

REPORT ON ACTIVITY – SOUTH WHITEHAVEN NEIGHBORHOOD MANAGEMENT

EXECUTIVE MEMBER: Councillor Elaine Woodburn
LEAD OFFICER: Ruth Willis, Director of Public Service Delivery
REPORT AUTHOR: Joanne Walker, Neighbourhood Manager

Summary and Recommendation:

Executive are asked to note this annual summary for the South Whitehaven Neighbourhood Management activity 2008/09.

The report requests Executive support for Council support to assist in forward planning for the initiative, as detailed in section 6.

1. INTRODUCTION

- 1.1 The South Whitehaven Neighbourhood Management Partnership was established in September 2006 to deliver a four year programme of activity, within the South Whitehaven area, aimed at tackling deprivation, worklessness and low aspiration. Previous reports to this Executive Cabinet agreed the structure and governance arrangements for the Partnership; recent reports have focused on the outcomes and outputs from the partnership working that has developed in South Whitehaven.
- 1.2 The South Whitehaven Neighbourhood Management area incorporates the Neighbourhoods of Greenbank, Woodhouse, Kells, Mirehouse and Hensingham.
- 1.3 This summary Report 2008/9, sets out the Delivery Plan priorities for the programme up to 2010, the final funded year of the programme, spend profile up to March 2009 and all related activity and performance for those programmes of work which have received funding.

- 1.4 Neighbourhood Management is a relatively new approach to improving public services. At its simplest, Neighbourhood Management is a process which brings the local community and local service providers together at a neighbourhood level, to tackle local problems and improve local services, providing a Neighbourhood Focus for all service delivery within the South Whitehaven area, incorporating the Neighbourhoods of Greenbank, Woodhouse, Kells, Mirehouse and Hensingham.
- 1.5 The outcomes of the 4 year funded programme 2006-2010, will bring about an improvement in the quality of life for local people, improving the attractiveness of the area, as a place to live and work for existing families, and for future generations

2. 2008 – 9 Summary

- 2.1 There are a number of activities that have taken place which have required minimal or no funding from the programme as they are activities which have developed as a result of intensive community engagement activity and capacity building within the Neighbourhood Management area. The main objective of the leverage funding, is to enable providers to mainstream activity funded through the partnership at the end of the financial support, as such Cumbria Constabulary have fully mainstreamed the provision of Police Community Support Officers providing a cost saving of £45,000, Cumbria County Council are now subsidising the additional evening bus service, the Partnership is contributing £6,000, providing a cost saving of £6,175, and the Citizens Advice Bureau are requesting funding of £10,000 compared to £21,275 for the financial year 2008/9.

Neighbourhood Management aims to:

“enhance the quality of life and liveability within the South Whitehaven Neighbourhoods, through directing of services, to meet their needs and aspirations”

3. Resident Engagement

- 3.1 The Neighbourhood Management programme has developed and engaged in a wide range of activities to involve the local community in their own decision making processes, with service providers directly, and also to promote community activity more generally. Neighbourhood Management has continued to play an important role in facilitating a greater level of quality of community engagement and has successfully improved the relationship between service providers and residents. With cooperation from service providers, Neighbourhood Management Partnerships could deliver more integrated consultation exercises, thereby reducing duplication and saving money
- 3.2 The South Whitehaven NM board has been complimented on the involvement of residents throughout the programme. The number of residents who have been involved in engagement activities has increased by 40% compared to the same period last year. The initiative uses various networks, including, Neighbourhood Forums, Action Groups and Tenant and Resident associations, where officers and partners have worked hard to raise their profile within South Whitehaven, through consultation, newsletters, and most recently the development of the South Whitehaven Local website.
- 3.3 The South Whitehaven Quality of Life Survey (2008) revealed that a quarter (**26%**) of people agreed they can influence decisions affecting their local area, a 40% increase on 2006. The report also identifies that **55%** of people who took part in the questionnaire agree that by working together, people in their neighbourhood can influence decisions that affect their neighbourhood, compared to **45%**, in the 2006 quality of life survey an improvement of just over 10%

4. Resources

- 4.1 South Whitehaven Neighbourhood Management has been operating for the last three years. South Whitehaven has previously benefited from SRB and Cleaner Safer Greener funding. Neighbourhood management funding to date totals £1,443,800.
- 4.2.1 In 2009/10 Copeland Borough Council, as the accountable body will provide a further £229,000 of Area Based Grant funding. Total ABG funding is £259,000 for 2009/10 and the allocation of the funding has been adjusted to take account of the additional spending in 2008/09 above

allocation, as a result of accelerated spending. This is reported in the provisional revenue outturn report elsewhere on the agenda.

