

SLOUGH BOROUGH COUNCIL

REPORT TO: Neighbourhoods and Community Services Scrutiny panel
DATE: 15th September 2011
CONTACT OFFICER: Kam Bhatti – Neighbourhood Crime and Justice Co ordinator
WARD(S): Manor Park, Chalvey, Colnbrook and Britwell

PART I FOR COMMENT AND CONSIDERATION

NEIGHBOURHOOD WORKING UPDATE

1 Purpose of Report

This report provides an overview of progress with the neighbourhood working project.

2 Recommendation(s)/Proposed Action

The Panel is requested to

- (a) Note the contents of the report and provide feedback on 7.2 and which you think are most important aims for us to concentrate on.

3 Community Strategy Priorities

- **Celebrating Diversity, enabling inclusion**
Neighbourhood working supports and facilitates the achievements of this priority. Strong community engagement and empowerment helps with the delivery of priorities and also ensures that local people have a say in determining those priorities. Strong community engagement is also an important element of community cohesion.
- **Being safe, feeling safe**
Working with communities to tackle local priorities is helping to reduce anti-social behaviour and fear of crime.
- **A Cleaner, greener place to live, work and play**
A clearer understanding of priorities relating to the local environment and more joining up of services at a local level will help to deliver better outcomes and result in improved services targeted at community need. Neighbourhood working will enhance the potential for drawing in additional funding to delivery community led projects.

4 **Other Implications**

(a) **Financial**

Funding for additional officer to support neighbourhoods working is available from April 2010 and this is being used to fund this post.

(b) **Risk Management**

Consultation has and will continue with local communities to ensure priorities are clearly identified and that solutions meet local needs.

(c) **Human Rights Act and Other Legal Implications**

None.

(d) **Equalities Impact Assessment**

None at this stage. Although future regeneration plans will be subject to Equalities Impact Assessments.

(e) **Workforce**

Existing staff resources mainly from Community and Wellbeing and Improvement & Development have been used to progress the pilots together with a small grant (£600) via the LSP. This funding has been used to provide support to the Neighbourhood Boards and facilitate joint meetings and participatory budgeting events. The grant funded Neighbourhood & Criminal Justice Co-ordinator post has provided significant input into this project, but this post will cease to be funded at the end of March 2012 .

5. **Supporting Information – Neighbourhood Working Overview**

- 5.1 The Council and LSP highlighted the need to improve satisfaction with neighbourhoods, strengthen engagement with local communities and make better use of community buildings. Neighbourhood working provides a means for doing this.
- 5.2 The pilots have involved a range of things making sure we understand local needs and issues, involving the community in identifying appropriate actions, improving opportunities for people to get involved, joining up service delivery in neighbourhoods, understanding the way that community buildings are used and delivering our services in different ways. It also helps us to understand what is important to people in their neighbourhoods and what their priorities for improvement are. This helps us to target our scarce resources towards the things that matter to local people. By getting local people involved in planning how to tackle issues and in taking action themselves, we are creating additional capacity.
- 5.3 The project is supported by the LSP. The Council for Voluntary Services has been a key partner and they have provided expertise to help plan and facilitate work with the neighbourhood boards. The VCS have set up a group's meetings in Manor Park to address priorities identified by the neighbourhood board.

5.5 The Pilots

Pilot projects for Colnbrook, Chalvey and Manor Park are progressing well. A fourth board has started in Britwell to link with the regeneration activity.

5.6 Manor Park and Colnbrook and Chalvey

Each neighbourhood board meets on a monthly basis. Each Neighbourhood board has its own action plan and priorities.

In Colnbrook the board are considering how they can engage more residents and have now started engaging with more residents through community events they have been organising.

