



Derby City Council

neighbourhood WORKING 2013

Neighbourhood Management Improvements

Since coming to power in May 2012, the Labour Administration at Derby City Council has committed itself to revitalise neighbourhoods and to work with local people to tackle the issues that matter to them on their doorstep. This is in response to years of lack of council investment in resources to support local councillors in their responsibility to the residents they represent. Not surprisingly as a result, the issues adversely impacting on people's quality of life in their neighbourhoods have increased. In addition, the complexity of some of the issues now faced by local councillors requires additional support for them.



The need for investment is made much more urgent as a result of central government policies and cuts which are hitting local communities hard, especially the most deprived. Local councillors therefore have an even greater responsibility to find creative solutions to often complex problems.

The Labour Administration is therefore introducing, for the first time in our communities, neighbourhood officers as dedicated support for local councillors in their work to help improve the quality of life for local people. We are providing them with the latest tools to help cut across the red tape and bureaucracy that sometimes gets in the way and enforcement powers to deal with some of the persistent issues blighting our neighbourhoods.

We will introduce a Neighbourhood Charter that sets out the Labour Administration's city wide programme in support of local neighbourhoods and the local priorities of councillors who represent the area. We will set up a City Neighbourhood Board with the Police and Fire Services and other partners to co-ordinate our efforts and to focus resources in areas of most need. We will introduce two strategic posts to ensure a focus back on community cohesion and integration, and public protection, to help us to work with local people and partners to achieve true unity in our neighbourhoods.

Through the introduction of neighborhood officers for the first time on our streets, and other improvements in neighborhood working, we will engage with local residents to improve the environment where they live and build pride within our communities.

Cllr. Ranjit Banwait
Cabinet Member for Neighbourhoods
Deputy Leader of Derby City Council

our promise to derby

Investing in our communities

Neighbourhood Management

We will build on the success of the neighbourhood management model that was introduced by the Labour Administration in 2007. The improvements set out in this document will help to improve outcomes for local people on local issues and enhance the support for local councillors.

The neighbourhood management team members will be encouraged to be highly visible and proactive in the communities they serve.

The proposed move to an area-based management approach, with a renewed neighbourhood focus at operational level, will deliver the following:

- **A dedicated neighbourhood officer in each neighbourhood**
- **Neighbourhood devolved community budgets**
- **Support of the elected members in their community leadership and case work role**
- **Community engagement, consultation and communication (including Neighbourhood Boards and Forums)**
- **Tasking and Co-ordination**
- **Responsive and reactive problem solving**
- **Area-based strategic management and planning.**

It is proposed to ensure that each neighbourhood benefits from the range of skills and experience already gained; therefore each area team will have the following service provision:

- **Neighbourhood Manager**
- **Neighbourhood Officer (Housing)**
- **Neighbourhood Officer (Community Safety)**
- **Neighbourhood Officer (Streetpride)**
- **Neighbourhood Officer (Community engagement and cohesion).**



Neighbourhood Officer

To deliver this we will introduce neighbourhood officers, for each ward in the City. These wards or neighbourhoods will be grouped into four areas and will reflect the Police Safer Neighbourhood Teams.

The neighbourhood officers will be made up of:

- **6 City & Neighbourhood (CNP) Community Safety Officers**
- **3 Derby Homes Community Safety and Engagement Officers**
- **2 Streetpride Area Co-ordinators**
- **4 new posts.**

The neighbourhood officer's primary role will be to focus on the neighbourhood which they are serve, to support ward councillors in their leadership role and respond to local issues raised at neighbourhood boards and community forums. They will therefore be equipped for mobile working and will be based locally or use "touch down" facilities that belong to the Council or partners. Roles and duties undertaken for local ward councillors will include:

- **Identification of local issues, priorities and problems**
- **Identifying and delivering responses and solutions: problem solving**
- **Provide day-to-day support and advice to elected members in their case-work and community leadership role.**
- **Help facilitate and organise a more proactive approach by councillors in their work to resolve local issues, for example co-ordinating citizens on patrol, which have proved highly successful since first launched in Boulton and Normanton.**