5. Delivering on Priorities

5.1 Reducing Crime

The Woodhouse and Kells Wards have shown a 51.2% decrease in the overall crime rate. The average number of anti social behaviour incidents in this area has **decreased** from **12.7** to **8.3** – **(34.2%)** compared to the same three month period last year – overall anti social behaviour has reduced by **51.6%**.

Sandwith ward has shown a decrease of **25.7%** in overall crimes in the period between December 2007 and December 2008. Importantly the number of recorded incidents of anti social behaviour has dropped by **44%**. The police say that the value of the CCTV system funded by SWNMB has been a major contributor to this reduction as well as the close working relationship between the police, the Neighbourhood Wardens and SWNMB.

5.2 Focusing on the most Vulnerable:

During the first four months of the Citizens Advice Caseworker outreach project, **£167,989** of benefits were accessed for clients, if this trend was to continue it would mean that more than **£500,000** will have been brought into the community in the first twelve months. The Work of the CAB impacts directly on the priority of focusing on the most vulnerable within the South Whitehaven delivery plan.

| | |
|--|------------|
| Number of clients accessing advice services | 472 |
| Number of debt clients | 122 |
| Number of creditors dealt with | 494 |
| Amount of debt handled | £1,328,033 |
| Amount of benefits accessed for debt clients | £167,989 |
| Number of repossessions / evictions avoided | 12 |

5.3 Improving the Living Environment:

Improved transport infrastructure has seen the implementation of an evening bus service for South Whitehaven, at peak times an excess of 600 passengers accessed the service.

Increased cleansing schedules through revenue funding for the Mechanical Sweeper delivered in partnership with Copeland Borough Council Waste Management, has seen weekly clean ups, prior to this intervention the work was scheduled on a monthly or fortnightly basis.

6. Future Planning

- 6.1 There will be a full evaluation of the South Whitehaven Neighbourhood Management Initiative. The partnership is asking for continued support from Copeland Borough Council to undertake this review. It is anticipated recommendations for the future support of the initiative will be tabled for Executive later in the year.
- 6.2 There will be a Future Planning Group formed to work on plans for a exit strategy for the work the partnership has undertaken, the group will be a sub partnership of the Board, including lead officers from the Primary Care Trust, Cumbria County Council, Cumbria Constabulary, Elected Members, the Director of Public Service Delivery and Home Group. It is expected that the Council will be a core member of this group.
- 6.3 Neighbourhood Management has begun to pave the way for sustainable public service delivery, to suit local need. The key learning from the Neighbourhood Management pilot will be included within the locality working developments as a local model in the delivery of public services. The outcomes of the Neighbourhood Management review should link into the wider locality assessments. We are looking for Executive support, and involvement from Council officers in our review, to ensure the continuation of good practice can be built into the Locality Working agenda, and that the residents of South Whitehaven can continue to build capacity with support at this level.
- 6.4 The project expenditure for the financial year 2008/9 included an overspend of £3,625, this commitment will be carried forward into this financial year. The majority of expenditure for the financial year 2009/10 is related to core costs. There is the opportunity to carry forward any under spends to enable continued support for South Whitehaven, therefore providing the opportunity to maintain the momentum of the Neighbourhood Management Pilot

- 6.5 The South Whitehaven Board could become commissioners of Neighbourhood services, or work with providers to deliver on a community charter, with priorities agreed by local people, with actions that will address local needs.

7. CONCLUSIONS

- 7.1 The Neighbourhood Management model can be used as a tool to bring communities and service providers together in order to improve services and outcomes in an area. Neighbourhood Management allows an integrated view to be taken of a particular place, its needs, opportunities and services, and ultimately provides and promotes public service improvement from a clear view point of the customer, being the local community.
- 7.2 Neighbourhood Management has proved that it can deliver within the deprived areas of Whitehaven and through partnership working address the complexity and intensity of problems through a greater level of intervention. The Neighbourhood Management pilot has delivered against its priorities whilst building the capacity to assist the delivery of activities that are now successfully mainstreamed within our partner agencies referred to in section 2.1.
- 7.3 It is anticipated that the success of the Neighbourhood Management programme will be built into the new way of working at locality level, using the lessons learned and best practice to move forward and continue to make the improvements necessary in South Whitehaven.

9. FINANCIAL AND HUMAN RESOURCES IMPLICATIONS (INCLUDING SOURCES OF FINANCE)

- 9.1 The initiative has its funding and staffing in place for 2009/10. The review will set out recommendations for the future of Neighbourhood Management in South Whitehaven. This will be brought back to the Executive later in the year.

