

WORKSHOP - DEVELOPING STRONG INCLUSIVE COMMUNITIES

Lead Board Member: Linda Shaw, Voluntary Action North Somerset

Presentation: Sara Brown,
South Ward Neighbourhood Management Programme

Neighbourhood Management is a national regeneration programme, funded by central government. It is designed to target resources into those neighbourhoods where residents are experiencing significant disadvantages, simply because of where they live, and to improve their quality of life.

To identify these priority areas, the government uses a series of measures across a number of themes. As well as evaluating levels of unemployment, crime and disorder, and the state of people's health, the government also looks at issues such as the condition of local housing, how well schools are performing, the level of cleanliness and residents' overall satisfaction with their environment. (In order to gain funding through the programme an area needed to fall within the top 3% most disadvantaged in England.) Part of South Ward has qualified for this funding

The purpose of Neighbourhood Management is to influence the way public services are designed, developed and implemented, so that they will be most effective in meeting residents' needs.

Influencing these services is achieved by identifying and harnessing the local knowledge, expertise and needs of residents and matching this with the specialist knowledge and expertise of service providers. This partnership approach helps ensure that:

- vital information can be widely shared between agencies
- there is a focus on those services that really matter to local people
- decisions based on this information will bring about more innovative and effective services
- duplication in service provision is minimised
- any gaps that exist in services can be identified and closed

Neighbourhood Management is all about residents working in partnership with mainstream service providers, the local authority, businesses and the voluntary and community sectors to make local services more responsive to the needs of their area.

Joint Tasking Briefings and Community Meetings

In order to begin getting residents and service providers to work together Neighbourhood Management has developed two key processes. The first is Joint Tasking Briefings which take place every fortnight with attendance from neighbourhood police team; NS Housing; Streets and Open Spaces; Environmental Protection and Community Safety Drug Action Team. The purpose of these meetings is to identify problems and issues at the most local level and ensure that agencies develop robust solutions to deal with them. Action notes are taken from the meeting and all points raised are followed up at the following meeting. This process has helped to develop a culture of accountability amongst group members and their agencies. Intelligence on issues of importance is generated through GIS **maps** (based on data provided by each of the agencies) and through the information provided by local residents at community meetings.

The community meetings provide the other important dimension to the Joint Tasking Briefing as community members become more willing to report issues and work with service providers when they see that their information is acted upon and they are provided with regular honest feedback. A core group of service providers regularly attend the community meetings which have an action focus rather than information exchange. Feedback is provided monthly on every issue that has been raised by the community. Regular meetings are held on each of the four estates. They are all different, reflecting the interests and needs of the people involved but they all have accountability, action and feedback at the heart.

In addition to community capacity building neighbourhood management is delivering the following:

- Set up a youth forum so that young people have the opportunity to influence changes in their community
- Developed a community warden scheme
- Working to enhance parks and open spaces, beginning with Jubilee Park and Millennium Green
- Revamping the shopping areas St Andrews Parade, Loxton Road and Aller Parade
- Organised cleaner, greener, safer action days on the four estates
- Purchased a community bus for South Ward to link the four estates and make local services more accessible
- Developed monthly community meetings on each of the four estates
- Working with the youth offending team to develop a reparation scheme in South Ward
- Developed a community chest fund – grants of up to £3000 for small local voluntary and community groups and organisations
- Working closely with the youth service and other youth organisations to increase opportunities for young people on the four estates
- Employed two detached youth workers to engage with young people on the streets of the four estates
- Employed an independent domestic abuse advocate
- Worked with the Environment Agency and Streets and Open Spaces to clean the Uphill Great Rhyne

This workshop considered the following aims:

SCS Aim: Enable the development of successful neighbourhoods across North Somerset.

Improvement: New communities developed with appropriate facilities and infrastructure to support and encourage a sense of place.

SCS Aim: Deliver community regeneration and increase capacity in areas of need. (Tackling disadvantage)

Improvement: Taking lessons learned from Neighbourhood Management Programme and applying them in other disadvantaged areas and communities to support regeneration and good service provision.

