



CABINET

10 July 2013

Subject Heading:

Neighbourhood Responsibility progress report

Cabinet Member:

Cllr Barry Tebbutt

CMT Lead:

Cynthia Griffin

Report Author and contact details:

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Policy context:

Financial summary:

Is this a Key Decision?

No

When should this matter be reviewed?

October 2014

Reviewing OSC:

Environment O & S

The subject matter of this report deals with the following Council Objectives

Ensuring a clean, safe and green borough	[√]
Championing education and learning for all	[]
Providing economic, social and cultural activity in thriving towns and villages	[]
Valuing and enhancing the lives of our residents	[√]
Delivering high customer satisfaction and a stable council tax	[√]

SUMMARY

At the beginning of this term, ten Strategic Administration Projects were established to help deliver services more effectively and in new ways. The Projects were each to be driven by a Member of the Cabinet, working with a select team of officers, representing a diverse variety of disciplines within the Council.

The projects were:

Council Effectiveness
Think Family
Open Government
Community Action
Harold Hill Ambitions

Neighbourhood Responsibility
Civic Pride
Future Financing
Rainham Compass
Romford Regeneration

In the last year of this Administration, each Project will be reporting back to Cabinet, to note the achievements attained and the progress made.

The **Neighbourhood Responsibility** project has delivered the following outcomes:.

- Raised awareness of the impact of the street scene, both as a significant asset and as a major contributor to peoples' quality of life with Havering
- Worked with residents, the business community and other stakeholders to increase engagement and encourage ownership of neighbourhood issues
- Better coordinated the services that affect the design, maintenance and management of the Briar Estate
- Ensured that public confidence is high regarding prevention of crime and disorder by the delivery of workshops and information provision thereby ensuring safe, accessible and attractive streets.

RECOMMENDATIONS

Cabinet are asked to note the progress on this key administration project

REPORT DETAIL

Havering's Living Ambition aims to *"provide Havering's residents with the highest possible quality of life, in a borough that thrives on its links to the heart of the capital, without ever losing the natural environment, historic identity and local way of life that makes Havering unique"*.

The Neighbourhood Responsibility programme is an integral part of the Council's plans for the future to deliver Living Ambition, in an era of tighter council funding. By working closely with communities, the Council will be better placed to deliver local services in line with local needs - while partnership working will also improve efficiency and generate necessary cost savings.

The Programme initially focused on one community to demonstrate the difference that can be made through this sort of partnership working with committed groups of local residents. The project has three distinct yet interrelated phases to deliver street scene improvements on the Briar Road estate in Harold Hill.

There are very few services that affect all of the population. However, everyone has regular contact with the street scene in some way, the 'Your Council, Your Say' results show that the services which matter most to Havering residents are safe, clean, well-maintained streets and town centres; public transport, parks and open spaces, Libraries, housing, and shopping; together with health services and education.

Streets provide the environment for much of our community life. Havering has a key role to play to ensure clean, safe, accessible and attractive streets are fundamental elements of an environment that is pleasant to live in.

To ensure that the Council and the local community achieve the benefits required, the project is administered within an appropriate project management framework. Such an approach has enabled all the elements to be managed in a coherent and joined-up way, as well as maximising the performance of the key strands, an holistic approach enables cross-cutting elements to be undertaken in the most efficient way and enables clear management accountability across the whole project.

An Integrated Street Scene Project Initiation document was signed off by the Place board in June 2011. The details of the management and governance structure are laid out within the Neighbourhood Responsibility Project Management & Governance document. In addition to this there are regular programme of meetings established for all the groups together with a formal reporting structure. The Street Scene project activity has 3 distinct strands;

Physical Improvements/Renewal on the Briar

In March 2010 the Council proposed a ten point Briar Improvements Action Plan with a number of key operational issues that need to be considered and resolved

which included: retention of the vast majority of the estate with Decent Homes for tenants and advice and assistance to homeowners to make essential improvements and repairs; better use of green spaces; better parking closer to where people live; Improved street lighting; improved pavements, kerbs and roads; making narrow and intimidating pathways safe; improved shopping area, possible 'village square'; new recreational and play facilities on Bosworth Field and Farringdon Avenue; discussions with residents on redevelopment of small areas of underused land with new homes; and improvements to the Betty Strathern Centre.

The delivery of the improvements would sit within the Harold Hill Ambitions wider programme of activity

BRAG developments and Neighbourhood Agreements

Baroness Newlove selected the Briar Neighbourhood as one of her seven national 'Newlove Areas' and with this came her personal endorsement; a Home office Change Manager and around £15k funding direct to the community. A Briar Residents Action Group (BRAG) was established in 2011, the focus of activity for BRAG has been on widening participation and prioritising areas of work required for a set of Neighbourhood Agreements. The BRAG established a Management Structure, with a Residents Steering Group, Operational Board of service providers with residents' representation including LBH, HAVCO, and Police .

