

# City of York Council Neighbourhood Model towards Implementation

People Scrutiny 8<sup>th</sup> October 2025

# Key elements covered:

Recap: The Neighbourhoods and Operating Principles

Learning from local & other models

New: Shared Outcomes Framework/ Model Practice Framework

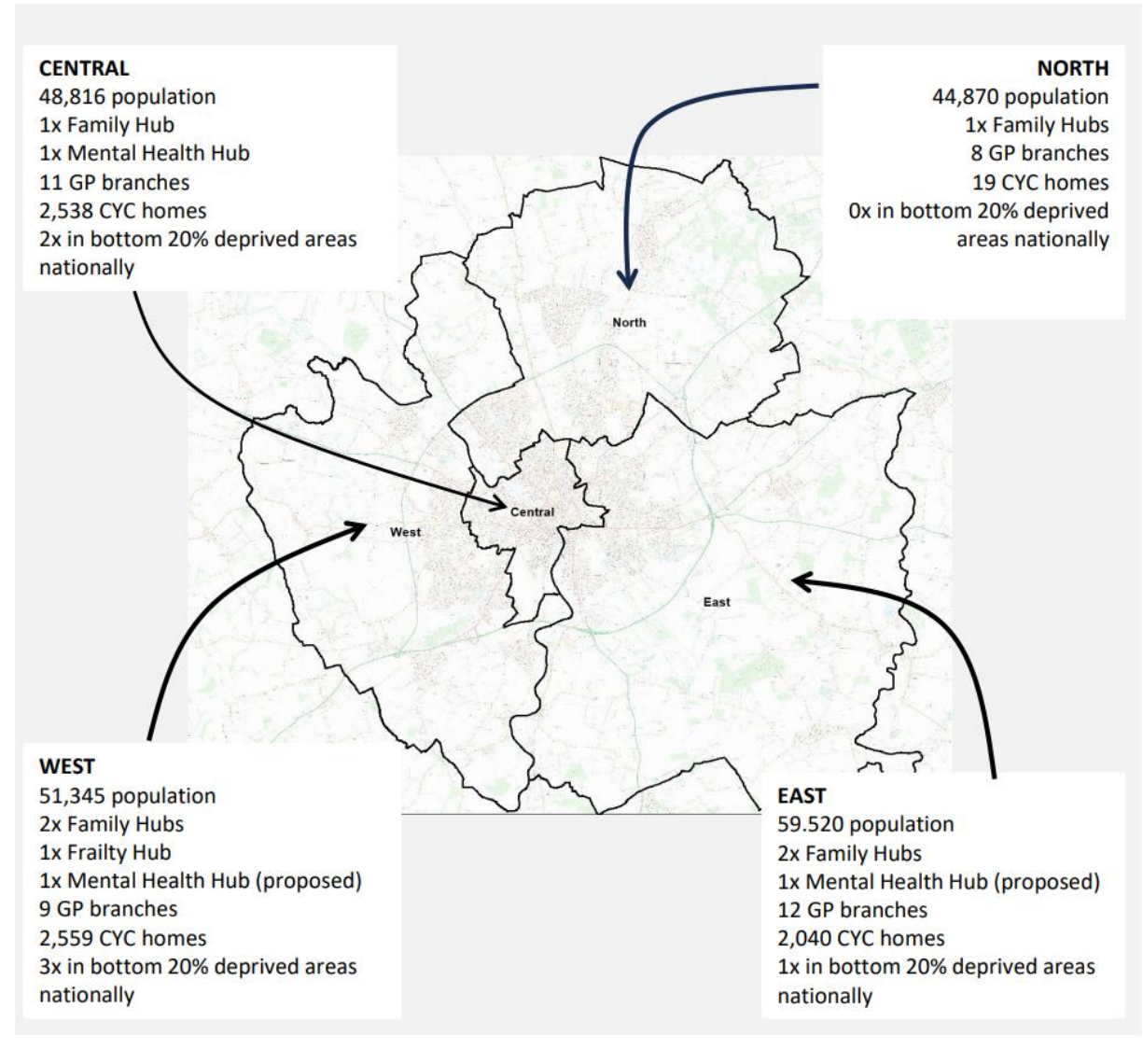
Area Directories

Neighbourhood Resources

Service & System Change Aligning to the Model

Case studies & Stories

# The Neighbourhoods



# Operating Principles (extract from CYC Building Blocks):

- The core principle at the core of locality working is **Relationship-Based Practice**.
- This type of practice, when delivered well, looks like:
  - Regular **multi-agency practitioner forums** who share **best practice**
  - **Induction packs** and holding **networking** events to build relationships
  - A system which facilitates regular **Multi-disciplinary Teams** or 'team around the person/issue'
  - **Co-location** in one physical building when useful (networks can be virtual as well as physical)
  - Having **named local contacts** to 'introduce' customers to, rather than a referral form
  - Sharing a **triage process** to get people the right support at the right time
  - **Harmonised referral** and **standard operating procedures** between teams
  - **Use of technology** to facilitate networks and contacts in real time
  - **Co-production**, sharing and **understanding of local need, and data** where appropriate
  - Sharing a **neighbourhood/area manager**, to facilitate the networks

