All Area Committees 9-12 March 2020

# THE NEIGHBOURHOOD SERVICE

Report of the Corporate Director for Place Management & Regeneration

## 1. BACKGROUND

1.1 In January 2019 Area Committee were informed of the creation of the Neighbourhoods Team (appendix A). This report provides an update and outlines the duties of the officers within the team.

## 2. NEW STRUCTURE

2.1 Further to the management posts being filled much of the remainder of the neighbourhood team have now been reorganised.

The team structure is at appendix B. Those roles in grey shading have not been subject to review. It should be noted that these grey boxes are services which are delivered borough-wide. They cover play provision, arboriculture, nature development and waste.

Those officers who have been subject to review and are now new posts are as follows:

2.2 Senior Neighbourhood Officers

The Senior Neighbourhood Officers work to geographical zones based upon area committee boundaries.

The Senior Neighbourhood Officers supervise a team of officers and cover a wide range of services that are delivered within the neighbourhoods.

In addition to managing a geographical area, each Senior Neighbourhood Officer will assist their line manager in delivering a specialist role.

The three specialist portfolios for the Neighbourhood Managers are:

- Waste & Contract Management
- Land Management & Community Engagement
- Neighbourhood Nuisance & Environmental Enforcement

2.3 Neighbourhood Case Officers

The Neighbourhood Case Officers deal with enquiries that may require some formal legal action. This includes environmental crime including fly tipping investigations , noise and other 'statutory nuisance' cases, unauthorised incursions and place based anti-social behaviour (as opposed to domestic related ASB which will now dealt with by Stockport Homes). They will help lead environmental campaigns to help change behaviours.

2.4 Neighbourhood Project Officers

The Neighbourhood Project Officers deal with enquiries such as abandoned cars, management and maintenance issues in greenspaces, issues with people mis-using the refuse and recycling facilities and also working with Community Payback

They will also be the people most involved in developing and maintaining links to the community including facilitating community activities.

The Neighbourhood Officers do not provide services in relation to reactive highway maintenance, street lighting defects, road gullies, damage to grass verges. These are issues that should be raised with colleagues in Highways and Transportation through, wherever possible the appropriate on-line forms.

## 3. How to Report Enquiries

3.1 Initial enquiries should be reported online. This will help ensure that area automatically passed to the most appropriate officer, there will an audit trail for each enquiry and allows for details of enquires to be easily shared among the team. This is particularly helpful should a member of staff be away from work.

3.2 It is recognised that there are times when it is helpful to have a direct link to an officer. Should the need arise councillors are advised to contact their appropriate Area Manager in the first instance followed by the appropriate Senior Neighbourhood Officer.

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|---|---|
| **EAST AREA**<br><br>Marple, Werneth and Stepping Hill | Manager<br>charlotte.nicholls@stockport.gov.uk<br><br>Senior Officer<br>adam.cunningham@stockport.gov.uk |
| **CENTRAL AREA** | Manager<br>adam.forbes@stockport.gov.uk<br><br>Senior Officer<br>richard.daniels@stockport.gov.uk |
| **WEST AREA**<br><br>Bramhall and Cheadle South, Cheadle, Heaton's and Reddish | Manager<br>peter.cooke@stockport.gov.uk<br><br>Senior Officer<br>jane.bardsley@stockport.gov.uk |

## 4. New Ways of Working

4.1 The Neighbourhood Managers and Senior Neighbourhood Officers will adopt the model of ward level prioritisation discussions with Councillors as required to facilitate local identification of issues, prioritisation and targeting of resources.

4.2 It is against the local plans that neighbourhood managers will report, on an at least quarterly basis.

## 5. RECOMMENDATION

5.1 The Area Committee is recommended to note the report.

BACKGROUND PAPERS
There are none

Anyone wishing to inspect the above background papers or requiring further information should contact Ian Walmsley on Tel: 0161 474 4382 or by email on ian.walmsley@stockport.gov.uk

