

APPENDIX ONE

Neighbourhood Management Activity Statement - St Thomas's

Gardening project

1. A number of residents including tenants have reported their gardens as being in poor condition. Most have been unable to tend these gardens either through poor health or other disabling conditions, some occupiers are single parents with small children. The local authority was unable to provide necessary resources to resolve this issue. In 2005 I was approached by a voluntary group known as Champions Church. It was agreed to target vulnerable households with a view to tidying up the garden. Since 2005, 27 gardens have been worked on. It is the intention of the group to continue this work for as long as they are required. The project has recently been rolled out to Castle & priory.

High unemployment

2. Members will be aware of employment issues within managed neighbourhoods and the initiatives currently in place. Following poor take up of positive directions at Sledmere it has been agreed to hold coffee mornings at the centre on the first Friday of each month. This will begin 3rd November with a supported marketing campaign. It is intended to review through the positive directions meetings.

Anti-Social behaviour

3. A number of initiatives have been put into place including, neighbourhood watch schemes, nominated neighbour scheme and more recently the early intervention programme. The existing community safety partnership now complements the P.A.C.T partnership. Positive results have been seen following the recent intervention programme. It is anticipated to develop an action plan as part of the L.A.A. to tackle burglaries within Kate's Hill.

Nuisance neighbours

4. The community safety partnership at Sledmere deals with all reports of nuisance neighbours. To date they have been responsible for serving noise abatement notices and serving notices of seeking possession on perpetrators.

Litter

5. The estate walkabouts identify areas of concern and litter picks are commissioned on a regular basis. A number of dog fouling bins and litter bins have been installed on the estate.

Distraction burglary

6. In Sledmere a number of neighbourhood watch schemes have been set up alongside a nominated neighbour scheme for 27 properties identified as vulnerable. It is now planned to roll out this model to Kates Hill as part of a service level agreement and L.A.A.

Care of older citizens

7. The nominated neighbour scheme has been a great success to date. The Tenants & residents association have been successful in obtaining funding for bulk lighting & door intercoms on a number of older peoples properties. It is anticipated that there will be greater engagement with service providers and agencies in order to deliver services to this specific group.

Tenants & Residents association

8. The T/A are engaging with service providers as part of the estate walkabouts to identify issues of concern, see also (8). Training has been delivered through the participation development officer & Neighbourhood manager. Training delivered through Neighbourhood Management includes, roles & responsibilities of committee members, minute taking, report writing & funding submissions.

Play facilities

9. A consultation has been carried out with young people and local residents of Sledmere to determine play and recreation needs. As a result of this young people have identified a youth shelter and multi use games area as being the most important facilities needed. The youth shelter has been installed on playing fields at Stirling road, and is well utilised by both youth and elderly residents! The multi use games area is currently under review.

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Neighbourhood Management Activity Statement: Russell's Hall, St James' Ward

Establishing Neighbourhood Management in Ward

11. Neighbourhood Management was agreed and introduced formerly to the Ward Councillors of Russell's Hall in October 2005, whereby work began in earnest to commence introductions to service providers both statutory and non statutory and residents. Identification of potential for partnership working and collation of necessary information for development of an area action plan for the managed neighbourhood and the implementation of Neighbourhood Management, managed neighbourhood structures for area working: Area Committee/Board, Service Provider Liaison Group, Thematic partnership working groups.
12. **Area Base**
No area base was available through DMBC. Through service provider contact, a local work base for Neighbourhood Management has been identified and negotiations undertaken to secure tenancy. A three bedroom residence; *21 Duncan Edward Close* has been agreed through Partnership working with Touchstone Housing Association and a partnership formalised through a Service Level Agreement. Refitting / renovations commenced early July 06 for expected completion end of August 06. The premise is offered rent FREE, with all maintenance also being covered by the housing association. The premises is situated in a 'hard to let' area of Touchstone Housing stock, so designated due to high incidence of crime, anti-social behaviour and neighbour nuisance. It is anticipated that the presence of neighbourhood management, will through partnership, working go along way to addressing many of the identified issues.
13. **Service Provider Liaison Group**
Partners for inclusion in the NM Service Provider Liaison Group, have been identified it s expected that additional members will be identified through neighbourhood working. A 'draft' Terms of Reference' is in place ready for implementation. Currently member organisations are being met separately whilst waiting for the area base to be secured, to ensure the building of sustainable partnership working.
14. **Neighbourhood Watch**
To date, two Neighbourhood Watch Schemes have been established encompassing in excess of 400 households. Monthly meetings take place with regular attendance of in excess of 50 residents. The meetings are currently 'Chaired' by Neighbourhood Management, jointly organised and publicised with PCSO's and have Ward Councillor representation at all meetings. On going work activity to increase membership across the managed neighbourhood continues.