## Learning from Successful Local Models

*Building an Integrated Neighbourhood Team with insight, not just intent*

Model	Key Features to Adapt
Family Hubs	Co-location of services for early years, parenting support, and safeguarding
Mental Health Hub	Cross-sector collaboration (NHS, VCSE, council), single front door for access to help
Frailty Hub	MDT working between health, social care & community services for proactive early support

### → Shared Themes:

- ✓ Wraparound support
- ✓ Early intervention
- ✓ Single access points
- ✓ Community-based delivery

City	Inspiration
Leeds	“Local Care Partnerships” bring together NHS, council, and community orgs at neighbourhood level
Wigan	“The Deal” – residents as partners, trust-based relationships, asset-based community development
Plymouth	Integrated Care Hubs with a focus on social prescribing and community outreach
Camden	“Integrated Neighbourhood Teams” tackling inequalities via co-designed local priorities

# Shared Outcome Framework

At the heart of the neighbourhood model are a set of clear outcomes for a defined population:



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graph TD; A[At the heart of the neighbourhood model are a set of clear outcomes for a defined population:] --> B[People live more years in good health]; B --> C[Peoples' need for statutory services is delayed or averted]; C --> D[Health inequalities are reduced]; D --> E[The core operating principle of the health of localities is relationship based practice. A shared outcomes framework will support this to be scaled up across the system];
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Peoples' need for statutory services is delayed or averted

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York Neighbourhood Model Practice Framework	Why?	Every person in York should be able to live in a place they call home, with the people and things that they love, doing the things that matter to them; as part of a community where they look out for one another.					
	What?	Wellbeing and independence	Information and advice	Active, supportive & safe communities	Prevent, reduce, delay formal support	Community capacity	
		Living the life I want, keeping safe and well	Having the information I need, when I need it	I am able to contribute to my community	I look to personal and local opportunities before formal support solutions.	I come together with my neighbours to take action on the things that matter.	
	Who?	People		Place		Partners	
		We listen to people & communities to understand what matters to them.  We support the growth of connections and relationships to improve the wellbeing of all residents.		We place hyper local locality working at the heart of building resilient communities, recognising that local people are best placed to understand and find solutions to their particular challenges. We work with communities, not doing things to them.		We work with partners to build community capacity, supporting the growth of social networks and social action, bringing all sectors together in projects that deliver on local priorities.	
	How? Workforce	Poverty Truth Commission Standards <ul style="list-style-type: none"><li>• We Listen</li><li>• We are understanding</li><li>• We are respectful and friendly</li><li>• We are responsive and honest, and care about getting you the right support</li></ul>					
	How? System	Strengths based culture	Place based leadership & priorities	Accessibility of support	Residents as equal co-contributors	High trust culture	Community capacity strengthened
		Focusing on strengths over deficits is the thread throughout what we do	Leaders understand and prioritise the things that matter to communities	Support is equally available to residents, in a place & way that makes sense to them	Voice of the residents is heard and changes made through co-production	We trust our workforce & communities	Solutions are found through supporting and growing community capacity
	So?	Increased health, happiness and wellbeing for residents of York		Improved morale and satisfaction for our workforce		More sustainable, inclusive and connected communities	



# Area Directories

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As a result of feedback from primary care we are developing area directories, as a quick way of finding all relevant people and services operating in each area, leading to earlier help and better outcomes.

