

Subject: Neighbourhoods that Work

Report to: Housing and Neighbourhoods committee June 16th 2016

Report by: Holly Notcutt, Community Development Manager

SUBJECT MATTER/RECOMMENDATIONS

This is the mid-year project update for Neighbourhoods that Work.

1. INTRODUCTION/BACKGROUND

The report aims to provide the committee with an update on progress and outcomes of the first 6 months 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 The project centres on Community Development approaches to working with local people, in the places they live, to identify and act upon things that matter most to communities. NTW builds upon over 10 years of community work in Great Yarmouth, following successes delivered through a range of national and local funding streams and initiatives, recognised across the region and nationally. NTW utilises existing and award winning community development and Neighbourhood Management infrastructure, incorporating active and engaged local residents, neighbourhood boards and an array of varied and diverse voluntary based organisations and community groups. These are supported by a range of resource commitments from the Borough Council and partners, coupled with the willingness and need to transform amongst those who locally provide services to the public.

2.3 The project follows 3 years of negotiation with the Big Lottery Fund.

Neighbourhoods that Work is unique to Great Yarmouth, devised and developed

by council officers and partners. Nationally it is the first (and largest) award of it's kind for a council, and the first ever 'whole-place' based investment in the country, seen as innovative, dynamic, and is informing the way forward for the Big Lottery Fund.

2.4 The project's overarching aim is to improve lives of local residents through better support, better resilience and improved access to employment.

This will result in;

- improved and strengthened social connections and the capacity of individuals and communities,
- people with multiple and complex needs will get the help they need by having access to more responsive specialist services via a flexible, multiagency 'one stop' neighbourhood hubs
- people furthest away from the labour market will be able to identify their strengths to improve their skills, enabling them to access training, voluntary work placements and paid employment.

2.5 This project is framed around the following themes:

- **Community Resilience** – working directly with communities to strengthen networks and capacity at a grass roots level
- **Voluntary Sector Service Transformation** – changing the way the voluntary sector works with people with complex needs in a more effective and joined up way
- **Employment and Skills**- supporting those residents furthest from the labour market to improve skills and access jobs

2.6 Project partners NTW is led by the borough council and delivered in partnership with 7 local VCS delivery partners;

- Business in the Community
- DIAL Great Yarmouth
- Future Projects
- GYROS
- Great Yarmouth and Waveney MIND
- Great Yarmouth College
- Voluntary Norfolk

The partners undertake different roles of delivery, ranging from frontline grassroots 'Community Connectors' through to Community Development

Workers supporting the establishment of self-help groups and organisations, to staff working to support people with complex needs, through to staff working on training and employability skills. The partnership approach promotes a smooth and interconnected series of steps and support, joined together throughout the practices.

2.7 Project management arrangements

The project is overseen by small a group of GYBC staff, incorporating the following officers

Project Sponsor: Robert Read – Director of Housing and Neighbourhoods

Project Manager: Rob Gregory- Group Manager- Neighbourhoods and Communities

Project officers: Holly Notcutt- Community Development Manager, Paul Cheeseman- Employment and Skills Co-ordinator, Michelle de Oude- Neighbourhoods that Work Co-ordinator

2.8 Project delivery updates

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

2.8.1 Study visits

- Oct 2015- annual study visit, in conference format. Over 40 delegates attended the day-long session, receiving practice focussed presentations and project visits.
- April 2016- Two Big Lottery delegate visits hosted in Great Yarmouth, incorporating monitoring, policy and programme development officers. Visits included round table sessions, presentations on NTW theory, and site visits. The Big Lottery fund are looking to NTW to gather new learning to inform the national policy and programme development for the Big Lottery Fund, with a longer term plan to roll out similar approaches nationally.

2.8.2 Database

Due to the complex and nuanced nature of much of the work, and the multi-agency approach, it has been necessary to ensure the monitoring and data collection system is able to receive a mixture of information from a range of sources.

It has been a challenge finding the right data solution for this, with 4 separate systems being investigated and deemed unsuitable. At the start of June we commissioned a bespoke system to be built. This will be available through an online platform for all partner agencies to access simultaneously. This piece of work will be

critical in its ability to capture the developmental steps necessary to achieve the set and desired outcomes.

2.8.3 Practice development

Central to the ongoing progression of the team and the programme, delivered through fortnightly *collaboration meetings* and quarterly *development days*. These sessions have been incorporated in to the programme work, due to the changing nature of external forces that the project will inevitably be impacted by and/or have to respond to. Core sessions have included Community Development, Coaching for Personal Development, and Monitoring and evaluation.

2.8.4 Evaluation

The University of East Anglia have been commissioned to undertake an impact evaluation of Neighbourhoods that Work. They have recruited four part time research assistants (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. Initial findings from year one will be presented at the annual study visit, scheduled for October 2016.

2.8.5 Communications

The project logo has been designed and is now used on all programme associated material.



A website is currently being constructed. This is primarily to provide information about the programme to partners, commissioners, and other bodies interested in the work we are doing and the impact it is having in communities. Local residents will also be able to use the site to identify Neighbourhood Management teams and general programme activities. The site will also have a secure area for practitioner exchanges, a documents repository, practice development schedules, and other resources. Social media outlets will be developed once the website is launched.

2.8.6 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.

2.9 October 2015- March 2016 highlights

Headlines from mid-year 1 return

Deliverable	Target Y1	Actual
New connections made through community connectors	250	213
New friendships	90	93
Attendances to community events	170	752
Residents joining new groups or networks	45	55
Community self-help groups set-up, or developed	25	34
Residents reporting they feel more active in their community	60	-
People supported to overcome at least one personal challenge	75	27
People maintaining first time involvement in community activity or employment	30	10
People experiencing smooth, seamless introductions to services from single contact point	100	71
People reporting improved wellbeing from having issues addressed	50	-
People completing at least one training session	150	165
People reporting improved skills following the training	120	-
People supported into work placements, reporting improved confidence in applying for jobs as a result	30	59
Whole programme targets	Target Y5	
Specialist services report 80% reduction in duplication	15	
People receiving first step support via community based groups and networks	2000	
People will have overcome issues preventing them from holding down a job, resulting in them sustaining employment	150	
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	20	

with their local community		
Commissioners and grant making bodies align resources to the project	3	

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 time and Neighbourhood Managers time.

4. RISK IMPLICATIONS

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

5. CONCLUSIONS

The NTW project is making good progress, overachieving on some targets, and on track with the remainder. 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. The outcomes from the first complete year of delivery will be presented at the annual study visit in October 2016, in conjunction with the Cultural Heritage partnership conference.

6. RECOMMENDATIONS

The committee are 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:	n/a
Section 151 Officer Consultation:	n/a
Existing Council Policies:	Considered
Financial Implications:	Considered- previously addressed
Legal Implications (including human rights):	Considered
Risk Implications:	Considered
Equality Issues/EQIA	Considered

assessment:	
Crime & Disorder:	n/a
Every Child Matters:	n/a