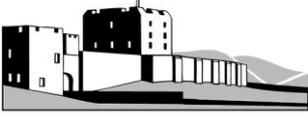


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# **COMMUNITY OVERVIEW AND SCRUTINY PANEL**

## ***Panel Report***

**Public**

**Date of Meeting:** 9th February 2012

**Title:** NEIGHBOURHOOD WORKING

**Report of:** The Assistant Director Community Engagement

**Report reference:** CD13/12

### **Summary:**

This report includes the latest version of the work programme.

### **Recommendations:**

Members are asked to Note and/or amend the Panel's work programme

**Contact Officer:** Keith Gerrard

**Ext:** 7350

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

	<b>Recommendation</b>	<b>Update on Action</b>
1.	<p>That the Council organise regular high level meetings of partners working within Communities to discuss current and future projects and to explore how better to serve each other and the community</p>	<p>We facilitate many meetings to encourage stronger partnerships, share information &amp; resources &amp; enhance service provision.</p> <p>In particular our Local Strategic Partnership. The LSP's full forum brings together over 80 organisations across Carlisle from the public, private and third sectors. Underneath this the Partnership's Executive includes representation from elected members, public bodies, the chairs of the Partnership's working groups and the third sector. The working groups underneath the Executive have detailed action plans and include representatives from community groups and the third sector.</p> <p>The groups/partnerships under the umbrella of the LSP include:</p> <ul style="list-style-type: none"> <li>• The LSP Executive (brings together representatives from Carlisle City Council; Cumbria County Council; Cumbria CVS; NHS; Police; The Carlisle Housing Partnership; Carlisle Economic Partnership (Private Sector); Parish Councils; and the University of Cumbria.</li> <li>• The CDRP (brings together Police; NHS; District Councils; County Council; Probation Service; Cumbria Fire and Rescue Service; Housing Associations; and Youth Offending Service;</li> <li>• The Healthy Communities Group (brings together Carlisle City Council; Cumbria County Council Adult Social Care; NHS; acute care providers; Third Sector representatives; Carlisle Leisure; Housing Associations, and many more health stakeholders)</li> <li>• The Carlisle Economic Partnership (brings together Carlisle City Council; Cumbria County Council; Carlisle College; University of Cumbria and 6 appointed representatives of different private sectors.</li> </ul>

		<ul style="list-style-type: none"> <li>• Children’s Trust District Delivery Group (brings together Cumbria County Council; Carlisle City Council; Youth Offending Service; Connexions Cumbria; Schools and academies; Colleges; NHS (to include Provider Services and Commissioners); Cumbria Constabulary; Fire &amp; Rescue Service; Local Safeguarding Children’s Board; Voluntary Sector</li> <li>• Carlisle Housing Partnership (brings together Carlisle City Council; Cumbria County Council; Housing Associations; Housing Developers; CALC; Rural Housing Trust; Cumberland Building Society; HCA; Npower)</li> <li>• Rural Support Group (brings together Carlisle City Council, Cumbria County Council, ACT, CALC, CPCA)</li> </ul> <p>All these LSP groups have a developed action plan aimed at delivering Carlisle’s Sustainable Community Strategy, the guiding principles of which are working together to improve services and deliver initiatives that could not be done by one agency in isolation.</p> <p>Alongside this Carlisle City Council hosts regular meetings with key commercial and non-commercial partners including:</p> <p>Asst Director (Local Environment); Asst Director (Community Engagement) jointly leading partnership meetings (monthly) with Riverside Housing with a specific brief to co-ordinate improvements under the headings of: People; Place; Property.</p> <p>And the Assistant Director Community Engagement who leads quarterly review and performance meetings with the Managing Director of Carlisle Leisure.</p>
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		The monthly Community Engagement Directorate Management Team are also opened up to include key partners including housing associations, public health and Carlisle Leisure on an alternate meeting basis to discuss joint service improvement.
2.	That sufficient responsibility is delegated to staff working within localities to make budgetary and operational decisions within an agreed remit with the relevant senior officer	Team Supervisors have been given the authority to make decisions at their relevant level. This has been particularly successful in the context of the Carlisle West Problem-solving Group (CWPG). A number of long-standing problems have been resolved through partnership working, where those present are empowered by managers to 'own' the responsibility for action. With assistance of partners round the table, we are able to take the initiative for improvement, rather than leaving it to somebody else to sort out.
3.	That a project co-ordinator is appointed for time-limited projects. The Co-ordinator can be from any organisation involved in the project and would be the first point of contact	All Carlisle Partnership Projects feature in the Action Plans of its sub-groups. Update reports on the action plans are reported in via the group chair to the Executive. These reports are compiled from information provided by named Project Leads who have been identified for each project.

