

Subject: Neighbourhoods that Work – 12 Month Performance Report

Report to: Housing and Neighbourhoods Committee December 8th 2016

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SUBJECT MATTER/RECOMMENDATIONS

This is the year 1 (October 2015-September 2016) progress report for Neighbourhoods that Work.

1. INTRODUCTION/BACKGROUND

The report aims to provide the committee with an update on progress and outcomes of the first year of delivery from the Big Lottery funded Neighbourhoods that Work (NTW) project.

2. NEIGHBOURHOODS THAT WORK

2.1 Background.

The 'Neighbourhoods that Work' initiative has been funded through £3.1m from the Big Lottery fund for a 3-5 year period. The programme is focused on the borough's urban wards, correlating with national deprivation statistics and therefore complying with Lottery priorities to fund work in communities with the greatest need.

2.2 Project delivery updates

The following provides a summary of the delivery and outcomes since the October 2015 start date.

2.2.1 Established Neighbourhood teams, integrating and developing the new NTW posts. Teams have instigated relationships with residents- focusing on 'what matters most', supporting them to get the right help where needed, and ensured a capacity building focus to the work.

2.2.2 A range of employment, skills, training and volunteering initiatives have been established, with people supported to access and succeed in them, whilst simultaneously developing skills and confidence.

2.2.3 Practice Development is now a core part of the work, ensuring that the teams develop and adapt dynamically but collectively (practitioners and managers). Year 1 practice development focus has been on team work, monitoring and evaluation, community development principles and dialogic approaches.

2.2.4 Community based organisations have been supported to set up, develop and achieve a wide range of socially focussed outcomes. Some groups are directly linked to the specialist support offered through NTW, and in turn residents are better able to provide first step 'advice' on a peer level.

2.2.5 During year 1, 97 businesses have engaged with the project and 20 have joined the project's responsible business network for the borough. Project example: A local employer has donated food to a new social enterprise our project helped to set up to train people in food prep and sales to help them to gain employment.

2.2.6 We have built and launched a cloud-based database system, designed to capture hard, soft and nuanced outcomes, and allowing for cross organisation integrated recording. We have built in development time to ensure this tool responds to the changes experienced as NTW progresses.

2.2.7 The website and social media feeds have been launched, offering an overview of the project, core underpinning principles, outcomes, and provides local reference points for residents or partners.

2.3 Study visit

The annual study visit was held in October 2016 to mark the end of year one. The event had over 90 people attend from across the region, plus national delegates, and received a Keynote from a delegate from the United Nations, responsible for working on the Global Sustainable Development Goals- making direct links to the grassroots delivery in Great Yarmouth. The event also featured sessions from practitioners and local residents, plus a presentation from the Big Lottery Fund (BLF) who shared how NTW learning is informing their forward strategy. The next study visit will be held during October 2017.

2.4 Evaluation

The University of East Anglia have been commissioned to undertake an impact evaluation of Neighbourhoods that Work. They have recruited four part time

Community Researchers (paid posts) who are all local residents from the borough. They will work with the lead UEA team to undertake the research in the form of surveys, focus groups, and longitudinal case studies, providing valuable training, and paid work experience.

2.5 Accountability to communities

Practitioners report ongoing progress, achievements and outcomes to Neighbourhood Management boards, either directly or through the Neighbourhood managers who coordinate the NTW grass roots delivery.

2.6 Year one spend

2.6.1 The amount received from the Big Lottery in Year 1 was £807,662.00. All of the deliverables below were funded through those monies, which included specific year one set up costs, e.g. website and database.

2.6.2 Income generated by Community Development workers, through supporting groups to access grant funding has amounted to £152,258.70, all of which has been spent in the programme delivery wards and at a neighbourhood level.

2.7 October 2015- Sept 2016 highlights

Headline Report

Deliverable	Target Y1	Actual
New connections made through community connectors	250	1274
New friendships	90	227
Attendances to community events	170	911
Residents joining new groups or networks	45	161
Community self-help groups set-up, or developed	25	73
Residents reporting they feel more active in their community	60	130
People supported to overcome at least one personal challenge	75	77
People maintaining first time involvement in community activity or employment	30	25
People experiencing smooth, seamless introductions to services from single contact point	100	146
People reporting improved wellbeing from having issues addressed	50	77
People completing at least one training session	150	165
People reporting improved skills following the training	120	188
People supported into work placements, reporting improved	30	60

confidence in applying for jobs as a result		
Whole programme targets	Target Y1-5	progress
Specialist services report 80% reduction in duplication	15	-
People receiving first step support via community based groups and networks	2000	1091
People will have overcome issues preventing them from holding down a job, resulting in them sustaining employment	150	33
Service providers will report that the project has improved their reach to people most vulnerable	10	-
Local employers will report being more engaged and involved with their local community	20	-
Commissioners and grant making bodies align resources to the project	10	-

3. FINANCIAL IMPLICATIONS

The project is funded through £3.1million pound grant through the Big Lottery fund, for a 3-5 year period. This has been match funded through an in-kind commitment of Community Development Manager and Neighbourhood Manager's time.

4. RISK IMPLICATIONS

Risk management accounted for in original project application and monitored through the officer project management group.

5. CONCLUSIONS

NTW has had a successful year 1, meeting or overachieving most targets, although one target has underachieved by 5 (residents supported). The work has been of good quality, but the volume of delivery on this target has been less than predicted due to the intensity of support required. Much of the work associated with this role is supporting people who are experiencing personal challenges or nearing crises. As we are in the middle of having Universal Credit rolled out, there has been a surge of pressure at the front line which has directly impacted on this delivery objective. We do see the target to be achievable going forward however, and so have been working with partners to explore and address through performance management meetings. We are continuing regular one to ones with partners, in addition to partnership meetings, to address performance concerns and to ensure all targets

are on track for year 2. The BLF are continuing to work in partnership with us to learn from this unique model and to forward plan how the model will be replicable in other coastal towns across the country. Additionally, in line with their new national policy around aligning resources, the BLF have undertaken a co-visit with the Heritage Lottery Fund (HLF) to look at the Waterway proposal from the council. HLF are keen to align any investment with the existing NTW delivery on the ground. Lastly, the BLF are planning to feature NTW in Great Yarmouth as an exemplar in their forthcoming prospectus for 2017 and within their national portfolio.

6. RECOMMENDATIONS

The Housing and Neighbourhoods Committee is asked to note the contents of this report.

7. BACKGROUND PAPERS

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	Through EMT
Section 151 Officer Consultation:	Through EMT
Existing Council Policies:	Considered
Financial Implications:	Considered- previously addressed- external funding programme.
Legal Implications (including human rights):	Considered
Risk Implications:	Considered
Equality Issues/EQIA assessment:	Considered
Crime & Disorder:	n/a
Every Child Matters:	n/a