**Appendix A**

**All Area Committees** **28-31 January 2019**

## RESTRUCTURE OF PUBLIC PROTECTION AND PUBLIC REALM

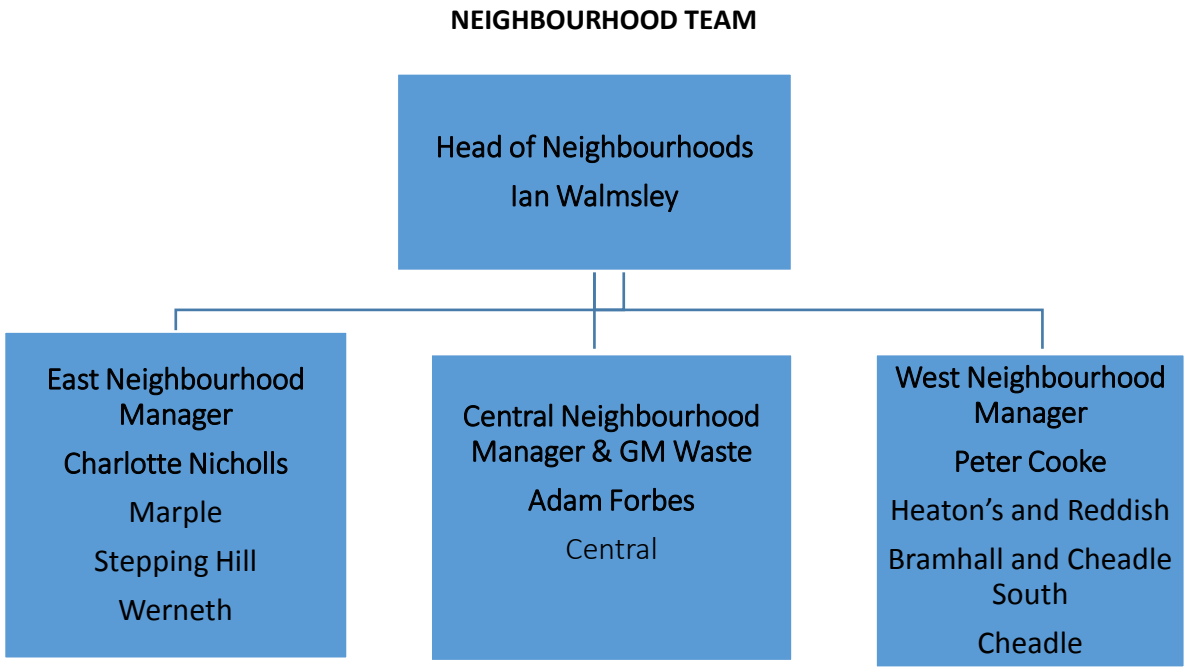
## 1. BACKGROUND

1.1 Place Management have implemented a new structure to bring together the Public Realm, Environmental Enforcement, Greenspace and Waste Management teams into a Neighbourhood Team.

1.2 The new Neighbourhood team enables a single team focus and responsibility for the quality of the environment at a local level. They will deliver proactive and targeted interventions, promoting greater resident and community environmental volunteering and tackling problem areas where there is significant littering or fly tipping.

## 2. NEW STRUCTURE

2.1 The management roles have been filled; Ian Walmsley is Head of Neighbourhoods, Adam Forbes, Charlotte Nicholls and Peter Cooke are the Neighbourhood Managers.



2.2 There are interim arrangements in place to minimal impact on service delivery. Officers from the teams within scope of this review will continue to provide their current service, reporting to Adam, Charlotte and Peter, as part of a single team.

2.3 The interim arrangements will ensure that members continue to use existing contacts although they will be part of a single team with a new manager.

2.4 The next stage of the process will be to determine the permanent working arrangements. This will consider how we best combine the skillsets of different officers and will take place over the next few months.

2.5 The new Neighbourhood Team Managers will be attending Area Committee's in January to introduce themselves and outline how we hope to work closely with members to address those concerns that are of greatest concern to local residents.

