

Locality Working

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1. Introduction

- 1.1 In the Autumn last year all Area Committees were consulted on proposals for 'Locality working', which aims to improve public engagement and improve the way service providers work together. A meeting of the full Council on 1st February 2010 decided to introduce Locality working from June 2010. The paper explains the transition to Locality Working and provides answers to possible questions that members of the Committee might have.
- 1.2 As a result of the decision, this is the last Area Committee cycle arranged.

2. The Locality Working Model Agreed by Council on 1st February 2010

- 2.1 Locality Working involves changes to the way the City Council and its partners engage with the public and delivers services. The 'Locality working model' aims to improve the way we work with other service providers (such as Health and Police), to respond to issues identified by communities, and to deliver solutions in liaison with councillors.
- 2.2 The Local Strategic Partnership (LSP) has identified six 'Localities' within Plymouth, so that services can organise around consistent boundaries. Each Locality consists of a number of Plymouth's 43 Neighbourhoods which are based on well-established natural boundaries, recognised by local people. A map of Plymouth Localities and Neighbourhoods is set out below.
- 2.3 Locality Service Co-ordination Teams are being set up, involving practitioners from the following key services: Community Safety, Children and Young People, Health and Adult Social Care and Street Services. Each of the six Localities will have its own Team led by a senior Locality Team Manager. The Team will be dedicated to responding to priorities which need joint agency working to resolve.
- 2.4 Each Locality Service Co-ordination Team's agenda will be set by ward councillors, working with Police and Health Sector partners. They will be responsible for identifying priorities and agreeing solutions with the Team Manager. To help identify priorities, councillors will be invited to attend Neighbourhood Partners & Communities Together (PACT) meetings and be guided by a range of other community views and issues expressed within the Neighbourhood.
- 2.5 The existing Area Committee system will be replaced by Neighbourhood level community engagement.



Map of Plymouth Localities and Neighbourhoods

3. Questions and Answers

How will residents be able to make their views known about service provision?

- 3.1 There will be a number of opportunities available within each Neighbourhood, tailored according to local circumstances. In the short term these include the following:
- ‘Partners and Communities Together’ (PACT) public meetings and events (see 3.4 below)
 - Commenting on-line, using the Council’s website plymouth.gov.uk select ‘comment’ then ‘Have Your Say’
 - Contacting Councillors via the Council’s Contact Centre telephone 01752 668000 or using the Council’s website plymouth.gov.uk select ‘Council and democracy’ then ‘Councillors and Committees’ then ‘Councillors’.
- 3.2 Members of the public who have attended Area Committee meetings will be able to get involved in their PACT events close to where they live.

Which Neighbourhoods are covered by this Area Committee and its Wards?

<i>Area Committee</i>	<i>Neighbourhood covered by Area Committee</i>
Eggbuckland & Moorview	Crownhill Derriford Eggbuckland Estover Glenholt Leigham & Mainstone Manadon

<i>Ward</i>	<i>Councillor</i>	<i>Neighbourhood covered by Ward</i>
Eggbuckland	Lynda Bowyer Ian Bowyer Peter Brookshaw	Crownhill Eggbuckland Manadon
Moor View	Susan Dann Edward Delbridge Michael Foster	Derriford Estover Glenholt Leigham & Mainstone

Which Neighbourhood do I live in?

- 3.3 You can check this using the 'Plymouth Informed' web-site: <http://www.plymouth-informed.org.uk>: enter the site, select 'Search', enter your post code, select 'Get map', select 'Boundaries', select 'Neighbourhoods', then direct pointer to map and the Neighbourhood name will be identified. Alternatively, you can email plyminfd@plymouth.gov.uk advising your post code in your query, or call the Council's Contact Centre telephone 01752 668000.

When are the next PACT meetings in our Neighbourhoods?

