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**Report of a Scrutiny Panel on the topic:
REVIEW: NEIGHBOURHOOD MANAGEMENT IN HYNDBURN**

**As agreed by the Resources Overview and Scrutiny
Committee at its Extraordinary meeting held on 20th April,
2009**



Panel Membership:

**Councillor D Hayes (Chair)
Councillor M Ayub
Councillor P Gott
Councillor J Liddle
Councillor K Pratt
Councillor J Smith**

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1. EXECUTIVE SUMMARY

- 1.1** A Scrutiny Panel was set up in September, 2008 with the remit to undertake a scrutiny review on Neighbourhood Management in Hyndburn, including the role Area Councils undertook in Neighbourhood Management's development and delivery, to be referred to as the "scrutiny review". Its findings would have been reported to the January 2009 meeting of the Resources Overview and Scrutiny Committee had timescales allowed¹.
- 1.2** The Panel felt that in order to gain a clearer insight of the situation with regard to Neighbourhood Management in Hyndburn, they would also seek media support to promote the on-going work of this scrutiny panel and consult widely with interested parties.
- 1.3** The Panel comprised a membership of six Non-Cabinet Members: Councillors Ayub, Gott, Hayes (appointed Chair), Liddle, Pratt and Smith.
- 1.4** As a starting point, the Scrutiny Panel initially considered published documentation on the development of Neighbourhood Management in the Borough, including a report on a review and future proposals (Autumn 2007) of Neighbourhood Management in Hyndburn and the Neighbourhood Management Annual Report 2007-08.
- 1.5** To publicise this important Scrutiny Panel work, media releases were issued raising awareness of this scrutiny review and articles were submitted to the Accrington Observer and Lancashire Evening Telegraph at the commencement of and during the course of the review. The publicity generated a number of e-mail responses and phone enquiries, and also resulted in the attendance of three residents at one of the Panel's meetings.
- 1.6** Scrutiny Panel Members received a Project Plan in November, 2008 including the terms of reference; objectives; information and timescales for this Scrutiny Panel topic. The timescale for the completion of the scrutiny review was extended to April, 2009² at the November, 2008 meeting of the Resources Overview and Scrutiny Committee to allow for the receipt and consideration of further information and for site visits to be undertaken.
- 1.7** The Scrutiny Review Panel met on nine occasions. This final report outlining the Panel's findings and detailing their recommendations on this Scrutiny topic was then produced.
- 1.8** A summary of the main findings of the Scrutiny Panel based on the evidence/verbal submissions and research information received, is included in Section 3 of this report.
- 1.9** Section 4 of the report explains the key factors emerging from the witness/documentary/ research evidence considered by the Scrutiny Panel during the course of its work.

¹ The Council's Overview and Scrutiny Procedure Rules – Paragraph C17 allows for each Overview and Scrutiny Committee to appoint up to one Scrutiny Panel at any one time and may determine the Panel's terms of reference, size, membership and duration.

² Note: The duration of the Scrutiny Panel was extended to the 20th April, 2009 to allow for the undertaking of further research/evidence gathering.

1.10 Section 5 of the report details some Hyndburn Borough Council developments in relation to Neighbourhood Management / Area Councils that have occurred since the commencement of this Scrutiny review.

1.11 The Panel's final recommendations are set out at Section 6 of the report.

2. INTRODUCTION, TERMS OF REFERENCE AND METHODOLOGY

2.1 Background to the Review

2.1.1 The Resources Overview and Scrutiny Committee, at its meeting held on 23rd July, 2008 agreed to the inclusion of this scrutiny review topic in its 2008/2009 Work Programme.

2.1.2 The need for such a review had arisen following a number of issues and concerns raised about the long term development and sustainability/funding of Neighbourhood Management in the Borough and the effectiveness of Neighbourhood Management's working and reporting arrangements with Area Councils. Following initial discussions, and as part of its Work Programme, it was agreed by the Resources Overview and Scrutiny Committee that to enable this matter to be looked at in greater depth, a Scrutiny Panel would be appointed to undertake a review.