15. **Nominate A Neighbour Scheme**

This activity was launched in Russell's Hall during March 06, Currently the programme in Merlin Close, Peregrine Road and Rotary House where there is a substantial number of vulnerable, older members of the community. The programme supports approximately 160 members.

16. **Thematic Partnership Working – Crime & Safety**

Russell's Hall & Scott's Green Communities Together Partnership

Working in partnership with St James Ward Community Police Team, commenced July 2006. The partnership hosts representatives from the public and private sector, statutory and non statutory organisations, voluntary and community, faith groups and the community. The partnership is formerly structured with Agreed Terms of Reference, monthly meetings and minutes.

Participatory appraisal method was utilised to ascertain crime and safety 'perception' in the managed neighbourhood. Upon securing the relevant data of 'actual' crime and safety issues for the managed neighbourhood, prioritisation of issues for addressing and location action planning will be implemented.

Consultation 60 years plus

17. During December 2005, the neighbourhood manager worked with Local Ward Councillors, Police, Police Community Support officers , residents, Touchstone Heart Housing Association, DMBC Housing directorate and the business community to host festive season celebrations for older residents aged 60 years plus, combined with consultation activity. Issues of concern to the older members of the community living in the managed neighbourhood were identified. Development / intervention activity will be discussed and agreed for implementation and inclusion in the local area action plan.

Consultation Young People aged 11-15 years

18. Consultation with young people aged 11-15 years of age during July 2006, to ascertain young people's perception of crime in the area they live and play and the identification of leisure time activities and facilities has been carried out. Partners included the neighbourhood community police team, Children and Young People Services – youth team, Touchstone / Heart Housing Association and young people residing in the managed neighbourhood. Work will continue, upon analysis of collated data and discussion and agreement of proposals to develop intervention activity. In response to the need identified by the young people for summertime activities, Touchstone Heart Housing Association allocated a sum of £500, to the youth team based at the Neighbourhood Centre, Overfield Road to complement existing budgets and ensure subsidised trips/activities were provided.

19. **Anti-social Behaviour, Neighbour Nuisance, *Housing Issues***
Reported incidence of neighbour nuisance. A matrix identifying all reported neighbourhood nuisance incidence has been compiled ready for distribution to partner organisations. Upon completion by partners of action to date and further discussion Neighbourhood Management will develop forward strategy / recommendation with partners for implementation.
20. ***Tenant Participation***
Neighbourhood Manager has worked in partnership with Housing Participation Development Officer. The dissolution of a non productive tenant resident association in the managed neighbourhood requires alternative structures to replace and ensure active community participation, this discussed and agreed. Subsequent changes to PDO representation has necessitated additional meetings to determine action.
NM has proposed that a number of specific issues be addressed through the formation of Housing Forums, specifically targeting 'pockets' of residential areas whereby, medium term planned action to bring together these forums under one umbrella – a tenants and residents association be agreed upon when a robust capacity building of individuals has taken place.
21. ***Merryfield Road / Thornberry Road***
January 2006 heralded the commencement of multi-agency coordinated programme of activity in the managed neighbourhood, to address incidence of anti-social behaviour inflicted upon elderly vulnerable residents by a group of youths aged 12-15 years. The 'adopting' of a process introduced by the neighbourhood manager of Sledmere (John Fisher), proved a useful tool. Though only certain elements of the process were utilised, it was sufficient to bring about a successful conclusion to enable a longer term strategy of intervention to be developed.
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Neighbourhood Management Activity statement – Netherton, Woodside & St Andrews old ward.