BRAG Committee meets every two weeks with a standard agenda of topics from the overall action plan to ensure projects remain on track, BRAG Public Meetings are held each quarter (although recently they have been monthly), usually a hot topic is given due consideration to ensure that services are responding to residents needs. Topics have included housing, crime and street care to date.

On the Estate, Residents now play a greater role in neighbourhood agreements cannot be undertaken in isolation. It may require a change in culture and attitudes, to ensure the sustainability of community involvement, and develop positive relationship between staff and residents.

Integrated Street Scene programme

This element of the project looked at the integration of Street Scene services on the Briar road estate and encompassing activity undertaken by London Borough of Havering and the former Homes in Havering (HiH – now the Council's Homes & Housing service). It also has regard to community safety aspects of service delivery and ensures this is integrated into service delivery.

Consideration within the activity has been given to engaging with and involving stakeholders to identify areas of concern to prepare a Briar development brief and wider improvement project. Including

- Joined up street care delivery and the rationalisation of services external to LBH

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- Procedures for street scene complaints logging for Homes in Havering and London Borough of Havering
- Contractual alignment of street scene agreements to achieve financial and service benefits.
- Undertaking integrated pilot area exercise where required
- Impact of change on Legal, Human Resource, Finance
- Local Accountability and ownership

Progress to date

In addition to the day to day success of the three key work strands the following improvements have been implemented and recognised by the Briar community

Physical improvements

- Exchange of contracts for sites disposal to Notting Hill Housing Group completed
- Comprehensive programme of residents' consultation undertaken regarding the renewal of the Estate and resident engagement continuing
- 19 sites delivering 46 homes have planning approval with the remaining 14 sites due at Committee by the end of June 2013
- Decent Homes programme well underway, all windows replaced, internal and external decoration of blocks completed, re-roofing programme 70% complete. Programme complete by March 2014
- Traffic calming and parking proposals for Coltsfoot Path and Lavender Close costed and decision to proceed by end of June 2013
- Traffic calming scheme for Waverly Crescent and Myrtle road completed.
- Decant of tenants from 1-7 and 23-35 Briar Road completed and negotiations with leaseholder being finalised
- Contractor identified to install new play and recreational facilities at Bosworth Field and contract lead in commenced.

BRAG developments and Neighbourhood Agreements

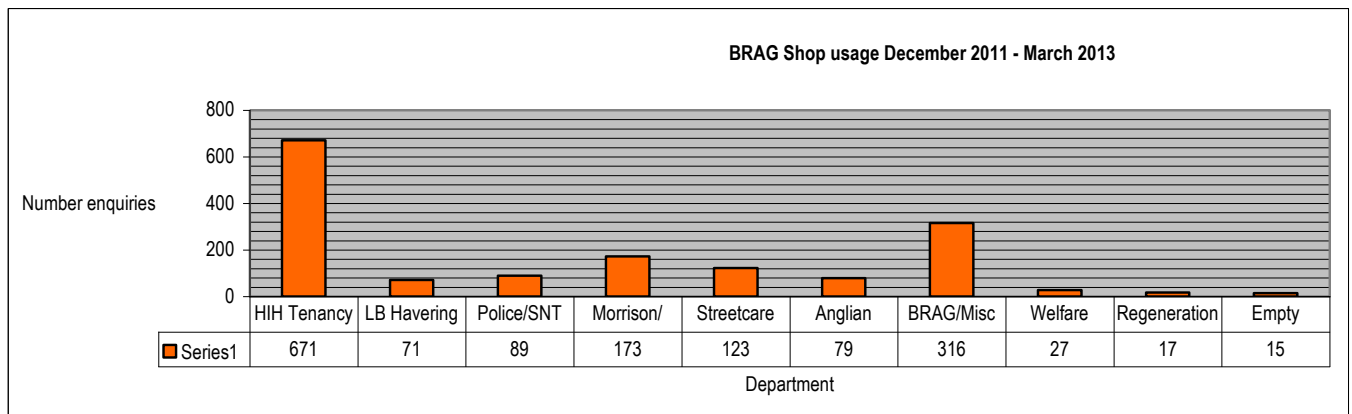
September 2011 BRAG hired an unused shop by LBH at community rental rates enabling people to access advice and information the official opening of the shop took place on 1st December 2011 by Baroness Helen Newlove. The shop now is operationally managed and run by the BRAG Committee with funding secured to continue the shop until end of July 2014. In October 2011 the probation service supplied labour to refurbish the shop. In addition to the BRAG shop there have been a number of significant milestones:

- Photographic exhibition by the young people of the area showing the estate and its people and the production of a photo album entitled ESTATE:MENT A film has now been made produced, directed and presented by the young people of the estate with expert help and facilitation by LBH Youth Service