2.1.3 By making recommendations as appropriate, the aims and outcomes of the Panel would be:-

- to assess what benefits Neighbourhood Management brought to residents and what were the challenges;
- to explore how the Neighbourhood Management providers worked with partners (such as Council Departments, the voluntary and private sector);
- to identify the funding available and funding sources;
- to look at the role and reporting arrangements of Neighbourhood Management Boards as Sub-groups of the relevant Area Councils;
- To understand the future proposals for Neighbourhood Management in Hyndburn;
- To look at the long term sustainability of Neighbourhood Management in Hyndburn.

2.2 Terms of Reference

2.2.1 Following the September, 2008 meeting of the Resources Overview and Scrutiny Committee, it was resolved that the Terms of Reference of the Scrutiny Panel would be drawn up by the Chair and Vice-Chair of the Committee and submitted to the first meeting of the Scrutiny Panel for approval. The agreed terms of reference of this Scrutiny Panel were as follows:-

- To review the delivery of Neighbourhood Management in Hyndburn through Area Councils and in partnership with other agencies.
- To identify and compare the services delivered by the different Neighbourhood Management Models.
- To assess how Neighbourhood Management contributes to the Council's priorities in relation to:- making the Borough a safer place to live and improving the appearance of the environment³

2.3 Establishment of Scrutiny Panel

2.3.1 It was decided by the Resources Overview and Scrutiny Committee, as part of its Work Programme for 2008/09, to establish a Panel of six Non-Cabinet Members to carry out this scrutiny review and report back its findings and recommendations to the January, 2009⁴ meeting of the Committee, if possible.

2.4 Meetings of the Scrutiny Panel

2.4.1 The Panel met on nine occasions between November, 2008 and April, 2009.

2.4.2 At the first meeting of the Scrutiny Panel held on 4th November, 2008, as part of its Project Plan, the Chair with other Panel Members agreed their method of working, including the adoption of a "Modus Operandi".

2.4.3 During the course of the review, the Panel received e-mail correspondence from several residents (considered at various Panel meetings). A small amount of publicity was also given to the work of the Scrutiny panel through the local media, including articles published in the local press (Appendix A lists all the witness submissions/evidence considered by the Panel).

2.4.4 The Overview and Scrutiny Officer managed this Scrutiny Review and provided specialist research and investigative support.

2.4.5 The Scrutiny Panel, at its meeting held on 20th April, 2009 assessed all the information received, reached its conclusions and formulated its findings and recommendations. The contents of the final report were agreed by the Scrutiny Panel Members at this final meeting.

³ Note: The Council's Corporate Priorities changed following the commencement of this Scrutiny Panel with the approval of the new Corporate Strategy 2008-13 by Council at its meeting held on 16th September, 2009.

⁴ Note: The duration of the Scrutiny Panel was extended to the 20th April, 2009 to allow for the undertaking of further research/evidence gathering.

2.5 Thanks

2.5.1 The Scrutiny Panel would like to record its thanks to all those persons who took part in the consultation on this scrutiny review topic and in particular, expresses its appreciation and thanks to the undermentioned individuals who contributed their time and expertise during the information gathering stage of the process:-

- Robert Ruston, Neighbourhood Management Co-Ordinator
- Paul Stanners and Clive Hart, Eavesbrook Housing
- Gill Murray, Neighbourhood Services Co-Ordinator, Accent Regeneration
- Mohammed Abid, Regeneration Officer, Scaitcliffe and Springhill Neighbourhood Management
- A. Bruce, M. Bruce and L Chamberlain, Peel Residents Group
- Ann Roberts, Area Council Co-Ordinator for Peel and Barnfield
- Councillors Pam Barton, John Broadley, Nick Collingridge and Graham Jones
- Jackie Mason, Strategy and Policy Director, ELEVATE

3. THE PANEL'S MAIN FINDINGS

3.1 Local Context - Evidence Considered

3.1.1 At the commencement of the scrutiny review, it was agreed that to maximise research and evidence gathering opportunities and to make best use of Councillors time and resource, each Scrutiny Panel Member, would be allocated a specific area of work responsibility.