- 3.4 PACT events are currently arranged by the Neighbourhood Policing Team. They include public meetings, panels, surgeries and street surveys, dependent on what works best for involving local people in a particular area. This mix of engagement opportunity will continue, but with more support from the City Council.
- 3.5 Details of forthcoming PACT meetings and events are advertised in the local area by Devon and Cornwall Police and can be found on the Neighbourhood Policing website: <http://neighbourhoodpolicing.devon-cornwall.police.uk/Pages/FindMyNeighbourhood.aspx>, search by Neighbourhood or post code. Alternatively, contact Devon and Cornwall Constabulary (Non-emergency calls – 24 hours – 08452 777444), supplying your Neighbourhood name or post code.
- 3.6 An update on PACT meetings to be held in the area will be reported at the Committee meeting.

How were Neighbourhoods agreed?

- 3.7 Neighbourhoods were defined back in 2001 following public consultation and councillor involvement. In particular they were to be the basis for data gathering and neighbourhood renewal initiatives. They were defined primarily on the basis of 'best fit' for neighbourhood identity purposes, reflecting both physical and community boundaries, rather than political (ward) boundaries, which in some cases did not reflect community identity.
- 3.8 Since that time data has been collected and assigned on a Neighbourhood basis, and Neighbourhoods have formed the 'building blocks' for the City, used by City Council departments, Police and Health, for a range of data and information purposes, and for more easily identifying, for example, pockets of deprivation.

How were Localities agreed?

- 3.9 Neighbourhoods are too small for most administrative and service delivery purposes. With the drive to achieve better service co-ordination across public sector, whilst at the same time relating to reasonably local areas, Localities offer a way forward. The lead came from partners within the Local Strategic Partnership (LSP), which represents public, private and Third sector organisations across the city. An assessment was carried out by Plymouth Analysts' Network to develop a proposal that took into account existing working arrangements and socio-economic factors.
- 3.10 Following this assessment, Locality boundaries were agreed by the Local Strategic Partnership Executive at their meeting on 20th August 2008, and this was endorsed by a meeting of the LSP Board on 19th September 2008.
- 3.11 A number of services have already adopted Localities as the basis for their organisational and data collection needs. Examples include Children and Young People's services, Health visitors, and Town Planning. Adult Social Care and related NHS services and Police and Community Safety are also moving that way.

Have people been consulted on the proposals?

- 3.12 The proposals have been developed following public consultation between July-October last year. Although the LSP had taken a decision on Localities, no decision had yet been taken on how this might affect Plymouth City Council and other service providers. Any decision needed to go through the full democratic processes. This is reflected in the decision eventually taken by Full Council on 1st February 2010. In addition Locality working was subject to consideration through the Overview and Scrutiny process.

What did people say?

- 3.13 The response can be summarised as follows:

- Support for the concept of a Service Coordination Team in each Locality, with representation from key services as a way of improving joining up of service delivery
- Support for the appointment of a Locality lead for each Service Coordination Team; these people to be drawn from a variety of LSP partners' senior staff
- Area Committees are generally not operating well as a means of community engagement, but that original proposals to establish new Partnerships based on Locality boundaries would not be any more effective, because Localities are too big and too diverse as an effective unit for engagement
- Community engagement is only likely to be effective at Neighbourhood level, therefore strong support for improving community engagement at this level, and a recognition that this need not be through very formal processes
- A view that meetings alone are not an effective way of engaging some people, particularly young and 'seldom heard' people
- Improved mechanisms are needed to support councillors as advocates of their communities and to get local issues resolved.

When will Locality working be introduced?

3.14 Locality working is due to be launched in June 2010. The March 2010 Area Committees are the last ones arranged.

4. Conclusion

- 4.1 The proposed model of Locality Working has potentially significant benefits for Plymouth, in respect of improved service delivery and effective use of resources. Inevitably the detail will evolve according to local circumstances, priorities and needs. Generally, however, the proposals take on board consultation feedback and they align very closely with the Overview & Scrutiny Management Board's recommendations. Proposals can be implemented without additional impact on the Council's budget and will help address its Corporate Improvement Priorities.
- 4.2 Any undertaking of this kind will not operate perfectly from the start, and implementation will be kept under review, with a formal review undertaken after 12 months of implementation.

Director for Community Services