23) Lodge Farm Network

The neighbourhood manager has supported the re-establishing of the Network with the purpose of encouraging more community involvement in the regeneration of the estate and has coordinates the activities of service providers in line with neighbourhood and community needs

The Network meets monthly and provides community engagement infrastructure and capacity network for Lodge Farm. It is looking at the feasibility of setting up a TRA

To help address issue(s): Litter and fly tipping, antisocial behaviour, lack of facilities, Drugs and Alcohol misuse

Partners: Local Residents, Housing, West Midlands Police, Joseph Rowntree Foundation, Youth Service, Black Country Housing, Lodge Farm Baptist Church, Lodge Farm Patents and Toddlers group, Lodge Farm Football Club, Lodge Farm Angling Club

24) Lodge Farm Community Centre Re-development

To help address issue(s): Lack of facilities and place to meet, educational and learning opportunities, antisocial behaviour, Unemployment and training

Partners: Youth Service, Joseph Rowntree Foundation, Black Country Housing, Netherton Children's Centre, Brierley Hill Community Forum, Lodge Farm Baptist Church , neighbourhood management

NM Involvement: Steering group set up to secure funding to develop a new brick built facility. The group meets monthly to progress the project. Currently at the stage of drawing up plans for a new build and putting together lottery bid

25) Lodge Farm Parents and Toddlers

To help address issue(s): Educational and learning opportunities, lack of facilities, early years, individual capacity building, parental support, every child matters

Partners Lodge Farm Baptist Church, Netherton Park Children Centre, Early Years Service, neighbourhood management

NM Involvement : Support the establishment of the group, secure funding and bring in partner agencies to support the group
Currently the group is operating twice a week at the church and £4,700 worth of funding secured for new equipment

26) Lodge Farm FC

To help address issue(s): Antisocial behaviour, individual learning, lack of facilities, health and obesity

Project Partners: Dudley & Cradley League, Youth Service, Groundwork Black Country, Neighbourhood management

NM Involvement : Has capacity built and supported the team with the aim of encouraging diversionary activities on the estate by supporting the establishment of a Sunday League team

Currently the team is managed by three local parents and the team is now looking at the feasibility of junior teams on the estate

Team have rejoined the league this year and train twice a week and play on a Sunday during the football season

Team currently has 40 players registered with the league

27) Lodge Farm Angling Club

Partners: Netherton Reservoir, Environment Agency, neighbourhood management

The club meet fortnightly and fish at various waters across the midlands throughout the fishing season. Club currently has over 20 members including a number of young people. It aims to encourage diversionary activities on the estate by supporting the activities of the club and encouraging more young people to get involved

To help address issue(s): of antisocial behaviour & lack of facilities/activities.

28) DTM Football Leagues

To help address issue(s): Antisocial behaviour, learning and individual capacity, unemployment and training, health and leisure

Partners: neighbourhood management, Wolves FC, Brierley Hill Community Forum and other partner agencies,

NM Involvement: Set up with partners, a 37 week course, to operate in Lodge Farm and Brierley Hill which offers football coaching and educational workshops for young people from 9 years of age upwards (up to 120 places)

£14,000 of funding secured from St Andrews Fairshare Lottery Fund and the project is due to start on 31st October

29) Promoting Healthy Eating on Lodge Farm

To help address issue(s): Health and obesity

Partners PCT, Fresh Solutions (consultants), Samra Stores Lodge Farm,

NM Involvement: To encourage the local shop to sell more fresh produce in order to promote healthy eating on the estate. Proposals involve investing in the shop to provide more eye catching displays to promote fresh fruit and vegetables.

Project proposals are being drawn up and funding application due to be submitted via PCT

30) - Positive Directions Job Club Lodge Farm

The project is part of a wider scheme targeting several of the priority wards and is aimed at providing mentoring, support and routes into training and employment for those groups of people who are harder to engage in the employment and training market and who have skills, health or other needs which are preventing them from being able to participate in jobs and training. Currently the programme runs a coffee morning at the community centre once a month on the 2nd Friday of the month

Partners: Economic Regeneration partnership, Dudley Future Skills, Jobs centre plus, Neighbourhood management, Adult and community learning.