10. PROJECT AND RISK MANAGEMENT

- 10.1 Robust financial, project appraisal, monitoring and evaluation and governance arrangements are in place. The Partnership was audited by Internal Audit in 2009 and all the recommendations from that report have been fully implemented.

11. IMPACT ON CORPORATE PLAN

11.1 The Neighbourhood Management Partnership contributes towards the improvement in public service delivery within the South Whitehaven area through tackling specific priorities around health inequalities, environmental improvement, community involvement and engagement, worklessness and raising aspirations. The priorities for the partnership are focussed around, improving health, improving employment, improving the living environment, reducing crime and focussing on the most vulnerable.

List of Appendices

Appendices 1 – Income and Expenditure account 2008/9

List of Background Documents: Documentation from records held within the South Whitehaven Neighbourhood Management Office, including full annual report 2008-9

Lit of Consultees: Corporate Team and The Leader

CHECKLIST FOR DEALING WITH KEY ISSUES

Please confirm against the issue if the key issues below have been addressed. This can be by either a short narrative or quoting the paragraph number in the report in which it has been covered.

| | |
|---|--|
| Impact on Crime and Disorder | Yes |
| Impact on Sustainability | Yes |
| Impact on Rural Proofing | Good practice will roll out to rural communities |
| Health and Safety Implications | Safer environment for residents |
| Impact on Equality and Diversity Issues | Yes |
| Children and Young Persons Implications | Yes |
| Human Rights Act Implications | Yes |
| Monitoring Officer Comments | No legal issues arise from the report itself |
| S151 Officer Comments | No further comment – ABG allocations for 2009/10 and 2008/09 are contained in the report |

Please say if this report will require the making of a Key Decision no

| Project Costcode | Internal / External | Appendices 1 Project Name | FMS | SSCF Claim | SSCF Claim | SSCF Claim | SSCF Claim | |
|-----------------------------|---------------------|--------------------------------------|---------|------------------|------------------|-------------------|-------------------|----------------|
| | | | Period: | Yr3 | Yr3 | Yr3 | Yr3 | |
| | | | £ | Qtr1 £ | Qtr2 £ | Qtr3 £ | Qtr4 £ | |
| 09150 | Internal | Cumbria SSCF Neighbourhood | | 0.00 | | | | |
| 09151 | Internal | Neighbourhood Manager | | 17,178.47 | 17,344.08 | 24,501.40 | 23,897.33 | |
| 09152 | Internal | Staffing | | 0.00 | | 24.00 | | |
| 09154 | External | Office Start Up Costs | | 1,818.65 | 1,377.66 | 1,114.99 | 545.48 | |
| 09155 | Internal | Director of Neighbourhood Renewal | | 13,750.00 | -39,265.63 | 12,390.63 | | |
| 09156 | External | Research & Data | | 2,650.00 | 360.24 | 20,817.30 | 33,502.36 | |
| 9157 | External | Theatre Production | | | | 507.14 | -202.37 | |
| 09158 | External | Capacity Training | | 82.68 | | | | |
| 09159 | External | Community Pot | | 0.00 | 6,000.00 | 33,379.04 | 2,871.40 | |
| 09160 | External | Community Wardens | | 0.00 | 35,851.78 | 23,609.94 | 96,169.13 | |
| 09161 | External | Set Up Costs Admin | | 0.00 | 1,000.00 | | 18,500.00 | |
| 09162 | External | Community Projects | | 0.00 | | 322.90 | | |
| 09166 | Internal | Admin Staff | | 0.00 | | | 6.99 | |
| 09167 | External | Leverage Fund | | 0.00 | | 3,878.00 | -3,870.00 | |
| 09169 | Internal | Improved Bus Service | | 0.00 | 3,367.00 | 6,099.00 | 3,013.00 | |
| 09170 | Internal | Hospitality | | 274.60 | 141.50 | 176.20 | 120.00 | |
| 09171 | External | Community Engagement Worker | | 573.00 | 7,750.00 | 6,720.00 | 15,455.00 | |
| 9172 | External | Copeland Learning Together | | 0.00 | | | | |
| 09173 | External | Citizens Advice Bureaux | | 0.00 | | 14,184.00 | 7,092.00 | |
| 09177 | External | Family Advice | | 0.00 | 3,803.00 | 7,606.00 | 5,303.00 | |
| 09178 | Internal | Pathways to Art | | -5,590.00 | | 5,590.00 | | |
| 09183 | | PCSO's | | | | 33,750.00 | 11,250.00 | |
| 09184 | | Credit Union - SWNM | | | | | 15,000.00 | Total |
| TOTAL RE-IMBURSEMENT | | | | 30,737.40 | 37,729.63 | 194,670.54 | 228,653.32 | 491,790 |