In **Colnbrook**, the CCA (Colnbrook Community Association) has facilitated/led implementation of:

Funded by £30K (a one of fund)

- Goal posts provided for the recreation ground
- New curtains for the village hall
- New gym in Pippins school
- 10 new tents for the Scouts
- Garden path in St Thomas church
- Direct work with residents to seek and implement ways to tidy up the garages and discourage the fly tipping on the Westfield estate. The CCA led a number of meetings and coordinated consultation and are now involved in delivering a Crime Reduction Environment Week in Colnbrook.
- An inspection of Westfield Hall by the CCA as part of a possible funding opportunity bought to light the dire state of the out flow waste pipes from the toilets at the hall. SBC issued an immediate work order as the situation was so bad. As a result of the improvements the Scout Group are in the process of establishing a new group at the hall to add to the facilities available to all of the youngsters in the Brands Hill area. The scouts Group are also planning to paint with paint donated by a local business.

In Manor Park the residents are involved which indicates that engagement is improving. In **Manor Park**, the Community Forum has facilitated/led implementation of:

Funded by £30K

- Big Saturday events bringing the community together and offering opportunities to consult and promote activity. Secured £800 contribution from Mars and a further grant of £1800. This event took place on the 30th July with over 250 people attending and enjoying the different range of activities and stall that took place that day. The forum raised over £500.00 to be put back into Manor Park. The event was attended by Deputy Mayor Christine Small
- New community facilities in the park, including slides and swings
- Painting of the benches and railings in the park by the community
- Funding for cricket nets and play equipment, car park resurfacing
- Manor field benches relocated away from Staunton Rd to minimise noise nuisance.
- CCTV + infra-red camera to be installed in car park.

Other

- WEA learning courses, designed to meet community need identified at neighbourhood meetings
- Older people services information sheet resulting in a morning coffee session for the over 50's
- Target bins to be installed to encourage binning of litter
- Currently planning engagement and projects with local schools including grow your own vegetables and Christmas fete

5.7 **Chalvey**

The Chalvey and Britwell pilot has progressed slightly differently to the others because of the links with the regeneration work. Stages 1, 2 and 3 have been completed and the neighbourhood board meet monthly. In Chalvey a structure is in place where representatives from each of the existing groups come together monthly to work on local priorities, in all areas the boards are enthusiastic and are keen to continue to meet. The regeneration in these areas is focusing on community Hubs and new accommodation. Sustained improvements from regeneration programmes – community involvement here means that community members feel a sense of pride and ownership in something they have helped to create.

In **Chalvey**, the Chalvey Partnership has facilitated/led implementation of:

Funded by £30k

- YMCA Hangout
- Chalvey Partnership – joint bid with the YMCA and the PWA to provide sports equipment for all to use in the community, all equipment ordered is being used by the community and planned activities are being worked on now for future usage
- Development of a community shop
- Three large trees planted and tree maintenance
- Stabmonk Park – clean up and new signage
- The Brook – clean the banks, improve seating and hedges making this a feature and the area more attractive
- The Bridge in Chalvey – painting planned for summer 2011 to coincide with other planned work.
- Number 1 Chalvey Road West, empty shop – clean up project in front of the shop and to the side of it
- Spackmans Way – hole in fence leading to the soak away for the M4 motor way, this repair would reduce fly tipping and littering around that area
- Signage around the garage sites around reporting fly tipping and other ASB.
- Actively also involved in delivering the Chalvey Street Party which took place on the 3rd September 2011

6. **The Benefits**

6.1 We have identified a range of benefits as a result of neighbourhood project. These are:

- Quality of life – from feedback after community events residents have increased satisfaction with neighbourhood and increased pride.