NM Involvement – have developed the programme strategically with partners and locally support the implementation.

31) - South Netherton 'C Sector' Community Safety Partnership

The partnership covers Neighbourhood Policing Area 17 which includes Lodge Farm, Darby End, Saltwells, Bowling Green, Dudley Wood. It meets monthly at Dudley Wood Neighbourhood Learning Centre. It has become an effective engagement mechanism for communities to address local issues on the cleaner, safer, greener agenda with a more positive relationship emerging and communities becoming more empowered to take on actions for themselves in their areas knowing that they have the support of agencies. Several projects and developments have emerged through the partnership and they are outlined later in the report.

Partners : Local Residents, Local Councillors, Housing, West Midlands Police, Youth Service Community Groups and other agencies where appropriate

N M Involvement: Acts as the coordinating agency which enables local residents, ward members, community and voluntary groups to work together with service providers and the police on tackling crime and anti social behaviour issues in the area

32) - Expansion of the Credit Union

Partners: Castle & Crystal Credit Union, Local volunteers, Savoy Centre

NM Involvement: Strategic development of roll out of credit union within neighbourhood renewal areas as part of the neighbourhood management

approach to financial exclusion. Locally, supported the launch of the Credit Union collection at the Savoy Centre in Netherton and promoting the concept across the Netherton area .Looking at the feasibility of a collection facility on the Lodge Farm estate. Initial discussions held with Credit Union to set up a collection point on Lodge Farm

33) Netherton Regeneration Centre (Savoy Centre)

Partners: Black Country Housing, Adult and Community Learning, Business Link, Netherton Woodside Partnership, Neighbourhood management, Job Centre Plus, AWM, Netherton Arts Centre, Netherton Children's Centre, Local Councillors

NM Involvement: As a member of the Steering group support has been given in terms of local consultation as well as support for the Netherton Woodside Partnership, a key community partner in the project.

Since the centre opened we have been active in promoting its training facilities and other activities

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NEIGHBOURHOOD MANAGEMENT ACTIVITIES IN NETHERTON

35. Better Management of the environment

- Neighbourhood management has participated in and supported the organisation of several “clean up days” within the ward boundaries.
- Helped and capacity built the Netherton Park Friends’ Group.
- Liaison with Enforcement officer to tackle fly tipping
- Development of physical regeneration project to spot light Netherton including Young people and borough artist.
- Developed walking for Health and established community trainers. Daily weekday event.

36. Increasing Community Safety

- Set up and supporting Neighbourhood, Canal, Business and Park Watch
- Set up Community Safety well being Forum for North Netherton in partnership with Police, Housing, etc and ensuring that these remain Community led and focussed
- Individual sourcing and installation of smoke alarms, additional fencing and security, cctv and providing professional witnesses in cases of intimidation and harassment

37. Improving Housing Stock

- Promoting ‘Health through Warmth’ scheme and Black Country Housing energy efficiency drive
- Supporting People with disabilities to obtain more suitable accommodation
- Responding to individual cases of disrepair and where necessary supporting housing staff and tenants to affect solutions.
- Working in Private sector housing to resolve anti social behaviour

38. Working with young people

- Compton and Arley Court - signposting to training and self development courses
- Signposting young people with substance misuse issues to support services – supporting the service
- Supporting young people with challenging behaviour issues
- Establishment of Youth groups and events
- Established good relations with ethnic groups organised events aimed at developing cohesion – e.g. football tournament
- Carrying out consultation evenings across the ward
- Developing sports facilities and informal play areas
- Development of cohesion through church and faith events

39. Encouraging Employment Opportunities

- Working with the outreach worker at the regeneration centre to develop training
- Sign posting and supporting individuals with career path advice and training
- Working with local Employers and providing Work experience placements

40. Capacity Building

- Supporting Individuals to join groups and to have a voice in their Neighbourhoods
- Developing skills of volunteers
- Courses and Family Learning outreach work in partnership with other agencies
- Working with socially excluded groups to encourage and support engagement in wider community led issues.