4.	<p>That consideration is given to developing community websites and/or virtual public notice boards. Within this project a central point detailing all community activities should also be considered with appropriate links from the Council website</p>	<p>ICT Connect have allocated a resource to update the community centre websites to Immediacy. This will allow the websites to be independently updated by community centre staff. Training on Immediacy will be given by customer service manager and staff.</p> <p>We recognise that social media provides new opportunities for engagement and want to promote this as a way of engaging with communities. As part of the new Trinity games area, and with support from the Community Development Officer (Inclusion) a local school and community group will be setting up a face book diary page. This will allow the community to track progress, comment and take ownership of their new facility.</p> <p>Phase 1 - Official opening of the Trinity MUGA took place on 18<sup>th</sup> January 2011.</p> <p>Phase 2 – It is still proposed that a face book diary page will be set up in the future. In the interim period the Community Development Officer (Inclusion) is working with the Trinity Area Community Trust &amp; local residents to research the history of the site. This will be displayed on a community notice board together with a plaque commemorating the opening of the MUGA. A member of the community will manage the notice board ensuring any information is kept up to date.</p>
5.	<p>That the Carlisle Focus magazine should be used to publicise activities held within communities and the Council should explore alternative media to publicise community activities and events</p>	<p>Community activities and operations that are co-ordinated through the Crime and Disorder Reduction Partnership are publicised through the Focus magazine.</p> <p>A representative from the council's Policy and Communications Team attend the Wellbeing Team's team meetings to receive updates on community events and activities.</p>

6.	That full contact lists are produced and kept up to date.	<p>Prior to November's full Council Meeting, the Wellbeing Team held a 'drop-in' event for all Members to introduce themselves and highlight their work, both past and present. Members received an information pack containing relevant contact details and an open invitation to contact the Wellbeing Team with any issues.</p> <p>It is proposed that that event will be repeated on an annual basis</p>
7.	<p>That referrals, complaints and compliments are collated to identify the areas and issues that are a concern to the public and that this information is used to prioritise the areas of work for the Authority and is also fed into the development of Community Plans. An annual report detailing this information and the outcomes should be presented to the Environment and Economy Scrutiny Panel.</p>	<p>Work is continuing to migrate services to the contact centre and information recorded via the CRM. Corporate and informal complaints have been recorded on the CRM since April 2011. Reports from CRM are constantly used to identify areas for concern or improvement, a key area for this use is with the Problem Solving Group. It is envisaged that as more service information is recorded through the CRM, the knowledge can be used in different ways to proactively tackle problem areas and issues.</p> <p>In addition, this knowledge and information will inform Neighbourhood Planning, potentially identifying new ways of working, developing more cost effective ways of providing services and tackle some long standing issues.</p>

8.	That broadening the remit of the Customer Contact Centre within the Civic Centre is investigated to include other partners, for example Cumbria County Council and Riverside.	As well as CAB, Police and Passport Service, customer contact staff are working with the Law Centre and other advice agencies to allow customers more information at the first point of contact. A bid has been put in place to carry out the civilian police service within the customer contact centre by Carlisle City Council advisors. This has been warmly received by Cumbria Constabulary and the finishing touches are being put to contracts and costs. This will allow both organisations to gain efficiencies by utilising economies of scale as well as delivering one point of contact for excellent customer service.
9.	That it is acknowledged that Community Led Plans are likely to be necessary in the future to access funding and to establish community priorities. Therefore the Executive need to consider how the Authority will support Communities in this area.	The Wellbeing Team continue to support community organisations particularly the community Centres, offering support and advice to identify priorities, address any issues and identify funding sources. This work will form the basis for any community led plans in the future There are ongoing meetings between Cumbria County Council and the City Council to share good practice and look for ways in which to foster closer working partnerships
10.	That consideration is therefore given, in consultation with Partners, to rolling out the Together We Can model to other communities in the District to produce, monitor and review the Community Plans. The	Discussion is beginning to identify how a partnership model can be rolled out to other areas. It is recognised that improving the health and wellbeing of any community falls far beyond the scope of any one partner. They will provide an opportunity to re-shape the way services are delivered, identify efficiencies through collaborative working and will aim to improve residents life chances and tackle the so called wicked issues that are beyond the remit of any one organisation.