- Involvement - Communities are more involved in making decisions about their services, how facilities are used and have more influence on how funding is spent.
- Understanding community priorities - SBC and partners have better information about community needs allowing us to target our services more effectively. For example Consultations and local engagement that groups have been doing and linking in with their local councillors
- Efficiency – services transformed to meet local needs, new opportunities identified for community groups to acquire funding and use of community facilities more efficient and meeting local needs. communities developing and delivering services for themselves particularly to fill gaps where agencies may no longer be able to provide services they used to provide. For example youth services are continuing engaging with young people through the community and local councillor applying for external community grants
- Better coordination - existing voluntary and community work together and service providers join up at a neighbourhood level. For example in MANOR park the NAG has now joined the Manor Park Community Forum and police attend monthly to give updates

7. **Next Steps**

7.1 In order to follow through the pilots the remaining steps are to:

- Continue working on action plans with neighbourhood boards;
- Bring SBC and partners together to form a virtual team to tackle the action plan;
- Complete further work with the boards to identify the benefits of the project to the neighbourhoods to date; and
- Review the three pilots to bring out common issues that need to be tackled across all neighbourhoods.
- Build a sustainable model of neighbourhood working in each area that does not rely on the intensive officer support

7.2 **Aims for the next 2-3 years**

1. Community Priorities influence the services we provide and commission, the way they are delivered and partnerships hold service providers to account to drive up service quality

- Community engagement embedded in how different services work with local people
- Community priorities are identified and feed into service planning
- Services collect information about satisfaction with their services and use this to improve their services
- Performance reports/discussions - possibly providing these to residents so they can hold us to account?

2. Neighbourhood partnerships work together with local councillors to get involved in community leadership and local democracy:

- Involve local people more thoroughly in decision-making through neighbourhood partnerships
- Encourage people to become active citizens through neighbourhood based activities
- Provide information and opportunities to make decisions about how we spend budgets - participatory budgeting

3. An enhanced awareness of the services provided by the local authority and its partner organisations, identifying gaps in knowledge and services and also identifying opportunities to work with communities on preventative actions – e.g. changing behaviours.

4. Develop the capacity of communities to enable them to take ownership of local issues:

- Bring local people together through neighbourhood partnerships that represent their local area
- Bring local groups and community groups together in areas to work collectively, sharing a pool of resource and collectively identifying and working on priorities for that
- Develop partnerships as places where different providers, of whom SBC is, one, can engage with local people to understand needs and priorities.
- Local groups empowered and keen to take the initiative, add value with additional funding, find solutions, etc
- Forums helping to support the development of Community Groups in adjacent Wards
- Coverage across all Slough, building on existing bodies wherever possible

5. Organising ourselves to deliver community focused outcomes:

- Development of virtual teams bringing together service providers with a view to enhancing communication and the sharing of intelligence and resources
- Not sure how this would be done, better to go with a council wide ward plan, which highlights what is planned for an area for the rest of the year? This is about sharing information but we need to work out how we get it?

7.2 Highlighted above are the benefits of neighbourhood working which demonstrate the potential to improve community engagement, to bring in additional resources and to focus our services on neighbourhood priorities and strengthen engagement. Neighbourhood working delivers against the community engagement agenda.

There are increasingly strong reasons for focusing on community engagement as we have to tackle some of the most difficult challenges that local government and their partners have ever had to face. Benefits – for council and residents - includes

- Delivering better, more efficient services
- Better democracy and accountability
- Sustained improvements from regeneration programmes
- Strong, resilient and cohesive communities
- Improved partnership working

7.3 The significant success measures for neighbourhoods working include:

- Greater community engagement
- Enhanced community confidence
- Enhanced capacity through community volunteers
- Access to external partner funding
- Service efficiencies through the virtual team
- Better knowledge of community facilities

8. Comments of Other Committees

None.

9. Conclusion

This report highlights the progress to date with regard to neighbourhood working

10. Appendices Attached

'A' - Benefits

Expected benefits

Benefit Description	Measure How will the benefit be measured?	Examples of benefits achieved
Involvement in decision making		
More people involved in decisions that affect the local area in the past 12 months in the pilot areas	NI3 Percentage of people who have been involved in decisions that affect the local area in the past 12 months	<u>Participatory Budgeting</u> – In Chalvey, local residents attended an event to decide on spending a small capital pot of money. They made decisions on how the money should be spent. They also involved the community on designs and colour schemes for the new community Hub
	Number of new community groups created to tackle local priorities	Several sub groups have been established with in existing groups to deal with local issues. It was evident that residents did not want to create anything new but work with existing community groups on local issues.