3.1.2 Councillor Doug Hayes (Chair) was given responsibility for the overall co-ordination of the work of the Panel, whilst Councillor Paul Gott took on the role of lead member regarding the funding of Neighbourhood Management (NM) in Hyndburn and undertook research and liaison work with Elevate East Lancashire and other funding providers. Councillor Jennet Little was lead member responsible for researching and liaising with the work of Eaves Brook Housing Association (Clayton-Le-Moors and Church, Central and Milnshaw NM); whilst Councillor Kath Pratt looked at the work of Accent Regeneration (Peel and Barnfield NM) and Councillor Mohammed Ayub took the lead on Scaitcliffe and Springhill NM. Councillor Joan Smith liaised on the development of the pilot Neighbourhood Management scheme in the non-housing market renewal area of Rishton.

3.1.3 To allow for a consistency of approach to the evidence gathering process, the Panel formulated six key questions which they asked of those NM individuals/organisations interviewed (Not all questions were applicable to the interview with ELEVATE):-

- How do you work together with Area Councils?
- How do you work and engage with the public?
- How do you advertise/promote your existence and Neighbourhood Management role?
- How do you formulate and who provides input into your work plans each year?
- Sustainability – what are your views on the future of Neighbourhood Management?
- Do you have any further plans to develop / expand Neighbourhood Management in your local area / the Hyndburn Borough?

3.1.4 Following this initial Member research, the Panel then undertook a series of further in-depth meetings/evidence gathering interviews with the Neighbourhood Management Service providers in the Borough.

- 3.1.5** The Scrutiny Panel, as part of its research/evidence gathering, also, following prior advertisement, held a “drop-in” session at one Panel meeting. All Councillors who had Neighbourhood Management in their Wards and local residents were invited to attend this drop-in session. The Panel received two written submissions from Councillors who were unable to attend this event and met with two other Councillors and three residents at the “drop-in” session and discussed with them their views on the development, progress and future plans for Neighbourhood Management in Hyndburn.
- 3.1.6** During the course of this scrutiny review, some Members of the Panel also undertook fact finding site visits to the Neighbourhood Management (NM) Offices at the Civic Hall Basement, Arthur Street (Clayton-Le-Moors NM); Hyndburn Road (Church, Central and Milnshaw NM); 62 Nuttall Street, Accrington (Peel and Barnfield NM) and Scaitcliffe Community Centre, Hannah Street (Scaitcliffe and Spring Hill NM). The Members met with the NM staff and viewed the Neighbourhood Management facilities at these premises; discussed matters of mutual interest and concern; and asked and received responses to questions on the development, progress, challenges and future plans of Neighbourhood Management in those areas.
- 3.1.7** Councillor Paul Gott reported back on a meeting held with Jackie Mason, the Strategy and Policy Director of ELEVATE on 5th December, 2008. The feedback received was that the funding ELEVATE had secured had a very narrow focus and only locations within the Housing Market Renewal (HMR) Areas could apply to create a Neighbourhood Management (NM) system. The current round of funding would end in 2011 and there was currently nothing in place to succeed this. He also made reference to the production of a draft Impact Assessment document by ELEVATE East Lancashire which set out a draft Framework for managing the performance of neighbourhood support activity in Pennine Lancashire. The draft ‘Framework’ had emerged from a review process and, in its current form, was specifically designed for the appraisal and Impact Assessment of ELEVATE funded neighbourhood support activity in Pennine Lancashire. He explained that the purpose of the Framework was to evidence impact of activity on ELEVATE strategic objectives, link the activities of neighbourhood support with national government policy on performance support of local services, including the arrangements for Local Area Agreements (LAA) and the emphasis on the ‘devolution agenda’
- 3.1.8** Councillor Joan Smith had interviewed Hyndburn’s Area Council Manager and reported back on the pilot Neighbourhood Management Scheme in Rishton that was being run directly by the Area Council department, rather than in partnership with a Neighbourhood Management Services provider. This meant that there would be no additional members of external staff to support the pilot scheme and the Rishton Area Council co-ordinator would only be able to spend a third of her week working within Rishton. The pilot scheme covered all the local authority ward of Rishton. It was envisaged that the scheme would be resident led, with a Management Board, though there would be no additional resources. It was intended to incorporate the best practice principles of Neighbourhood Management and would be based on the model already established in other areas of the Borough.
- 3.1.9** In Rishton, in terms of working and engaging with the public, initially contact had been made with the public by word of mouth by the Ward Councillors, but it was the intention to actively encourage residents to participate in the running of the scheme. It was hoped that there would be Street Ambassadors and Walkabouts to do street audits. There was a possibility that the Area Council co-ordinator might be based in Rishton for part of the week,