41. Seeking and Encouraging Investment

- Drawing in Funding for children's activities
- Obtaining funding for Community Safety Projects
- Assisting groups to apply for funding themselves
- Awards for all bids for Neighbours News Local clubs and groups

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NEIGHBOURHOOD MANAGEMENT ACTIVITIES IN SOUTH NETHERTON AND DUDLEY WOOD

Bowling Green

43. Planning and installation of Multi Use Games Area

Currently in progress, the plan and model of MUGA has been decided on, the site was originally intended to be on Netherbrook School's grounds but there is currently some dispute as to whether this will go ahead as planned.

Partners: Police, Neighbourhood Management, Birmingham Foundation and Bowling Green TRA

44. Half Term Activities

In partnership with TRA and Groundwork Black Country we have a programme of activities for 8-14yrs Children running all week including two trips (Walsall lights and Gulliver's Kingdom). There will also be a Christmas party at Regis Hall which should be free. Funding of £6,000 was drawn in from the Lottery Fund

45. Racist/Hate Crimes

In Partnership with Dudley Centre for Equality and Diversity we have conducted questionnaires in the area on issues of community cohesion and are in the process of publishing a report detailing findings. The survey has already raised awareness in the area and positively impacted on the partnership approach to local harassment issues and to greater involvement from diverse groups ; for example Bowling Green TRA has been supported to develop their own inclusion statement for their local constitution.

Partners: Police, Housing and Bowling Green TRA, Centre for Equality and Diversity , Neighbourhood management

Saltwells

46. Multi Use Games Area

Planning approval is pending on the installation but final plans for the model used are now available and a public meeting will be held next week. There are several objectors.

47. BMX Track and Youth Shelter

Both of these have been installed and have been very successful in attracting young people to a focal point. They seem much keener to engage in other activities with us now.

Partners; local elected members, Police and PCSOs , neighbourhood management, local residents, sector c .

Cradley Park Estate

48. Anti Social Behaviour

Following a complaint to area committee, neighbourhood managers set up a group to tackle ASB on the estate, we have successfully worked with the police and Neighbourhood Learning Centre in order to keep the situation balanced and under control. Partners: local residents, Focus Housing, elected members

Darby End

49. In addition to the activities stemming from the sector c partnership reported above;

- a play-scheme ran very successfully during the summer,
- five young people attended a day at B15 Music project which was set up entirely by Neighbourhood Management and Campbell Productions.
- Several residents from BME backgrounds are receiving capacity building on an individual basis with a view to engaging them more fully with TRA activities and Training.

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Neighbourhood Management Activity Statement Castle & Priory

51. Partnership Development :

Castle & Priory Area Regeneration Board (CAPARB)

- a themed approach to board meetings, each month speakers are invited to give a presentation on their specific service role so that board members can debate issues raised and pass on any further development work needed to the community of interest groups (Themed Partnerships).

so far these include;

- Teenage pregnancy team
- Economic Development
- Anti Social Behaviour
- Environmental issues
- Neighbourhood Policing
- Dosti – Community engagement
- Joint Area Review
- Children's Centres
- North Priory Regeneration proposals
- Children's Services
- Street Cleansing
- Community pharmacy
- Pertemps Thornley Project – Middlesbrough

The board continues to engage with most service providers and following an away day in June the board met on 21/9/06 to hold its AGM and develop a board action plan and start the process to creating a second Castle & Priory neighbourhood plan.

52. Themed Partnerships:-

Safe and Secure Action Group;

The Safe and Secure Action Group is now the recognised vehicle for community engagement for our Neighbourhood Policing Team and acts as the Police and Communities Together.

It meets every month, alternatively at Wrens Nest and Priory Estates.

In recent months we have had some major success in tackling off road-biking, antisocial behaviour and underage drinking.

(see Neighbourhood Manager section below for further actions)

53. Children and Young People's Group

The C & YPG as brought together service providers and community reps to discuss service provision on the ward, they continue to focus on the lack of youth provision in the area and are developing a number of

projects to get a more co-ordinated approach to service delivery in the new year and summer, so that there is structured delivery by all partners across the ward.

Other areas of work have focused on the extended schools initiative and children centres.

Following a meeting with Trading standards about sales to underage young people of alcohol, the group will be working with the education officer from trading standards to develop an educational project for schools around substance misuse.