WORKSHOP OUTCOMES

SHARED PRIORITY: DEVELOPING STRONG AND INCLUSIVE COMMUNITIES

Aim: Enable the development of successful neighbourhoods across North Somerset				
Improvement we want to see: New communities developed with appropriate facilities and infrastructure to support and encourage a sense of place.				
How do we achieve this together?	Who should be involved and <u>WHY</u>?	What could your contribution be?	
			Contribution	Organisation
Key stakeholders involved with planners at 'infancy' stage to ensure that development considers community facilities – e.g. doctors, recreational areas, schools, community centres.	All - needs to be statutory agencies plus, as community develops.		<ul style="list-style-type: none"> Local policing services in the community – meet with key stakeholders to ensure this is considered. Architectural liaison consider. 	Police
<ul style="list-style-type: none"> Integration of 'social housing'. Integration of minority groups through economic migration 	<ul style="list-style-type: none"> Local planners council 	<ul style="list-style-type: none"> Vital to ensure there is a community identity. 	<ul style="list-style-type: none"> Ensure engagement structure for policing is accessible to all. 	Police
<ul style="list-style-type: none"> Fully inclusive 'planning for real' type of sessions Consider who will be the new residents Engage developers to bring 'realism' to proposals. 	<ul style="list-style-type: none"> Central Govt. NHS/PCT – new hospital Police authority/ fire/ambulance Education authority Council members Planning policy Environment Agency. 	<ul style="list-style-type: none"> Affordable and accessible transport (for wheelchair users, young people, non drivers) etc. to access work, leisure, life facilities Proper policing to ensure safer communities Schools – location Decision making Flood risk management. 	<ul style="list-style-type: none"> Green lung – heritage and leisure destination. 	Barrow Gurney Parish Council
<ul style="list-style-type: none"> New towns in NS must be fully environmentally sustainable – designed right at the start. 				

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<ul style="list-style-type: none"> • Wheelchair users - transport • Young people - transport 				
<ul style="list-style-type: none"> • Transport links • Planning for services and community buildings, recreation (green) • Jobs – employment led regeneration • Sustainability • Vision • Mix of social housing • Local ‘feeder’ minibuses • Improved pedestrian access to public transport stops. 	NSC leading – Local people Health Police Education	<ul style="list-style-type: none"> • Reduce isolation • Promoting health and well being • Hub for services • Learning community • Safer Greener community • Integration • Inclusion 	<ul style="list-style-type: none"> • Childrens’ Centres • School – extended • Healthy Living Centre 	
<ul style="list-style-type: none"> • ‘Delivery vehicles’ – separate from the council and other public bodies but ‘owned’ by them. • Communication at all times and levels. • Affordable housing delivery. 	<ul style="list-style-type: none"> • All service providers • All Government agencies. • Transport providers • Providers, policy makers • Faith providers. 	<ul style="list-style-type: none"> • Roads should define the limit of the settlement – not divide communities • Improve rail links (esp South West Bristol) • Energy/resource generation and efficiency. • Multi – denominational facilities and services. 		

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Increase infrastructure to ensure 'community' is supported and serviced appropriately: <ul style="list-style-type: none"> • Policing • Fire Service • PCT • Travel plans etc. 	All		<ul style="list-style-type: none"> • Complete work and bid for extra resources or re-deploy others to ensure policing levels are increased 	Police
Environmental impact Ensure that the communities have access to 'green' facilities:- <ul style="list-style-type: none"> • Recycling • Waste • Energy efficient homes 				

SHARED PRIORITY: DEVELOPING STRONG AND INCLUSIVE COMMUNITIES and TACKLING DISADVANTAGE AND PROMOTING EQUALITY OF OPPORTUNITY

Aim: Deliver community regeneration and increase capacity in areas of need

Improvement we want to see: Taking lessons learned from Neighbourhood Management Programme and applying them in other disadvantaged areas and communities to support regeneration and good service provision

How do we achieve this together?	Who should be involved and <u>WHY</u> ?	What could your contribution be?	
			Contribution	Organisation
Community Development work	<ul style="list-style-type: none"> • Residents • Agencies • Volunteer groups • Statutory services • Community Development workers • Schools • Young people • Old people • Hard to reach groups • Youth workers • Parish Councils • Councillors • Police • Officers 	<ul style="list-style-type: none"> • Because you can't work in a community in isolation. • Take residents views seriously, prevent frustration of the residents. • Disenfranchised 	<ul style="list-style-type: none"> • Contact with voluntary organisations. • Services of my team (CSDAT) • Advice and information 	CSDAT

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<p>Re: Areas of deprivation in rural areas. Parish Plan – identifying priorities. Forming action plan Improve communication</p>	<ul style="list-style-type: none"> • Parish Council • Schools • Voluntary groups • North Somerset Housing • Youth Partnership • Local ward member • Police • Local Action Team • Transport – Community Transport 	<ul style="list-style-type: none"> • Encourage ‘ownership’ of problems – imperative to work together 	<ul style="list-style-type: none"> • Links to NSC • Encourage problem solving - generating options. • Sharing information 	
<p>Need to bring people together – share problems</p> <ul style="list-style-type: none"> • Involve and engage all – especially young people → youth groups. • Identification of areas • Explore why people not accessing services. • Take peoples concerns – can be simple things. • Ensure accountability of providers of activities • Concentrate (community) on solutions rather than problems 	<ul style="list-style-type: none"> • Community Development Workers • Disadvantaged individuals within communities. • Use existing groups to cross pollinate other areas 	<ul style="list-style-type: none"> • So people can access existing useful services • Promote equality of opportunity 	<ul style="list-style-type: none"> • Funding advice • Training e.g. chairing skills • Governance advice e.g. how to set up a group. • Volunteers and management of groups. 	VANS – do what we do to support groups and promote volunteering