but this would be dependent on her also being able to carry out her current job responsibilities. The Neighbourhood Management Board would formulate work plans in conjunction with the Area Council. The sustainability of the pilot depended on getting residents to become actively involved with Neighbourhood Management in Rishton and also the ability of the Board (and the supporting Area council staff) being able to access funds to enable the scheme to become financially viable. The possibility to set up Local Area Agreements with Service Providers, to provide additional services to Rishton would be explored. It was pointed out that if this scheme in Rishton was successful, it could possibly serve as a model for expanding Neighbourhood Management style service into the other wards of Hyndburn, which currently did not have Neighbourhood Management. These were areas, which were outside the designated Elevate funded areas, and as such, did not benefit from funding from Elevate to provide Neighbourhood Management schemes.

3.1.10 Councillor Kath Pratt had interviewed Gill Murray, Neighbourhood Services Co-Ordinator, Accent Regeneration, on the Neighbourhood Management (NM) Scheme in Peel and Barnfield. The feedback received was that in relation to working with Area Councils, certain areas overlapped, but there were things she felt Neighbourhood Management was able to do more expediently, such as helping people sort out some of their problems by contacting the relevant authority for them (for example, if a waste bin had not been emptied, then Neighbourhood Management would contact the department concerned to sort out the problem). Peel and Barnfield NM engaged with the public through its NM premises situated at 62 Nuttall Street which was staffed and had advertised (part-time) opening hours which was paid for through ELEVATE funding.

3.1.11 Peel and Barnfield NM advertised/promoted their NM role by various methods, including word of mouth; leaflet drops and occasional newspaper adverts for Board meetings announcements or by asking if any residents were interested in joining the Board. The formulation of Work Plans each year was done in liaison with Robert Ruston, the Neighbourhood Management Co-ordinator. In terms of sustainability and funding, and views on the future of Neighbourhood Management, the feedback received highlighted concerns that the Neighbourhood Management Board did not have any funds of its own and did not generate any income.

3.1.12 Councillor Mohammed Ayub had interviewed Mohammed Abid, the Regeneration Officer, Scaitcliffe and Springhill Neighbourhood Management. Mr Abid reported that they worked closely with Area Councils through the Area Council Co-Ordinator and with the local Ward Councillors. They worked and engaged with the public through a variety of methods, including Area Council meetings, drop-in appointment surgeries, residents association meetings, events in community venues, drop-ins at the Community Centre, leaflets, website and promotional materials and by supporting small non-profit making groups and residents associations.

3.1.13 Scaitcliffe and Springhill NM was funded by the Fairshare lottery funding until March, 2011 and they had to adhere to the Fairshare funders agreed outputs and outcomes, along with those of the Scaitcliffe Community Centre; and from residents/groups through their representation on the Neighbourhood Management Board. Input from all the above fed into the Workplan that was formulated with support from Robert Ruston, Neighbourhood Management Co-ordinator. In relation to sustainability and future plans, as funding was only guaranteed until March, 2011, Scaitcliffe and Springhill NM expressed the view that they would like to see Hyndburn Borough Council eventually mainstream the Neighbourhood Management service for the benefits of residents who live in the Borough.

