been identified as Egerton Ward, Fairmead Estate, Town Centre Flats and Queensway Estate yet the proposed management resource will also cover the wider town area.
- 3.2 Funds will be released in the 2018/19 financial year, with a recruitment phase to begin in April 2018.
- 3.3 The proposed service will operate in the context of a number of issues:
 - Demand levels are higher from the four priority areas than across Melton Borough in General
 - Higher demand levels apply to organisations across the public sector
 - Issues include low financial independence rates, high number of antisocial behaviour incidents, significant environmental services requests, low engagement rates, poor health and wellbeing outcomes
- 3.4 MBC face to face services have, over time, slowly withdrawn from these priority areas, including Customer Services ceasing to offer a regular service from Children's Centres across Melton.
- 3.5 There are numerous active community action groups, tenant and resident associations and voluntary sector organisations active across Melton, which could all provide valuable insight and expertise into assisting demand management within these priority areas.

Overview of responsibilities

- 4.1 The issues outlined in 3.3 to 3.5 of this report highlight the need for services to better understand the issues found not only within the four priority areas, but across Melton more widely.
- 4.2 The Neighbourhood Support Officers will endeavour to be predominantly place based, spending time within communities, becoming contact points for local residents and identifying issues for wider action. The Officers will become the main conduit between service delivery and communities, with the ability to prioritise action should urgent or particularly impactful issues be identified.
- 4.3 The Neighbourhood Support Officers will be a key link between Melton Borough Council and partner agencies regarding issues identified within the priority areas. Working with Police, LCC, 3rd sector organisations and others, they will build a network of contacts to enable efficient solutions to potentially complex issues
- 4.4 The officers will not, from the outset, have any specific enforcement responsibilities or delegated powers. It is anticipated that the officers will have the responsibility to identify a particular need for action, and to recommend a specific response to service areas.
- 4.5 Officers will also be empowered to identify wider environmental issues, such as littering, dog fouling, fly tipping etc and apply the relevant response, as well as prompting a community response, whether around community action, campaigns, or liaison with community groups to provide an additional response.
- 4.6 The officer resource will remain flexible, with a review of responsibilities and roles within the first six months of implementation. This will be in conjunction with Management Team, members and the Town Area Committee and will assess the use of enforcement powers or additional responsibilities if necessary.

Location based service

- 5.1 Assessment will also be made regarding officers basing their operations from Children's Centres within the priority area localities. This would provide greater understanding of demand, and also a more effective point of contact for vulnerable residents in each area. There will also be scope to assess basing a Customer Service resource from these centres on a trial basis.

What does success look like?

- 6.1 Demand into MBC services will be measured throughout the priority neighbourhood programme, with in depth analysis of trends, individual residents and their needs seen as paramount.
- 6.2 The effectiveness of the programme will be measured the following ways:
 - Tracking demand levels on MBC services
 - Tracking vulnerability and other key indices
 - Tracking engagement rates
 - Measuring community action within each area
 - Assessing feedback from residents regarding the effectiveness of services and their satisfaction with their wider community
- 6.3 Reduction in demand, increased satisfaction with both Council services and with resident's individual circumstances, and increased engagement from individuals and community action groups, would all indicate success from the programme. Progress will be reported to Town Area Committee on a six monthly basis, providing members with the opportunity to shape the priority neighbourhood agenda for the future.

7.0 POLICY AND CORPORATE IMPLICATIONS

The Priority neighbourhood programme has direct implications around:

- Encouraging people to take an active role in their communities.
- Increasing public confidence & pride in neighbourhoods

8.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

8.1 Existing budget in place for Neighbourhood Support Officer roles

9.0 LEGAL IMPLICATIONS/POWERS

9.1 None anticipated

10.0 COMMUNITY SAFETY

10.1 Direct impact upon the reporting of issues and engagement with individuals within the priority neighbourhoods. Impacts will be tracked throughout the initial phase of the programme.

11.0 EQUALITIES

11.1 None identified at this time. The proposal will create greater knowledge of, and engagement with the community in Melton

12.0 RISKS

12.1 **Probability**



Very High A				
High B				
Significant C				
Low D		1		
Very Low E				
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic
	→ Impact			

Risk No.	Description

13.0 CLIMATE CHANGE

13.1 No direct implications have been identified.

14.0 CONSULTATION

14.1 The proposals will increase engagement with residents in the priority neighbourhoods and wider, but does not require particular consultation

15.0 **WARDS AFFECTED**

15.1 All town wards are affected.

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Date: March 2018