

NORTH LINCOLNSHIRE COUNCIL

CABINET

NEIGHBOURHOOD ACTION TEAMS IN NORTH LINCOLNSHIRE

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To update cabinet on the progress on the recommendations contained in the panel's report on 'Neighbourhood Action Teams in North Lincolnshire'.
- 1.2 To highlight how teams within the Council are working together with NAT chairs to overcome any challenges.

2. BACKGROUND INFORMATION

- 2.1 Neighbourhood Action Teams (NATs) were introduced into North Lincolnshire in early 2007 as one of the core elements of Neighbourhood Policing. The main purpose of the NATs was (and remains) to:
 - Identify & prioritise local issues relating to community safety and behaviour adversely affecting the environment.
 - To maintain a record of those priorities.
 - To work together (and with others if necessary) to solve those problems.
- 2.2 In 2009 the Scrutiny Panel undertook a review of the NATs and made a number of recommendations. The Safer Neighbourhoods Strategy Board accepted the report and adapted and reshaped the Safer Neighbourhoods Action Programme (SNAP) (see paragraph 3.1) in line with the review and in recognition of the Council now being the prime partner and of Elected Member involvement.
- 2.3 In response to the recommendations the Safer Neighbourhoods Team facilitated discussions within the Community Planning and Resources Directorate. Following on from the initial discussions it was agreed to involve the Stronger Communities Team and, following further discussions, the Legal and Democratic Service to make sure that Members were supported properly.

- 2.4 A phased approach to the evolved development of the NATs was agreed to ensure that the excellent work of the teams was maintained while the recommendations were considered and addressed.
- 2.5 The first area to adopt the changes is Scunthorpe North with a plan for all of the areas to be in operation by the end of June 2010.

3. RESPONSES TO THE RECOMENDATIONS

- 3.1 The constitution and operation of the NATs is described in the SNAP document; this document has been made available to all 17 NATs. Some parts of the SNAP have been developed and summarised in documents such as the explanation of the SARA process.
- 3.2 Using the SNAP we have developed an ideal of how the workflow should happen to increase the relevant and appropriate information, ensure that the administration of the NATs is standardised to ensure a quality of service and allowing Officers to concentrate on their main area of expertise.
- 3.3 The three teams mentioned in 2.3 have taken the responsibility for the following areas of operation of the NATs:
 - The Stronger Communities Team has main responsibility for ensuring that relevant and appropriate information about the neighbourhoods is collated and disseminated and for supporting the Chairs through managing the administration of meetings; the administrative function will be carried out by Officers from Legal and Democratic Services. In addition, at an appropriate stage, Stronger Communities Officers will work with Chairs on ensuring that that community representation on the NATs is appropriate and reflects the area; and
 - The Safer Neighbourhoods Team has main responsibility for delivering the training to ensure that NAT members are fully aware of their roles and responsibilities and, in their primary function, dealing with any actions that arise from the NATs are dealt with appropriately.
- 3.4 The actions carried out have been included in an action plan (Appendix 4). The development of the process is significantly advanced but it is recognised that there are a number of recommendations that still need to be addressed.

4. RESOURCE AND OTHER IMPLICATIONS

4.1 Financial

4.1.1 There are no additional costs associated with this report.

4.2 Staffing

4.2.1 The Admin function is now being carried out by the Council. In addition, Officers within the various teams have had to prioritise their existing work to reflect the increased demands on their capacity by the new arrangements.

4.3 Property

4.3.1 There are no implications associated with this report.

4.4 IT

4.4.1 There is existing IT equipment held by volunteers who have acted as minute takers. It is hoped that this can be utilised for the new arrangements. It is hoped that each NAT will be able to access certain systems, such as PRIME and CRM, "live" during their meetings; the viability of this is currently being assessed.

5 OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)

5.1 No additional implications have been identified.

6. OUTCOMES OF CONSULTATION

6.1 Throughout the process and as part of their existing functions, Officers have worked with and consulted NAT Chairs where appropriate. A number of issues have been raised and addressed in the development of the arrangements made to date.

6.2 This report and action plan will be considered by the Safer and Stronger Communities Scrutiny Panel at its meeting on 3 June 2010. Any comments made by the scrutiny panel will be reported to Cabinet at the meeting.