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- There have been four 'Cleaner Havering' days held in conjunction with LBH and McDonalds
- Crime statistics on Briar Road area 2011-2012 show year on year decrease (Burglary down 47%). Crime has fallen on the Briar assisted by public meetings giving advice on crime and disorder. The Shop is well stocked with crime prevention materials and the Police hold monthly surgeries. This level of crime reduction has been maintained, the next challenge is to improve this further.
- Neighbourhood Agreement for 'Clean and Green' and Community Safety have been published and distributed.
- Funding bids for a quarterly newsletter, promotional materials and an employability scheme to be run from the shop were all successful.
- Baroness Newlove website now features heavily the achievements of BRAG
- Consultation regarding Central Park was hosted by BRAG
- 50-80 local residents attend a monthly public meeting regarding developments on the estate

The table below indicates the top ten usages of the BRAG shop since its inception in December 2011



Integrated StreetScene

A mapping exercise of the area identified hot spot areas throughout the estate highlighting areas and locations of fly tipping, litter and graffiti. From this exercise officers introduced a revised cleansing arrangements with local caretaker support together with an education & awareness programme regarding waste related and recycling issues. In addition to which the ownership of London Borough of Havering and the old Homes in Havering areas were clarified and defined for local officers who have been empowered to deliver improved grounds maintenance arrangements. Regular reviews of the estate cleansing arrangements have been completed to ensure integrated service delivery. In addition to which there have been significant additional milestones

- Waste and Highways SLA in place
- Trees asset data collected maintenance consolidated, with planned maintenance in place

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- Street care operational action plan developed to ensure residents' needs are responded to.
- Revised cleaning schedules in place
- Green bin garden waste collection on Briar in place.

The table below outlines some of the key initiatives that have been delivered on the programme

	Initiative	Outcome	Date achieved
1	Children's Christmas party	40 young people entertained. Helps Community well being	December 2012
2	Older Persons Christmas Party	40 older people entertained. Helps Community well being	December 2012
3	Fun Days	Community cohesion – Intergenerational activity	October 2011 – March 2012
4	Clean up days	Community cohesion – intergenerational activity	February 2012
5	Visit to Offerton	Benchmarking / comparison with other pathfinders	February 2012
6	Baroness Newlove event	Learning from other pathfinders	February 2012
7	'Love food hate waste' campaign	Waste Reduction Awareness	2011/12
8	Recycle campaign	Recycle awareness campaign	2011/12
9	Public Meetings	Public meetings on themes. Value and enhance the lives of our residents. Attendance is never below 50 residents now.	Ongoing
10	Volunteer Training	Training on IT, Customer Service and Food Hygiene under taken	Ongoing

Future Milestones

- Planning permission secured for remaining housing sites – June 2013
- New play and recreational facilities installed on Bosworth Field by August 2013
- New parking arrangements installed at Coltsfoot Path and Lavender Close by summer 2013.
- New Homes by Notting Hill start on site September 2013
- Further development of the Briar Estate 'Community Shop'. The plan is to investigate further funding for the shop, existing funding for the shop is secure until July 2014
- Maintain BRAG's national and local profile. As one of Baroness Newlove's pathfinder neighbourhood groups, BRAG already has a national profile. The plan is to maintain and increase this to help spread best practice. The local profile has been enhanced by several local events.

- BRAG Development. There are currently eight committee members; BRAG is keen to recruit more active committee members using events and other forms of participation. Develop a work club.
- Continue to develop reporting arrangements for residents & staff.
- Continue Joint Initiatives, including Briar Information shop

REASONS AND OPTIONS

Reasons for the decision:

Members requested on update on this key important programme of activity

Other options considered:

None

IMPLICATIONS AND RISKS

Financial implications and risks:

There are certain financial risks involved within the physical improvements workstream these are addressed within the wider Harold Hill Programme

Legal implications and risks:

There are certain legal risks involved within the physical improvements workstream these are addressed within the wider Harold Hill Programme

Human Resources implications and risks:

None

Equalities implications and risks:

The Neighbourhood Responsibility Programme was established as part of the Council's 2014 Transformation Programme and its main objective is to deliver street scene improvements on the Briar Road estate. The implementation of the programme has already improved and will further improve the quality of life and well-being of Briar Road estate residents across all protected characteristics, particularly older people, disabled residents, children and young people and other vulnerable groups.

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To date, the three distinct yet interrelated projects strands / phases of the programme have:

- significantly improved the physical environment (improved pavements, kerbs and roads; accessible, safe and attractive green spaces; improved street lighting, accessible car parking spaces, new recreational and play facilities, etc)
- provided advice and assistance to homeowners to make essential improvements and repairs as part of the Decent Homes programme
- created integrated street scenes, with revised estate cleansing and ground maintenance arrangements
- delivered environmentally friendly solutions to waste collection and recycling in the area.

Some of the projects have also helped reduce levels of crime and public disorder in the area, increased community engagement and improved community cohesion.

Any potential/likely negative impact is identified and addressed as part of individual projects' management and monitoring arrangements. Where relevant, separate EAs have been / will be carried out to assess the impact of individual projects on local residents with protected characteristics.

BACKGROUND PAPERS

Background reports used

1. Neighbourhood Responsibility Project Initiation Document.
2. Neighbourhood Responsibility Project Management & Governance document.