Building on LiveWellYork  
Model

## Section



### Core Contact Info

## What to Include

'Area' or 'Neighbourhood' Managers, LACs, GPs, pharmacies, social care leads, neighbourhood police



### People & Partners

Team members, charities, youth services, faith and cultural groups, Ward Councillors



### Places & Spaces

Community centres, libraries, safe spaces, meeting venues



### Support Services

Mental health, substance misuse, domestic abuse, housing, financial help



### Programmes & Activities

Drop-ins, clinics, social events, intervention programmes



### Pathways & Referrals

Referral routes, safeguarding contacts, info sharing protocols

# Neighbourhood Resources

# **Neighbourhood Management Team**

***supporting the Neighbourhood Infrastructure, Building Community Strength and facilitating local democracy & funding through ward committees***

- Neighbourhood Management Team aligned to 4 areas
- Environment and Communities Officers (ECO)
- Community Involvement Officer – Armed Forces Covenant
- Programme Assistant
- Community Involvement Officer – Holidays Activities and Food *Grant funded*
- Benefits Advisors (outreach) *Grant funded*

# And other communities based teams:

- Health Trainers
- Local Area Coordinators
- Housing Management Officers
- Public Realm and Housing Estate Officers
- Welfare Benefits
- Health Visiting
- Sport Development/ Health Champions

# Community Champions (volunteering model)

## Current

Currently

**1,968** Volunteers in related roles Gardeners etc

**294** Responded to a call out amongst existing volunteers

Good reputation and interest in volunteering

Established Relationship with:

York Cares re corporate volunteering

St Nicks re Green Corridors

Good Gym for specific tasks

Community Payback

York Open Space Volunteer groups

## Potential

To promote the Community Caretaker role more deliberately and widely. Enhance civic responsibility and pride and increase capacity

To develop a shared understanding/area plan info so that volunteers can see the value of their contribution and the difference made

To develop resources across the city to support local volunteering e.g. tool banks

Greater coordination/co-operation of volunteering resources to best effect

Informed investment in environmental/green space projects

Increased ownership and stewardship of areas e.g adopt a verge

Service &  
System change  
aligning to the  
model

# The team around the School Cluster

Building on the *Team  
Around the School* the  
School Clusters are  
aligned to the 4 Area  
Model

North	East	West	Central
Clifton with Rawcliffe Primary	Badger Hill Primary	Archbishop of York's CE Junior	Acomb Primary
Headlands Primary	Dunnington CE Primary	Bishopthorpe Infant	Burton Green Primary
Huntington Primary	Elvington CE Primary	Carr Infant	Clifton Green Primary
Lakeside Primary	Fishergate Primary	Carr Junior	Haxby Road Primary
New Earswick Primary	Hempland Primary	Copmanthorpe Primary	Knavesmire Primary
Ralph Butterfield Primary	Heworth CE Primary	Dringhouses Primary	Our Lady Queen of Martyrs RC Primary
Robert Wilkinson Primary	Lord Deramore's Primary	Hob Moor Primary	Park Grove Primary
Stockton-on-the-Forest Primary	Naburn CE Primary	Poppleton Ousebank Primary	Poppleton Road Primary
Wigginton Primary	Osbalwick Primary	Rufforth Primary	Scarcroft Primary
Yearsley Grove Primary	St Aelred's RC Primary	Skelton Primary	St Barnabas' CE Primary
Vale of York Secondary	St George's RC Primary	St Mary's CE Primary	St Paul's CE Primary
Huntington Secondary	St Lawrence's CE Primary	Westfield Primary	St Wilfrid's RC Primary
Joseph Rowntree Secondary	St Oswald's CE Primary	Woodthorpe Primary	All Saints RC Secondary
	Tang Hall Primary	Manor Secondary	Millthorpe Secondary
	Wheldrake with Thorganby CE Primary	York High	
	Archbishop Secondary	Holgate's	
	Fulford Secondary		

# Neighbourhood Caretakers

The Neighbourhood Caretaker team will be a team of eight, one Neighbourhood Foreperson and seven Caretakers.

The recruitment process has been highly successful, and people are in post

Two of the Neighbourhood Caretaker posts are funded by HRA funds and therefore a proportionate amount of the Neighbourhood caretaker's team's time must be evidenced towards Council Housing land priorities.

The team will have a two standard operational vehicles and one newly procured HGV Sweeper to support them, along with hand tools and equipment.

The Neighbourhood team will work with community and volunteer groups to deliver ward priorities.

The Caretaker team will work closely with communities to deliver ward priorities.

The initial proposal is that the team will visit each neighbourhood area once per month, for a week to divide their time equally and proportionally. Although this approach can be adapted in the first 12 months of inception.



# Neighbourhood Partnerships

- Place Board Agreement to adopt CYC Neighbourhood Model Principles
- Partnerships under way!! Involving CYC leads, primary care, ICB leads and other partners
- Project management resources
- Core part of the council's transformation programme.
- Establish Governance Structures
- Continue to build relationships and share learning at York Health & Care Collaborative
- Review our combined data with neighbourhood insight packs

# Who?