7. RECOMMENDATIONS

- 7.1 That the action plan be approved and adopted.
- 7.2 That North Lincolnshire Council confirms its continuing commitment to the NATs process.

SERVICE DIRECTOR COMMUNITY PLANNING AND RESOURCES

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Background Papers used in the preparation of this report

Report of the Safer and Stronger Communities Scrutiny Panel into 'Neighbourhood Action Teams in North Lincolnshire'.

APPENDIX 4 SCRUTINY REPORT ACTION PLAN – NEIGHBOURHOOD ACTION TEAMS IN NORTH LINCOLNSHIRE

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
<p>Recommendation 1:</p> <p>That as a matter of urgency, the Safer Neighbourhoods Partnership provide training to all NAT members on the key roles, responsibilities and expectations of a NAT. This training to be provided on an annual basis.</p>	<p>The Safer Neighbourhoods Team has main responsibility for delivering the training to ensure that NAT members are fully aware of their roles and responsibilities and, in their primary function, dealing with any actions that arise from the NATs are dealt with appropriately.</p> <p>Safer Neighbourhoods Officers are rolling out briefing and guidance sessions to NAT Chairs and existing NAT members on their roles and responsibilities and to make sure that there is standardisation and clarity in operation of the NATs.</p> <p>Training packages, including a DVD, are being developed to be given to new NAT members so that they are clear on their roles and responsibilities</p> <p>Stronger Communities Officers have been assigned areas covering a number of NATs and are developing links with their colleagues in Safer Neighbourhoods and, where the training has been delivered, with the Chairs of the NATs they cover.</p>	<p>Safer Neighbourhoods Team</p> <p>Dave Hey</p> <p>Stronger Communities Team</p> <p>Dave Hey</p>	<p>30/06/2010</p> <p>30/09/2010</p> <p>31/05/2010</p> <p>30/06/2010</p>

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
	<p>Initial discussions have been held with the Member Development Officer re the possibility of addressing any training needs identified as part of the development process.</p> <p>Once the training has been delivered and the administration functions established the Stronger Communities Officers will work with their respective Chairs on the membership of their NATs to ensure they reflect their communities</p>	Stronger Communities Team	30/09/2010
<p>Recommendation 2:</p> <p>That the Safer Neighbourhoods Partnership produce a comprehensive constitutional framework (including a summary document) for use by all seventeen Neighbourhood Action Teams to ensure that they all operate to similar terms of reference.</p>	<p>The constitution and operation of the NATs is described in the Safer Neighbourhoods Action Programme (SNAP document); this document has been made available to all 17 NATs. Some parts of the SNAP have been developed and summarised in documents such as the explanation of the SARA process.</p>	Safer Neighbourhoods Team	30/09/2009
<p>Recommendation 3:</p> <p>That the Safer Neighbourhoods Partnership issue all NAT members with a copy of the constitutional framework, as well as no more than a two page briefing paper on the key terms of reference for the NAT.</p>	<p>Using the SNAP we have developed an ideal of how the workflow should happen to increase the relevant and appropriate information, ensure that the administration of the NATs is standardised to ensure a quality of service and allowing Officers to concentrate on their main area of expertise.</p>	Safer Neighbourhoods Team	30/06/2010

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
<p>Recommendation 4:</p> <p>That the Chair of each Neighbourhood Action Team ask their members if they would be willing to voluntarily share their contact details with their NAT colleagues.</p>	<p>Not yet actioned</p>	<p>Stronger Communities Team</p>	<p>30/06/2010</p>
<p>Recommendation 5:</p> <p>That Humberside Police be asked to review the membership of each NAT on an annual basis to ensure that all contact details are up to date and that the membership of the NAT is fit for purpose.</p>	<p>The Stronger Communities Team has main responsibility for ensuring that relevant and appropriate information about the neighbourhoods is collated and disseminated.</p> <p>In addition, at an appropriate stage, Stronger Communities Officers will work with Chairs on ensuring that the NATs are representative.</p> <p>It has been agreed that the Council should appoint the NAT Chairs from Elected Members. No process for this has been set.</p>	<p>Dave Hey</p> <p>Stronger Communities Team</p> <p>Dave Hey</p>	<p>30/06/2010</p> <p>30/09/2010</p> <p>31/07/2010</p>
<p>Recommendation 6:</p> <p>That the Service Director Legal and Democratic write to all Town and Parish Clerks asking them to include a standard item on every meeting agenda titled 'Neighbourhood Action Team – update and actions' in order to keep Town and Parish Councillors informed of the nature of discussions held and actions agreed at NAT's.</p>	<p>Not yet actioned</p>	<p>Mel Holmes</p>	<p>31/07/2010</p>