- 3.1.14** Councillor Jennet Liddle met with Eaves Brook Neighbourhood Management staff and discussed the work they were delivering in the Clayton-le-Moors and the Church, Central and Milnshaw Neighbourhood Management areas.
- 3.1.15** In Clayton-le-Moors, there were 3 full-time Neighbourhood Management Staff. Initially Neighbourhood Management had struggled to get established in Clayton-le-Moors when first introduced, however more recently it was felt to have progressed well. The viewpoint was that as Neighbourhood Management has become established, its major strength was that it was not seen to be “the Council”, and that staff were considered and treated as “local people”, accessible and able to tackle issues of community concern promptly. It was also felt that because of this accessibility of Neighbourhood Management to the community, it could be one of the reasons for impacting on the recent decline in attendances at Area Council meeting in Clayton-le-Moors.
- 3.1.16** In engaging with the public, Street Ambassadors were very active in the community and an example of one of their roles was given in assisting the local fire brigade by distributing leaflets/newsletter on their behalf to local residents. The Street Ambassadors were also a good source of information gathering on issues of local concern. Other pro-active work undertaken by Neighbourhood Management included the formation and support of activities for young people in the area, including a football group and a rock group.
- 3.1.17** In terms of advertising and promoting the Neighbourhood Management role, Eaves Brook was very pro-active and got out and about amongst the public. Examples given included the “Lark in the Park” event, the use of promotional stickers/letters, attendance at Youth Forums/Groups and attending functions and community events.
- 3.1.18** Robert Ruston, the Neighbourhood Management Co-ordinator allocated and “signed-off” workplans for Neighbourhood Management. The general feeling was that all projects were sustainable, providing there was community ownership of these projects. However, it was felt that every Neighbourhood Management Area needed a committed full-time manager to deliver the best results.
- 3.1.19** With regard to possible future expansion of Neighbourhood Management, reference was made to more recent developments, including the co-location of local police in the Neighbourhood Management premises in the basement of the Civic Centre at Clayton-Le-Moors. Smoking cessation classes were also being held in the building.
- 3.1.20** Following on from the individual Member interviews, and to enable further in-depth research, presentations were requested and delivered to the Panel by the Neighbourhood Management Service providers by Eaves Brook (8th January, 2009); Scaitcliffe and Springhill Neighbourhood Management (3rd March, 2009) and Peel and Barnfield Neighbourhood Management / Accent Regeneration (10th March, 2009). All these meetings were found to be extremely useful and worthwhile, embraced discussions on matters raised, and provided a crucial insight into the development of Neighbourhood Management in the Borough.

4. FACTORS EMERGING FROM THE WITNESS/DOCUMENTARY EVIDENCE CONSIDERED BY THE SCRUTINY PANEL

- 4.1 A number of factors emerged from the Panel's deliberations. These are discussed below. The Panel's recommendations are summarised in section 5 of the report.**
- 4.1.1** The Panel, as a part of its research, considered background information on the development of Neighbourhood Management in Hyndburn and early in the process met with Robert Ruston, the Council's Neighbourhood Management Co-ordinator to discuss the development and operation of Neighbourhood Management in the Borough. He provided the Panel with an information document outlining the history; purpose and aims; structure; and funding of Neighbourhood Management in Hyndburn.
- 4.1.2** Established Neighbourhood Management Service Providers in the Borough were seen to be a useful and valued resource by residents in those wards / parts of wards where it was being delivered.
- 4.1.3** The future funding and sustainability of Neighbourhood Management in the Borough were found to be the matters of most concern.
- 4.1.4** The current Area Councils structure was seen to be in need of urgent review and restructure in order to best meet the challenges and future plans for the development and expansion of Neighbourhood Management style service delivery in the Borough. The Panel also felt it would be beneficial if the Area Co-ordinators were predominantly externally based in their designated area(s) in the communities they served (i.e. away from the Council Offices at Scaitcliffe House), with a view to making them more visible, accessible and approachable to the residents of those areas.
- 4.1.5** The Panel reviewed the contents of a Neighbourhood Toolkit used by Eaves Brook Housing. The toolkit, which had been brought to the Panel's attention by Eaves Brook, had been designed to assist Eaves Brook Neighbourhood Regeneration Officers from a practical point of view as a "how to do it" guide for working in Neighbourhoods, including an understanding on what Neighbourhood Management was trying to achieve in Neighbourhoods; the most effective ways to work in Neighbourhoods; and specific things that could be done to address Neighbourhood issues. The toolkit also contained an "interventions" section, which specified over 100 different things that could be done by Neighbourhood Regeneration Officers to address a range of Neighbourhood problems / achieve a range of different neighbourhood outputs and objectives. It was noted that this toolkit was an evolving document and would change as and when it was found out what worked and what didn't and would also be used to identify new interventions or ways of working.
- 4.1.6** The Panel feel it would be a helpful if the Area Councils became more pro-active in assisting community groups and for more staff time to be dedicated to and based in the areas they serve.

