



## **Service Plan 2007/08 (Stage 1 Template)**

**Service Plan for:** Neighbourhood Pride Unit

**Directorate:** Neighbourhood Service

**Service Plan Holder:** Andy Hudson

**Workplans:** Neighbourhood Management

**Director:** Terry Collins

**EMAP :** Neighbourhood Services – Andrew Waller

## 1. Service description & objectives

Following the transfer of YPAL to the York Customer Centre, within Resources, in June 2006 and the implementation of the Street Scene Review transferring the Street Environment Service to the Assistant Director (Environment), the Neighbourhood Pride Unit (NPU) now comprises of Neighbourhood Management.

The overall vision of the NPU is to:

“Improve and develop neighbourhoods and local communities, to enable residents, visitors or businesses to influence the decision making and affect improvements in services council wide, based on the needs and aspirations of the communities of York.”

### Neighbourhood Management

The service aims to increase and improve local democracy, participation and involvement in the decision making process and influence over service delivery by the council, by supporting and developing ward committees, residents associations and community groups at large. Key to this will be the delivery of effective neighbourhood action plans.

The service assists ward members with the delivery of 18 effective ward committees through the production of ward communications (YourWard) and the delivery of local improvement schemes. In 2005/06 317 revenue and capital schemes were delivered across the city. We work with tenants by supporting and developing the 19 Residents Associations, the Tenants Federation and the Housing Compact. The team assists management committees or directly manages the facilities, of 4 community centres. The service also manages the relationship and interface with 31 Parish Councils at a number of levels.

Our service objectives are:

- To take pride in the city, by improving quality and sustainability, creating a clean and safe environment through the effective delivery of local improvement schemes, providing a consultation mechanism for Estate Improvement Grants and the through the delivery of the York Pride and Safe City priorities.
- Create a safe city through transparent partnership working with other agencies and the local community via joint work with North Yorkshire Police and Safer York Partnership.
- To ensure that council services are accessible and inclusive and build strong proud local communities- through our work with Residents Associations, ward committees, community groups and the Tenants Federation by delivering consultation and involvement mechanisms for all tenures.
- Improve the condition and appearance of the city's streets, housing estates and publicly accessible land through supporting the effective targeted delivery of local improvement schemes and Housing Estate Improvements.
- To deliver effective Neighbourhood Action Plans for all ward committee areas, responding to the content and intention of the local government White Paper, thereby increasing participation, involvement and influence of York's communities on the planning and delivery of services provided by the council.
- To effectively encourage and support individuals, groups and organisations such as elected members, tenants and residents in their community involvement and community leadership roles.
- To deliver an effective tenants involvement service, in conjunction with Housing Services, through the delivery of the Mature Partnership Agreement.

## 2. Significant drivers for change and improvement

Driver	Effect on service delivery
The introduction of the Local Government White Paper “ Strong and Prosperous Communities”	The White Paper introduces key themes around community empowerment and scrutiny which will directly impact on the work within the NPU. These include the Community Call for Action where residents will be able to demand answers to their concerns through their councillor; development of Neighbourhood Charters setting local standards and priorities; and an emphasis on citizen satisfaction levels. It is possible that the structure within NPU will need to be reviewed to meet recommendations in this report.
Final report of the Lyons Enquiry	The final report of the Lyons review may make additional recommendations to those contained within the Local Government White Paper these may also need to be taken into account in any structure review.

## 3. Priority improvement for 2007/08 & beyond

Performance improvement	Reason why improvement is required
Performance management framework and information on the number of people involved in decision making and the influencing service provision.	PI's for neighbourhood management need to be set and monitored.
The development and delivery of Neighbourhood Action Plans (Neighbourhood Charters).	Previously their development was targeted to deliver best practice within York, however they will be now be required as part of the Council's response to the Local Government White Paper.
Service delivery and performance monitoring of the Tenants Involvement Service through the Mature Partnership Agreement.	To work more closely with Housing Services on the delivery of an effective service, according to agreed outcomes.

### Other comments to note

All critical success factors and service improvement outcomes contained within the Neighbourhood Pride Unit April 2006 to March 2009 Service Plan concerning York Pride Action Line and Street Environment Service are now delivered through other service plan areas.

#### 4. New or changed actions for 2007/08 and beyond

Action	Service plan outcome	New? / Change?	Links to note	Comments
Equality Impact Assessments of key service delivery areas around Neighbourhood Management and involvement.	To ensure discrimination does not occur and that hard to reach groups of failed to reach groups are included in consultation and involvement exercises.	Change to delivery timeframe. To be completed by March 2008.		Recruitment of the NPU Project Officer occurred in October 2006. This work can therefore now commence.
To support management committee capacity building in the 3 community centres which CYC directly grant-aids.	To have self managed community centres with an effective independent and self-reliant management committee.	New service plan requirement due changes within the management committees.		Although this work is already taking place, a higher level of support and capacity building will be required to develop new management committee members. This will be piloted at Tang Hall Community Centre.
Production and role out of an annual work programme for HRA funded work area of Tenant Involvement services.	To deliver an effective tenants involvement service, in conjunction with Housing Services, through the delivery of the Mature Partnership Agreement.	New service plan requirement.		This will assist with the prioritisation of work deliverable within the HRA budget allocation for tenant involvement.
Analyse the impact of the Local Government White Paper – Strong and Prosperous Communities.	To deliver effective neighbourhood management, implementing the requirements of the White Paper and ensuring that the requirements of the LAA are met.	New service plan requirement which will affect the empowerment of communities and the responsibilities of council's to facilitate this.	Possible effects on CSF 4	It is likely that this is going to impact on the ward committee forum and the development of Neighbourhood Action Plans (or Neighbourhood Charters).
Analyse the impact of the final Lyons Enquiry report on Neighbourhood Management.	To deliver effective neighbourhood management which takes into account best practice.	New service plan requirement which could further affect neighbourhood management.	Possible effects on CSF 4	Although the White Paper has been issued. The Service should be developed taking into account the results of the Lyons Enquiry.

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Action	Service plan outcome	New? / Change?	Links to note	Comments
Reviewing "Valuing Communities" the Charter between CYC and York's Local and Parish Councils.	A charter which is based on a positive and mature working arrangement at local level between CYC and Parish Councils	New service plan requirement.		The White Paper reinforces the role of Local Councils in service planning and delivery, especially those who attain Quality Council status.