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
<p>Recommendation 7:</p> <p>That Safer Neighbourhoods and Humberside Police devise a communication strategy with the aim of informing every resident in every ward of the concept, aim and contact points for every NAT, utilising North Lincolnshire Homes and Voluntary Action North Lincolnshire newsletters.</p>	Not yet actioned	Safer Neighbourhoods Team	30/09/2010
<p>Recommendation 8:</p> <p>That North Lincolnshire Council's Community Planning and Resources service be asked to include a feature on NATs in a future edition of <i>direct</i> magazine. Follow up articles to promote the excellent work being undertaken by NAT's should also be considered.</p>	Discussions have begun on the use of Direct magazine as a way of making community members aware of the work of the NATs. The review into Direct magazine will have an impact on the feasibility of this method	Dave Hey	31/07/2010
<p>Recommendation 9:</p> <p>That the Safer Neighbourhoods Partnership and Humberside Police be asked to revise their web sites in order to signpost visitors to information and contact points for their local NAT.</p>	Not Yet Actioned	Stronger Communities Team	30/06/2010

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
<p>Recommendation 10:</p> <p>That North Lincolnshire Council's Community Planning division be asked to engage with all Neighbourhood Watch Groups, Resident Associations and members of the BME communities as well as new communities to encourage them to participate in the NAT process.</p>	<p>A partnership project with the Community Development Foundation, which complements the Connecting Communities project in Barton and Winterton, has just started that will assist us in involving the community in bodies such as the NATs;</p>	<p>Stronger Communities team</p>	<p>30/09/2010</p>
<p>Recommendation 11:</p> <p>That all NAT Chairs be reminded that members of the public are not to be invited to participate in the main meeting. However, they are free to attend the open forum session prior to the NAT meeting, when they are held.</p>	<p>Links have been made within the Council with Local Link and Customer Insight Officers to allow for the development of a quarterly summary of calls for service on a ward by ward basis.</p> <p>Work is ongoing on the development of e-methods that allow community members to raise issues and for the Council to find and assess discussion on North Lincolnshire on social networking sites.</p> <p>As part of the development of the NATs the provision of an open session, as utilised already in some wards, will be discussed with NAT Chairs</p>	<p>Stronger Communities Team</p>	<p>31/07/2010</p>

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
<p>Recommendation 12:</p> <p>That the NAT Organiser be asked to include a standard item on every meeting agenda titled 'Safer Neighbourhoods Area Team – update on referred actions' in order to keep all NAT members informed of the nature of discussions held and actions agreed at SNAT's.</p>	<p>The introduction of the PRIME system as a way of recording all information going to and coming from the NATs is being developed making sure that this fits in with Audit requirements.</p> <p>The agenda already covers referred actions under the NAR Action Report in some wards, with the standardisation of the administration of the NATs the coverage of referred actions will be covered.</p>	<p>Safer Neighbourhoods Team</p> <p>Stronger Communities Team</p>	<p>30/09/2010</p> <p>31/07/2010</p>
<p>Recommendation 13:</p> <p>That the members of the panel fully endorse the decisions made by the Safer Neighbourhoods Strategy Board at its meeting on 24 June 2009 with regard to Neighbourhood Watch Groups, and hope that the actions will be implemented as soon as possible.</p>	<p>The Safer neighbourhoods Team have been in discussion with HANWaG regarding the link between the NATs and Neighbourhood Watch groups and a protocol is in the final stages of being developed.</p>	<p>Safer Neighbourhoods Team</p>	<p>31/07/2010</p>
<p>Recommendation 14:</p> <p>That the Safer Neighbourhoods Partnership undertake a review of the administrative arrangements of all NAT's with the aim of removing the administrator position from Humberside Police officers.</p>	<p>The Legal and Democratic Service, on behalf of the Stronger Communities Team, has main responsibility for supporting the Chairs through managing the administration of meetings.</p>	<p>Stronger Communities Team</p>	<p>01/06/2010</p>