	<p>model needs to be flexible to adapt to the different needs within communities and reflect financial restraint and will need to be supported by staff from partner organisations</p>	<p>Harraby Together We Can continues to develop and has held several successful community events. It is hoped they will develop action plans to focus on areas that are of concern to the local community. This will be supported by The Wellbeing Team</p> <p>The St Aidans ward has been included within a new Cabinet Office programme entitled 'Community First' and have qualified for £33,910 within a Neighbourhood Grants programme over a period of four years. The programme will help communities come together to identify their strengths and local priorities in order to plan for their future and become more resilient. The main objectives of the programme are:</p> <ul style="list-style-type: none"> <li>• Creation of a Community First Panel</li> <li>• Creation of a Community First Website</li> <li>• Creation of a Community First Plan</li> <li>• Allow access to a Neighbourhood Grant Programme</li> <li>• Promote the Endowment Match Challenge</li> </ul> <p>Cumbria County Council has been chosen as the host authority for the project and it is proposed they will co-ordinate the setting up of Community First Panels. The Panel will be made up of 4-8 local people including the community, public sector (local councils), private sector (from the business community) and voluntary sector (local charities, community groups or social enterprises) and will fund both new and existing community groups who identify a local need and how it will benefit the area.</p>
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		<p>The funding will be held centrally by the Community Development Foundation and can be allocated in sums from £250 to £2,500.</p> <p>The Panel will also work with the community to produce a Community First Plan and recommend projects/activities to be funded in their ward.</p> <p>A report will be submitted to Carlisle Local Committee by the Carlisle Area Support Team to seek their agreement to set up Community First Panels in January.</p> <p>Cumbria County Council has stated that the Wellbeing Team will be included within the project as stakeholders and as soon as approval is granted by Carlisle Local Committee, discussions will take place to identify next steps.</p>
11.	That consideration be give to establishing neighbourhood multiagency teams to coordinate activities	The trial of the 'Problem Solving Group' Approach (which brought operational officers together on a regular basis to address enviro-crimes and nuisance behaviour) had produced a draft review document which makes a recommendation that the approach be rolled out in adapted formats to the rest of the district. This review and recommendation will be considered by the CDRP in the coming weeks.
12.	That the Council enter into talks with Cumbria County Council to explore sharing staff and resources in areas of Community Development, Engagement and	Monthly meetings are held between Cumbria County Council and the City Council. Both authorities alternate chairing of the meeting and continue to look at ways to advance joint working

	Neighbourhood Working.	
13.	That the Council enter into talks with Riverside to explore sharing staff and resources in areas of Neighbourhood Working, Community Engagement and Development.	<p>There was an enquiry about empowering staff of Riverside to issue fixed penalties for offences such as littering and dog-fouling. After some consideration this was rejected by Riverside on the grounds that it may damage the relationships between their staff and tenants.</p> <p>Meetings to take place with Riverside to share data. Riverside</p>
14.	That the benefits for the community of Community Centres need to be maximised. Consideration should be given to using the Centres and also appropriate points within rural areas, to be reporting points for the public.	<p>The project is still ongoing with discussion proceeding with community organisations. There have been issues with the timing of the rollout which has been delayed due to technical issues. It is hoped that a model can be produced early in the new year which will be fluid enough to be re-produced around community venues. Areas of commonality such as residents moving into the area could be replicated where appropriate.</p> <p>The Wellbeing Team continue to work with all Community Centres to identify ways of creating more sustainable centres. This will assist in making them more financially viable and in a better position to meet local needs : <i>Training/Development programmes, Bulk buying of certain items to reduce costs, Centres offering services to each other (ie payroll)</i></p>

		Environmental issues to help reduce overheads
15.	That consideration is also given to investigate the provision of access by telephone and email to the Customer Contact Centre in Community Centres and an appropriate place in rural areas.	Work is still ongoing around this area and will fall in line with point 14 above.
16.	That if the terms of the subscription allow, Community Centre Managers and Parish Clerks are given access to the GRANTfinder database (or similar).	CVS are in the process of developing training packages for all community centres. The Wellbeing Team advise community centres of any funding opportunities.
<i>The following additional recommendations were made by the Environment&amp; Economy Sub- Group at their meeting on 11<sup>th</sup> April 2011</i>		
17.	That service requests, complaints and compliments are directed through a simplified system that will accommodate customer and member enquiries and assist the Council to	As more services migrate to the contact centre the benefits of having CRM as the one system which will incorporate and manage customer enquiries will be realised. Service reviews are now being made through Lean Systems, which looks at processes and procedures from a customer perspective and migrates customer interaction to the contact centre. It is hoped that members, through the development of the Customer

	deliver an efficient and effective service.	Access Strategy, will also utilise the CRM. Member training on CRM benefits is being organised by the Organisational Development Team for early in 2012.
18.	That the Council works with other partners to deliver creative ways of dealing with fly tipping, litter and other environmental problems on private land.	We are now working with the CDRP and partners to develop solutions to tackling fly tipping and environmental crime. Funding has been identified for training, covert cameras, undercover operations and education and we should be able to deploy such equipment and approaches in 2012-13.
19.	That the Council develops its approach to neighbourhood management cleanliness, open space maintenance, highways, lighting etc.) working with key partners to make maximum use of our combined resources in specific target areas)	<p>The present transformation proposals in Local Environment envisage a new approach to neighbourhood working. There have been examples already of success – the CWPG has brought together key partners to identify and dealt with a number of community issues. The Harraby ‘Together We Can’ pilot has continued and is a useful conduit of community concerns that can be dealt with by City Council teams.</p> <p>Please see the response to recommendations 10 and 19.</p>

**Impact assessments**

**Does the change have an impact on the following?**

<b>Equality Impact Screening</b>	<b>Impact Yes/No?</b>	<b>Is the impact positive or negative?</b>
Does the policy/service impact on the following?		
Age		
Disability		
Race		
Gender/ Transgender		
Sexual Orientation		
Religion or belief		
Human Rights		
Health inequalities		
Rurality		

**If you consider there is either no impact or no negative impact, please give reasons:**

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**If an equality Impact is necessary, please contact the P&P team.**