Benefit Description	Measure How will the benefit be measured?	Examples of benefits achieved
More people feel influence decisions in the pilot areas	NI 4 Percentage of people who feel they can influence decisions in their local area.	<u>Campaigning</u> – The Colnbrook Community Association has been working with the organisers of stopSIFE, a campaign to actively oppose the planned Slough International Freight Exchange (SIFE) development on green belt land to the north of the Colnbrook By-pass. Members of the CCA have been working to set up the stopSIFE campaign given the lack of coordinated action elsewhere putting banners up in prominent positions around the ward, distributing leaflets to every property in the village, contacting all the local environmental groups, written to local businesses, gained support of the MP, gained the backing of the Campaign to Protect Rural England, setup a dedicated website and managed to secure 2 radio interviews with BBC Radio to get their message out to hundreds of thousands people.
Communities involved in making decisions about services and in delivering services	Number of reconfigured services (initiated by agencies)	Working with and being influenced by local councillors the pilots are able to be involved in decisions about their neighbourhoods

Benefit Description	Measure How will the benefit be measured?	Examples of benefits achieved
	<p>Number of services changes as a result of consultation with the neighbourhood partnership</p>	<p><u>Community Courses</u> - In MP, the WEA are discussing a number of community courses and initiatives based on priorities identified by the forum. These include floristry and painting. There was a taster session on the 12th May and a number of residents attended. It was felt that more work was needed to identify what residents wanted from these courses. Future work is planned with the WEA including developing community champions.</p> <p><u>Advisory group set up for the new Chalvey Community Hub</u> – Members of the Chalvey Partnership are currently involved on an advisory group for the New Chalvey Community Centre which will help ensure the management of the hub meets community needs.</p>

Benefit Description	Measure How will the benefit be measured?	Examples of benefits achieved
	Projects as a result of action planning <ul style="list-style-type: none"> • New projects created • Timing – number brought forward by action planning 	<u>Youth groups in Colnbrook</u> – The need for access to the village hall was pursued by the local Councillor and funding was arranged in a very short space of time. The group now have access evening per week and this has become Friday night "Film Night" for the group. The Youth Services Team has helped out with funding for a group at Westfield Hall. This has been a huge success and recently as many as 23 young people from the estate were enjoying their Monday evenings in the hall. Funding is being sort through community grants to continue these evenings.
Satisfaction		
Increase in general satisfaction with the local area in the pilot areas	NI5 - overall general satisfaction with the local area.	<u>Big Saturday events in Manor Park</u> – this was attended by 250-300 residents. Actions identified at the event are being delivered and tackled by the MPCF. Everyone that was spoken to inform the partnership of how much they enjoyed the day and felt more events like this should be happening to bring the community together. Through the event additional members have come forward and become part of the forum. Another event is planned for July 2012 and a Christmas event is planned with the local school December 2011

Benefit Description	Measure How will the benefit be measured?	Examples of benefits achieved
Increased pride in the pilot areas	Before & after surveys following improvement projects & community engagement	<u>Improved communications</u> - Neighbourhood Boards are taking the lead in keeping residents informed about what's going on in their neighbourhood and how local priorities are being tackled. Recently in Colnbrook the Chair of the CCA sent out a detailed Easter messaging outlying achievements so far in Colnbrook. A range of flyers have been distributed in all pilot areas.
Satisfaction with services	Analysis of the Place Survey	<u>Websites</u> – Colnbrook CCA and the MPCF have developed their own websites which are show what they are doing, how residents can get involved and what's happening in the neighbourhood. Recently over 100 hits a day have been recorded in Colnbrook and the CCA are encouraging more organisations in the area to use the website to promote and inform local businesses and residents of what is happening in Colnbrook. In MP, the website brings together information about a range of groups and services in the area.
Increased civic participation in the pilot areas	NI6 Civic participation.	
	Number of people taking part in neighbourhood partnership	It is evident that the pilots have been successful; currently the Colnbrook Community Association has approximately 60 community members. T

