

THRIVING NEIGHBOURHOODS SERVICES REDESIGN

Report of the Director of Place

1. INTRODUCTION AND PURPOSE OF REPORT

- 1.1 To update members on a reorganisation of the Thriving Neighbourhoods teams.
- 1.2 Members will be aware that the Thriving Neighbourhoods team provide a range of services that ensure that our neighbourhoods are safe, clean and green. The team deliver neighbourhood management and public protection services as well as overseeing waste, street cleansing and grounds maintenance activity.
- 1.3 The Neighbourhoods service areas were established in 2018 to allow for the officers within Neighbourhoods to align to geographical footprints under a manager covering either central, east, or west areas of the borough. These aligned to area committees with central having one AC and east and west 3 each. The teams were line managed on a place basis rather than specialism.

2. CURRENT PICTURE

- 2.1 To build upon the success of the additional neighbourhood focus and strengthen the neighbourhood model, a reorganisation of the Thriving Neighbourhoods services has taken place to ensure that all service managers are responsible for a neighbourhood as well as their specialism.
- 2.2 The managers will bring public realm services together when required to best meet the needs of communities in each neighbourhood. Local members will continue to have a manager who is aligned to their wards. Each manager has access to a wider range of Place Management services that are now neighbourhood focussed, ensuring the council's response to individual services is unchanged and the same officers will continue to deliver their specialist services. However, by operating on a neighbourhood level the redesign will drive increased co-ordination of different activities. It will also encourage stronger relationships to be built with key partners who operate on similar geographic footprints, e.g. police, community groups.

3. CORPORATE STRATEGY

- 3.1 The "Thriving Neighbourhoods Service" aligns services to the One Stockport Local: Neighbourhoods and Prevention Strategy and encompasses Teams and officers working on a neighbourhood footprint where possible, leading to better relationships and understanding of the cross partnership operational resource/ offer.
- 3.2 The team are working with members, residents, communities and businesses to balance priorities and develop a coordinated approach to deliver effective improvements.

3.3 This creates a better understanding of the communities within the neighbourhoods allowing for a more targeted, place-focused approach, reduces duplication and as a result, leads to better value for money and improved service to residents.

4. A NEW APPROACH

4.1 The teams know communities well and work closely with the other professionals in their wider neighbourhood teams. Neighbourhoods are small enough to allow us to organise & flex around the needs of that place and deliver support where it is most needed but large enough for an economy of scale around resources. This means we are setting up digital and practical solutions to aid neighbourhood working such as the development of physical drop-down spaces for staff to meet/ work together in each neighbourhood, building on existing partnerships with aligned services and organisations.

4.2 Thriving Neighbourhoods officers will model good practice, demonstrating good neighbourhood working and the value of a localised, flexible approach.

4.3 In order to ensure the quickest access to the Thriving Neighbourhoods services, we have made sure that there is a simple online reporting system for elected members and residents to report place related issues.

4.4 All members are aware of their Thriving Neighbourhoods Manager and individual managers will have made themselves known to members so that they have a direct contact for wider thriving neighbourhood issues.

BACKGROUND PAPERS

There are none

Anyone wishing to inspect the above background papers or requiring further information should contact Emma Stubbs email emma.stubbs@stockport.gov.uk