New Powers

To enable neighbourhood officers to respond to local environmental issues quickly and effectively it is proposed to give them enforcement powers to issue fixed penalty notices. These powers are contained in the Clean Neighbourhoods and Environmental Act 2005 and include the power to issue fines for environmental crimes such as littering, fly-posting and dog-fouling. This will require the neighbourhood officers to be authorised with these powers and involve appropriate training and skill development. The more complex and technical enforcement would be carried out by the Council's Regulatory Response Service.

The neighbourhood officers will split their time between a minimum of three days a week on local issues tasked by their respective boards, with the other two days available to be called upon by the City Neighbourhood Board to respond to projects and help resolve issues in other parts of the city.

Neighbourhood Manager

Each of the 4 areas of the city will have a neighbourhood manager to support and co-ordinate the neighbourhood officers in their area and to look for ways of improving services to neighbourhoods across the city. The city will be divided into four areas. Their responsibilities will include:

- **Managing the neighbourhood officers in their area**
- **Leading on the development of neighbourhood priorities and plans**
- **Delivering projects to translate city-wide priorities into local action and improved outcomes, according the Derby Plan and Council Plan**
- **Managing community engagement, neighbourhood boards and forums, devolved budgets, chairing tasking meetings**
- **Working in partnership to identify local priorities and delivering change**
- **Managing and improving performance and outcomes for each neighbourhood**
- **Influencing and challenging service providers to deliver more responsive local services based upon the needs of local people**
- **Ensuring that each neighbourhood has effective partnerships in place to focus on local neighbourhood needs and issues**
- **Ensuring that neighbourhood working focuses on tackling local issues**
- **Identifying and promoting best practice and shared learning between neighbourhoods**
- **Referring issues to the City-wide neighbourhood Board where appropriate.**

City Neighbourhood Board

To ensure neighbourhood services are targeted and intelligence-led, a City-wide Neighbourhood Board will be developed. This board will be chaired by the Cabinet Member for Neighbourhoods and Streetpride and will include senior officers from across a range of council and partner services, and receive analytical information relating to street scene, crime, community safety and environmental enforcement issues, identifying key locations where problems are of significant risk or where problems are not being resolved to the satisfaction of local people. This approach will enable an intelligence-led approach to priorities neighbourhood services to tackle problems in a strategic and co-ordinated way.



Devolved Budgets

Devolved funding will continue to be an important part of resources for local councillors to deliver solutions on a range of issues. However, a significant change by the Labour Administration in 2013/14 will ensure that funding is distributed to those areas of most need, supported by a Neighbourhood Charter.

Neighbourhood Charter

The Neighbourhood Charter document can be produced and delivered by neighbourhood boards using devolved funding. It will set out the programme of the administration responsible for the city and the priorities of local councillors for their wards.

The more detailed information about the minimum service standards relating to council services can be signposted by local councillors and/or neighbourhood officers as part of their engagement with local residents.

The service standards will be for the following areas:

- **Streetpride**
- **Safer Neighbourhood Teams (Police)**
- **Community safety, crime prevention and integration**
- **Derby Homes services.**



Useful contact numbers

Streetpride - 0333 2006981

To report potholes, fly tipping, litter, dog fouling, grounds maintenance, graffiti, vandalism and damage to street furniture, abandoned vehicles and broken/ faulty street lights. Email streetpride@derby.gov.uk

Derby City Council - 293111

General enquiries or email customerservices@derby.gov.uk

Out of Hours Environmental Response Team 642020

To report issues out of office hours relating to noise, fly-tipping and other environmental crime

Derby Direct - 255256

To report issues relating to highways, or email customerservices@derby.gov.uk

Police - 101 - For non-emergency calls

Police - 999 - For emergencies only

Crime Stoppers - 0800 555 111

To report information anonymously