Benefit Description	Measure How will the benefit be measured?	Examples of benefits achieved
Funding	Existing funding influenced by neighbourhood partnership	Each neighbourhood pilot spent £30k on community priorities. Each area worked in partnership with existing community groups to establish and consult with residents what local priorities the money was to be spent on.
	Funding acquired by VCS groups	Manor Park Community Forum has been successful in obtaining 2 community grants £2600. This has been spent on a community cricket project, links with the schools around healthy eating and growing vegetables,
Involvement of service providers	Services are adopting a more local and community focused way of viewing planning, delivery and reporting	<u>Local Facilities for Older People</u> - A review was carried out by the Manor Park Community Forum (MPCF) on local facilities for older people including what is available in MP and the surrounding areas. This was carried out in response to a
	Communities know the name and can recognise the local officer responsible for various services in their area	

Benefit Description	Measure How will the benefit be measured?	Examples of benefits achieved
	Councillors are more involved with the community at ward level	<p>number of older residents saying that there was not enough for them to do in MP. The review showed details of organisations in and around MP offering services and facilities that older people required. This demonstrated that there was a lack of knowledge about what's available (a number of residents did not know that certain facilities and services were available) rather than a lack of facilities. Details of the facilities identified were distributed in MP.</p> <p><u>Plans for traffic in Chalvey</u> – working with local councillors consultation on changes planned by the SBC Traffic team was stopped after discussion with the partnership as it was clear that the proposals to be consulted on did not meet community need. To make sure that local priorities in Chalvey are tackled, a traffic sub committee was established to work with a few residents on the detailed proposals for traffic in Chalvey. Recent involvement in the traffic proposals were discussed at Partnership meetings and approval for change was sort.</p> <p>We have had several virtual team meetings which has enabled council officers to be more resident focus in early stages of planning. The above initiatives worked because local people working with councillors were influenced by their support.</p>

Community Facilities		
Community buildings in pilot areas are used to their maximum capacity	Number of people using - footfall	<p><u>Access to the local church in Chalvey</u>-discussions led by the partnership has enabled youth services and other users in the area to gain access to the facility.</p>
	Number of hours used	
	Extra time extended schools/children's centres available	
Community buildings in pilot areas are run as efficiently as possible		<p><u>Access to Colnbrook village hall</u> - The Colnbrook Community Association has been instrumental in ensuring the village hall is accessible and able to deliver new community initiatives and services. On going discussions will take place to see how the new children's centre can compliment the village hall as they are opposite each other.</p>
Community buildings meet the needs of local groups	Repairs to existing buildings	<p><u>Colnbrook Scouts</u> - The CCA carried out an inspection of the Westfield Hall as part of a possible funding opportunity. This brought to light the dire state of the out flow waste pipes from the toilets at the hall and was immediately reported to SBC. The situation was so bad that an immediate work order was issued. As a result the Scout Group are in the process of establishing a new group at the hall to add to the facilities available to all of the youngsters in the Brands Hill area. Discussions are still on going.</p> <p><u>Chalvey community hub</u> – The Chalvey Partnership and other local groups have supported the development of the new centre. They are involved together with other community groups, in discussions about space and usage with the community.</p> <p><u>Britwell Regeneration</u> – Residents, community groups and business are working with the council to provide appropriate community facilities and services for all. The Board are providing feedback to the Borough Council and other agencies on the regeneration project. The board will not be a decision making board but will comprise a feedback panel whose views are a representation of the wider community and which will taken into account in all decision making by the council.</p>
	Options for disposal agreed	
	Groups have facilities they need	