## 3. RECOMMENDATION

3.1 The Area Committee is recommended to note the report.

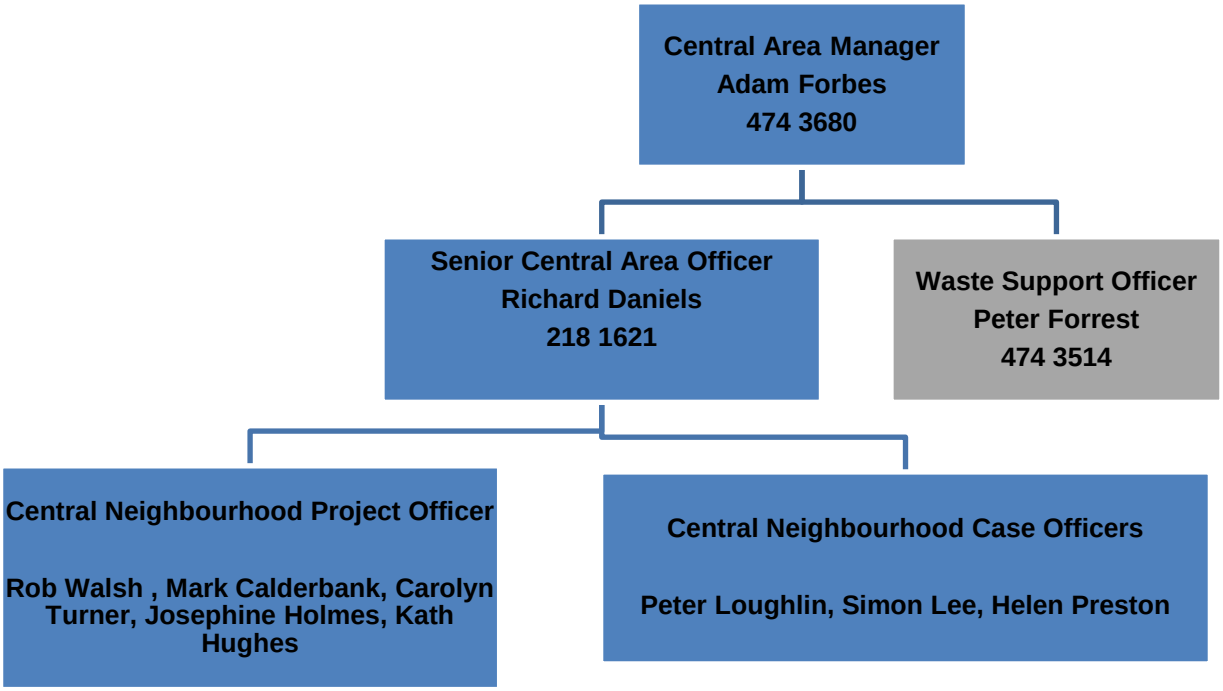
BACKGROUND PAPERS
There are none

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## APPENDIX B

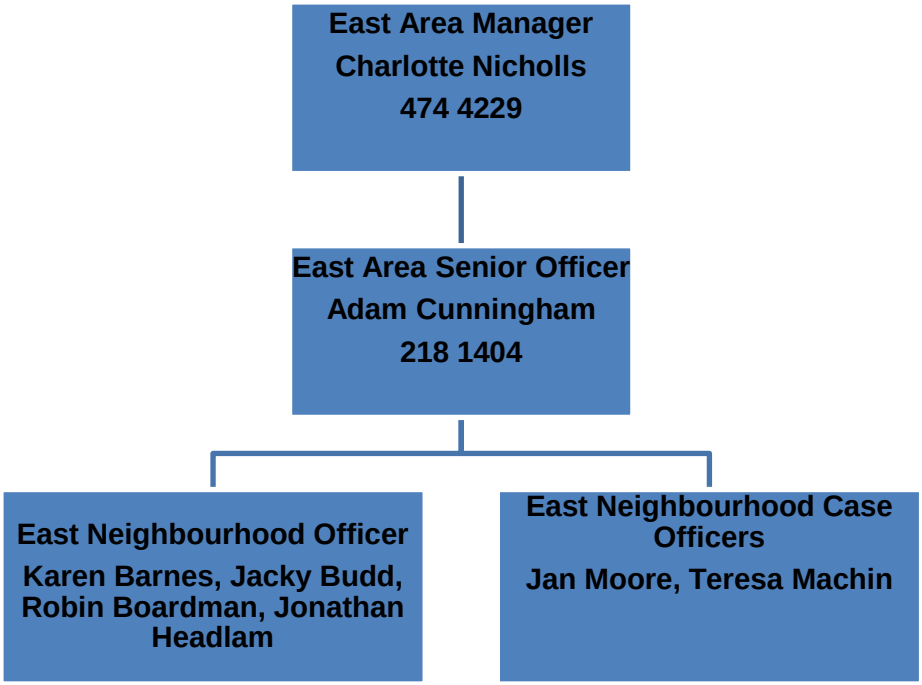
**CENTRAL AREA**

Manager - Leads on Waste, Environmental quality assessment and Totally Local Contract lead



**EAST AREA**

Manager - Leads on enforcement matters, EHO lead for Neighbourhoods



**WEST AREA**

Manager – Volunteer engagement and greenspace land management at a strategic level, Football lettings / renovations, Bowls lettings and renovations, Allotments lettings, arb and play.