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
	A NAT Secretary has been appointed from the Legal and Democratic Service to arrange all meetings and venues and to ensure that the administration of the NATs is standardised. The Officer will be assisted by an Admin Assistant from the Stronger Communities Team		
<p>Recommendation 15:</p> <p>That Humberside Police and the Safer Neighbourhoods Partnership consider publishing both the Police and NAT ward priorities alongside each other to reflect the main concerns of both parties.</p>	Not yet actioned	Safer Neighbourhoods Team	30/06/2010
<p>Recommendation 16:</p> <p>That the Head of Safer Neighbourhoods open dialogue with Brigg Town Council in order to re-integrate the council back into the NAT process.</p>	Discussions have taken place and Brigg Town Council were represented at the last NAT meeting.	Head of Safer Neighbourhoods	31/05/2010
<p>Recommendation 17:</p> <p>That the Safer Neighbourhoods Officers contact all partner agencies requesting a designated contact and nominated substitute who will be responsible for attending each NAT.</p>	The NAT Secretary, once in post, will contact all partners.	Stronger Communities Team	30/06/2010

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
<p>Recommendation 18:</p> <p>That NAT's be encouraged to meet no later than on a bi-monthly basis.</p>	<p>Some of the NATs, particularly those in the rural areas, do not feel that the NATs need to meet that regularly. The issue of the frequency of the Town NAT is now meeting on a regular basis.</p>	<p>Stronger Communities Team</p>	<p>30/09/2010</p>
<p>Recommendation 19:</p> <p>That all NAT chair's and Safer Neighbourhoods Officers meet once a quarter to discuss any issues relevant to NAT's.</p>	<p>Pre meets between the Safer Neighbourhoods and Stronger Communities Officers are to be arranged so that information can be brought forward for consideration and to allow an invite list appropriate Officers and/or Community Members can be formed</p>	<p>Stronger Communities Team</p>	<p>30/06/2010</p>
<p>Recommendation 20:</p> <p>That the Safer Neighbourhoods Partnership considering canvassing NAT's views on the production of an annual report which evaluates the NAT's performance over the previous year, in order to assess its performance and identify any work which still needs to be done and to celebrate its success.</p>	<p>Not yet actioned</p>	<p>Stronger Communities Team</p>	<p>30/09/2010</p>
<p>Recommendation 21:</p> <p>That once completed, the NAT Chair's be asked to forward the annual report to relevant contacts, including all partners and Town and Parish council's.</p>	<p>Not Yet actioned</p>	<p>Stronger Communities Team</p>	<p>30/09/2010</p>

RECOMMENDATION	ACTION(S) TO BE TAKEN	LEAD RESPONSIBILITY	TARGET DATE
<p>Recommendation 22:</p> <p>That the Safer Neighbourhoods Strategy Board give consideration to Neighbourhood Action Teams assisting the partnership in meeting its targets identified in the Local Area Agreement.</p>	<p>The NATs do assist the partnership in meeting some of its targets identified in the Local Area Agreement and some of the recommendations in this review will highlight to the community how some of the problems in their area have been solved or are being worked on.</p>	<p>Stronger Communities Team</p>	<p>30/09/2010</p>
<p>Recommendation 23:</p> <p>That as part of the CCfA process, the council ensures that NATs are an integral part of the policy for resolving problems at a local level.</p>	<p>The NATs, as part of the Safer Neighbourhoods Partnership are mentioned in the CCfA process</p>	<p>Legal & Democratic Service</p>	<p>31/03/2010</p>
<p>Recommendation 24:</p> <p>That the Safer Neighbourhoods Partnership ensures that all NAT members receive sufficient training on the CCfA prior to them being asked to consider a CCfA request.</p>	<p>Training on specifics such as this will take place once the initial training on the NAT process has been completed.</p>	<p>Safer Neighbourhoods Team</p>	<p>30/09/2010</p>