- 4.1.7** A key role of Neighbourhood Management, based on activities either commenced or planned must include supporting on-going improvements in delivery of services by all service providers, and ensure that the specific needs of the Neighbourhood Management areas are taken into consideration.

5. FURTHER DEVELOPMENTS SINCE THE COMMENCEMENT OF THE SCRUTINY REVIEW

- 5.1** The Scrutiny Panel was set up in September, 2008 by the Resources Overview and Scrutiny Committee with the remit to undertake a scrutiny review on Neighbourhood Management in Hyndburn, including the role Area Councils undertook in the development of Neighbourhood Management in the Borough.
- 5.2** At the Cabinet meeting held on 4th March, 2009 (which was adjourned and reconvened on 5th March, 2009), the Leader of the Council submitted a report outlining a review of Area Councils: the Future of Area Management. The report stated that he had initiated a review of the Area Councils function, in the context of the development of neighbourhood management in parts of the Borough. The intention was to remove duplication in those areas with neighbourhood management areas and to redistribute the revenue budgets and Officer support currently provided for Area Councils in those areas, taking into consideration the funding which was provided for Neighbourhood Management. It was explained that the review would also look at:-
- The re-branding of Neighbourhood Management and Area Councils to an Area Management Service, with Area Management Councils being delivered by the Council and Area Management Boards being delivered via contract by the Neighbourhood Management providers. Both would hold three public meetings each year.
 - The redistribution of Area Council revenue budgets and staff time to areas without external neighbourhood management funding and for those areas to move towards delivering more of a neighbourhood management-style service. This would include more staff time in the area via walkabouts, street audits and drop-in surgeries.
 - The Council providing each of the Area Management Boards with a dedicated capital budget to be spent as the Boards decide within their area.
- 5.3** Cabinet resolved to note the remit of the Area Council Borough-Wide review and for authority to be delegated to the Executive Director (Legal & Democratic Services), in consultation with the Leader of the Council, to agree contractual terms with the Neighbourhood Management Service providers to implement the outcome and recommendations of the review.
- 5.4** The Panel noted, with interest, this further development of Hyndburn's political leadership in undertaking this review of Area Councils / the future of Area Management since the start of the scrutiny review. The Panel recommends that following the announcement of the Leader of the Council and Cabinet's approval this review of Area Councils: the future of Area Management, that the Resources Overview and Scrutiny Committee, as part of its policy development/review role should be consulted and involved in scrutinising the outcomes and recommendations of the review prior to the implementation of any proposals.

6. THE SCRUTINY PANEL'S CONCLUSIONS

6.1 In conclusion, and based on evidence submitted to and research undertaken by the Panel, Cabinet's attention is drawn to the following findings:-

6.1.1 FINDING 1

The main challenges identified for the future of Neighbourhood Management in Hyndburn are sustainability and funding.

6.1.2 FINDING 2

Neighbourhood Management Intervention Toolkit – The Panel recognised the importance and usefulness of an Interventions Toolkit such as used by Eaves Brook. The Panel feel that as an example of best practice, the proposed Area Management Councils should work closely with the other Neighbourhood Management Service providers in the Borough with a view towards developing a similar interventions toolkit for use in their designated areas.

6.1.3 FINDING 3

The current external Neighbourhood Management Service Providers (Accent Regeneration, Eaves Brook and Scaitcliffe Community Centre), were seen to be delivering an effective Neighbourhood Management service, and seen as more responsive to the needs of the community on a day to day basis than the Area Council structure. The Panel acknowledge that the service that can be delivered is dependent on the staff resources available.

