

## Transforming Neighbourhood Services

### Presentation to Neighbourhood Services and Community Involvement Scrutiny Commission

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## Purpose and Scope

- To provide the Neighbourhood Services and Community Involvement Scrutiny Commission with:
  - An overview of the Transforming Neighbourhood Services (TNS) Programme
  - A description of progress to date and planned next steps

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## BACKGROUND INFORMATION



## Background - Scope

- Scope includes four service areas:
  - Libraries
  - Community Services
  - Adult Skills and Learning
  - Neighbourhood based customer service points
- Other services are recognised to play a major role in neighbourhood services and these are engaged with the project but not in the core scope, for example:
  - Housing Services
  - Children's Centres and Sure Starts
  - Youth Services (Youth Centres)
  - Sports Services
  - Adult Social Care



## Background - Rationale

- The Council is facing unprecedented financial pressures as a result of reductions in national government funding. In order to meet these challenge we want to work with communities to plan how services will be delivered in neighbourhoods in future, building on experience in pilot projects with Aylestone, BRITE and St Matthews Community Centre.
- It is expected that the services involved in the scope of the project will be required to reduce costs by the region of 30% to help contribute to the Council's overall budget position. Achieving this requires a fundamental review.



## A vision for neighbourhood working

Developing our neighbourhoods and communities is a key priority theme of the City Mayor's delivery plan. In which it states that by March 2015 the council will have 'developed customer focussed neighbourhood facilities which provide integrated services to people in their community'.

In order to contribute towards the achievement of this theme, the council's ambition for neighbourhood services is as follows

- **Customer Led Approach** - Services will be designed on the basis of effective engagement with our communities
- **Customer Focused Delivery** - Services will be integrated and delivered through buildings that are designed and located around the needs of people living in Leicester
- **Working in Partnership** - We will work with partners to enable the co-location of public services delivered in our neighbourhoods and communities
- **Spending money responsibly** - the overall estate will be of an appropriate size across the City and consist of good quality buildings that represent a good use of resources.
- **Regenerating communities** - we will maximise opportunities to use land and buildings to improve the physical environment in neighbourhoods and create opportunities to support communities



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## APPROACH TO TRANSFORMATION



## Approach to Transformation

- Overall two main areas of focus of the programme:
  - Asset based review
    - City split into 6 geographical areas, based upon clusters of wards, which will be reviewed sequentially
  - Staffing review

Note: Clusters of wards used are prior to any changes made by the Boundary Commission Review

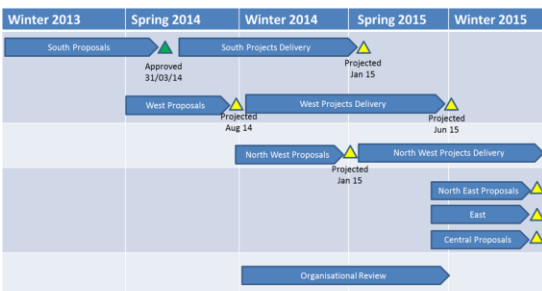


## Asset Based Review - Areas

- **South Area**
  - Freemen, Eyres Monsell, Aylestone and Knighton wards
- **West Area**
  - Braunstone and Rowley Fields, Westcotes, Western Park and Fosse wards
- **North West Area**
  - Abbey, Beaumont Leys and New Parks wards
- **North East Area**
  - Chamwood, Belgrave, Latimer, Rushey Mead and Humberstone and Hamilton wards
- **East Area**
  - Coleman, Spinney Hills, Thurncourt, Evington and Stoneygate wards
- **Central Area**
  - Castle ward



## Asset Based Review - Timeline



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## Asset Based Review – Proposal Development and Engagement

- In order to develop proposals for transformation in each area a two stage engagement process is being used:
  - An initial round of engagement with stakeholders both internal and external, service users and members of the public to develop draft proposals for the area
  - This includes:
    - Paper based and online questionnaire
    - Focus Group meetings based on local areas and age groups
  - Draft proposals are then evaluated and collated
  - These are then refined through a further engagement period prior to decision being taken

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## PROGRESS TO DATE



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## Progress to Date – Early Work

- Fact finding from other authorities
  - Visits to Wolverhampton and Manchester councils
  - Research completed taking a nationwide view of approaches to neighbourhood services
- Analysis of current position
- Consultation and engagement with internal and external stakeholders
- Asset mapping and planning work
- A number of reports have been presented to the Neighbourhood Services and Community Involvement Scrutiny commission on TNS, these are all available on the Council's website: <http://www.cabinet.leicester.gov.uk/mgCommitteeDetails.aspx?ID=666>



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## Progress to Date – South Area

Executive decision made on 31 March 2014 for the South Area:

- Install Self-Service Library facility at Eyres Monsell Community Centre
- Invest in Southfields Library to enable multi-service provision and transfer of services and groups into the building
- Linwood Centre to be converted into use as workshop space, extending on existing capacity and potentially creating jobs in the area
- Southfields Drive Community Centre to be demolished to enable housing development
- Transfer of Aylestone Library from existing building into Aylestone Leisure Centre, old Library offered for Community Asset Transfer
- Gilmorton Community Rooms to be monitored while encouraging more usage



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## Progress to Date – South Area

- Southfields Library project is on track and due to submit listed building consent for improvement works
- Eyres Monsell self-service library project is on track, working with the community and stakeholders to agree how this will operate
- Old Aylestone Library building offered for Community Asset transfer in the first instance
- Detailed discussion with community groups over the move to Southfields library plus work to start the conversion of Linwood to more business/ workspace.



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## Progress to Date – West Area

- Initial engagement stage completed ran from 31<sup>st</sup> March to 16<sup>th</sup> May
- Draft proposals compiled for consideration by the City Mayor and Executive
- Following this, second stage of engagement process to be undertaken (July – August)
- Final proposals to be presented to City Mayor and Executive for decision in late August



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## PLANNED NEXT STEPS



## Next Steps

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- West Area - following community engagement, decision and implementation
- Staffing review to bring together services at the front line
- Moving on to reviews in the remaining 4 areas of the city ie start first stage of engagement process with stakeholders, service users and members of the community to develop proposals