Neighbourhood Manager

54. **Service Providers Liaison Group:**

The group meets monthly and is now starting to build up its attendance. At present the group is very reactive and we are working hard to get a more proactive in how we deal with issues.

At present the group is working to develop projects and interventions to support the commitments made at themed partnerships by service providers, although at recent meetings we have been able, through community intelligence, to target specific families that are showing signs of having multiple problems, so that a more co-ordinated approach can be developed around family focused services.

Hopefully utilising a hybrid model of that presented to the team by Dawn and Tony.

Community Safety:

55. SASAG invited the licensees of 6 Off-licences that affect the ward to our meeting. Only two turned up, but it was very constructive and gave us the opportunity to get a better picture of the issues facing proprietors.

Following on from issues raised at SASAG a joint project between neighbourhood Management and the police was taken to the Joint Activities Group (JAG) to tackle the issue of Underage drinking and to fund an operation by the police over a four week period to target young people with alcohol.

Over 100 young people under 18 were stopped and questioned, and large amounts of a wide variety of drinks were confiscated. From questions asked by the police, two off-licences were highlighted as being the most prolific in sales to underage young people.

Following those results a meeting was arranged with Trading Standards Officers and we are now developing a follow up initiative to deal with both premises.

Worklessness:

56. The issue of high unemployment across managed neighbourhoods is well known, the work through positive directions continues successfully in a joint partnership with neighbourhood management and Priory CA.

Gardening Project:

57. Following a successful project in Sledmere between John Fisher and Champions Church tackling gardens in poor condition, either because residents including Dudley MBC tenants were too old or infirm to tend the garden themselves, Champions Church rolled out their work onto the North Priory Estate.
Following the success of this project on the estate 12 gardens have been worked on throughout the summer.
Partnership work with the church has also seen a funday/B-B-Q delivered in Pine Rd and I am at present discussing with the church and Priory CA, a youth activity project throughout the winter based at the Local Action Centre.

Nuisance Neighbours:

58. Wherever possible I try to use the existing structures of CAPARB to tackle ongoing issues. The SPLG is now the co-ordinating vehicle for dealing with incidents of nuisance neighbours when raised at SASAG or individual community meetings such as TRAs & CAs

Meadow Road Youth Centre:

59. Following an arson attack, the newly refurbished youth centre, is still suffering from sporadic incidents of ASB, we are now working with the youth service and other partners to deal with problem youths, re-launch the centre's activities and deliver a jobs/training fair for young people, at half term.

Neighbourhood Skills project:

60. An outline project developed with partners was presented to the DCP. Local partner meetings were set up and we are now putting together a timeline, costing, baseline figures, skills/training programme and qualification progression structure.

The proposal also includes an educational element and will include a young people's project based around the environment

North Priory Regeneration:

61. The proposals by the housing Dept to regenerate North Priory Estate created some important issues for Neighbourhood Management, firstly; the issue of community engagement. Secondly; joined up working. After a difficult start to the process it is now been recognised by Housing the important role NM can play in both issues. NM now chairs the tenants steering group and has a place on the project steering board.
We have just reached an important stage of the process and the results of the consultation with residents have been shared with the project board after discussion at the tenants steering group. The results look conclusive, but there are still lots of issues to be resolved following on from concerns raised by residents at their group.

Safeguarding Children's Network:

62. The network is being developed by colleagues in Children's Services following a pilot in Brierley Hill; the launch took place at St Francis Parish Centre, 5th Oct.

My initial concerns focus on the desire to see a township approach and our remit in a more defined geographical area of neighbourhoods, I had hoped that that we could use the existing structure of the Children's and Young Peoples Group, and that is what I will hopefully develop with the network co-ordinator.

Emerging projects:

- 63.
- Black Country Housing has agreed to donate an office for free, so that we can develop a twelve week project with the Princes Trust building on good practise developed in the North team(Coseley).
 - Murals project around Turner House- building on the good practise developed at Lye .
 - Joint project between Housing and Fire Service to deliver Fire risk home checks
 - Children in Need fund raising events on North Priory
 - Development of two community forums on Wrens Nest & Priory

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