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7. THE SCRUTINY PANEL'S RECOMMENDATIONS

RECOMMENDATION 1:

That Cabinet is informed of, and asked to support, a greater need for marketing the important role and remit of Neighbourhood Management in the Borough, including the production and circulation of six monthly newsletters on progress/future plans of Neighbourhood Management in each of the proposed Area Management Council areas. Consideration would need to be given to funding.

RECOMMENDATION 2:

That Cabinet is informed that feedback received by the Panel throughout the course of this scrutiny review has identified the urgent need for the current Area Councils set-up to be reviewed. (Taken up by the Cabinet proposals of 4th March, 2009 (see paragraph 5.2 of this report))

RECOMMENDATION 3:

That Cabinet is informed that extensive advertising/marketing of the new Area Management Councils/Boards (subject to their approval by Council) be undertaken at the earliest opportunity, with particular emphasis given to advertising/marketing those areas that were currently not covered by Neighbourhood Management Service providers. Consideration would need to be given to funding.

RECOMMENDATION 4:

That Cabinet is informed that the Panel suggests that the Area Councils Co-ordinators should in future, be, wherever possible, predominantly based in the designated area(s) of the communities they serve, rather than the Council Offices at Scaitcliffe House. It is felt this would make the Co-ordinators more visible, approachable and accessible to the Communities they serve, and would complement the good work already undertaken by the existing external Neighbourhood Management Service Providers in this regard.

RECOMMENDATION 5:

That Cabinet is asked to give consideration to making further use of the Modern Apprenticeship Scheme, subject to the availability of Working Neighbourhood Funding or other sources of funding, by providing opportunities for three new apprentices to be taken on (each apprentice to work with an Area Co-ordinator).

RECOMMENDATION 6:

That following the recent announcements made by the Leader of the Council proposing a restructure of the Area Councils, it is recommended that the Resources Overview and Scrutiny Committee, as part of its policy development/review role, be fully involved and consulted on the development of this new structure, and prior to any report being submitted to Council.

RECOMMENDATION 7:

That the Neighbourhood Management Co-ordinator be requested to compile a report for Council on what is working well in Neighbourhood Management and how it could/should be used in the future as best practice by Hyndburn Borough Council

RECOMMENDATION 8:

The Scrutiny Panel requests that Cabinet provides a report back to the Resources Overview and Scrutiny Committee upon progress made in achieving the above recommendations within five months from the date this report is considered by the Cabinet (i.e. by the end of September, 2009).

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APPENDIX 'A': List of Evidence Considered by the Panel

Written/Research evidence:

1. Background information:- response received from the Councillors with Wards in Neighbourhood Management areas and the Public / Residents Groups – Scrutiny Panel drop-in session held on Thursday 19th February, 2009.
2. E-mail correspondence from six residents of the Borough in response to articles published on the work of the Scrutiny Panel in the Accrington Observer, Lancashire Evening Telegraph and Blackburn Citizen.
3. Research evidence – Panel Member interviews with Neighbourhood Management Service providers, public/member feedback, drop-in session.
4. Website information – Hyndburn Borough Council – Neighbourhood Management.
5. Written submissions – Councillors Pam Barton and Nick Collingridge

Verbal evidence:

The Panel considered verbal evidence from the following witness:-

1. Paul Stanners and Clive Hart, Harvest Housing Group.
2. Steve Watson, Area Council Manager, Hyndburn Borough Council.
3. Robert Ruston, Neighbourhood Management Co-ordinator, Hyndburn Borough Council
4. Ann Roberts, Area Council Co-ordinator and Gill Murray, Neighbourhood Management Officer, (Accent Regeneration), Peel and Barnfield Neighbourhood Management
5. Mohammed Abid, Regeneration Officer, Scaitcliffe and Spring Hill Neighbourhood Management
6. Jackie Mason, the Strategy and Policy Director of Elevate East Lancashire
7. A. Bruce, M. Bruce and L Chamberlain, Peel Residents Group
8. Councillors John Broadley and Graham Jones