



## Report of the East North East Area Manager

### East (Inner) Area Committee

Date: 19<sup>th</sup> June 2008

**Subject: Intensive Neighbourhood Management (INM) – Neighbourhood Survey Results for Gipton and South Seacroft Cluster**

<b>Electoral Wards Affected:</b>  <b>All Inner East Wards</b>	<b>Specific Implications For:</b> Ethnic minorities <input type="checkbox"/> Women <input type="checkbox"/> Disabled people <input type="checkbox"/> Narrowing the Gap <input checked="" type="checkbox"/>
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Council  
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Call In Details set out in the  
report

### EXECUTIVE SUMMARY

**This report provides the Area Committee with headline results from the 2008 household perceptions survey of the Gipton and Seacroft INM cluster. The report compares the results to the 2007 baseline survey.**

**The comparison reveals significant improvements in resident perceptions relating to the key priority outcomes of the Safer Stronger Communities theme and Area Delivery Plan priorities around “crime and grime”. The comparison also highlights where perception in individual neighbourhoods within the cluster is at odds to the cluster trend to assist with targeted action in 2008/09.**

### Purpose of the Report

1. The purpose of the report is to update the Area Committee on the progress of the Intensive Neighbourhood Management approach within the Gipton and South Seacroft Cluster; specifically in relation to whether the approach seems to be making a difference in resident perception of their neighbourhood as a place in which to live and play.

2. Provided in the report are summaries for four key questions from the annual neighbourhood survey which show how residents perceptions compare from 2007 to 2008. It is hoped that these summaries will demonstrate that the INM approach is beginning to have a measurable impact on public realm and confidence issues relating to “crime and grime”; which has been the focus for the first two years of the programme.
3. Accompanying the report in appendix A is a copy of the full 2008 household perceptions survey for Gipton and South Seacroft. A complete analysis of all the questions/responses can be obtained from the Neighbourhood Manager, Hayley Clifton.

## **Background Information**

4. The Leeds Initiative was successful in obtaining Safer Stronger Communities Funding from Government Office to be targeted at the 31 Leeds neighbourhoods (Super Output Areas) which fall within the 3% most deprived in the country. Just over half of those neighbourhoods were within Inner East Leeds.
5. The approach agreed with Government Office was for the 31 neighbourhoods to be “clustered” so that a manageable number of defined areas could be identified and form the basis for developing Intensive Neighbourhood Management (INM) models to focus service delivery improvements on.
6. The three clusters in Inner East Leeds are:
  - Burmantofts and Richmond Hill (5 neighbourhoods in the worst 3%)
  - Gipton and South Seacroft (8 neighbourhoods in the worst 3%)
  - Chapeltown and Harehills (5, plus parts of 2, neighbourhoods in the worst 3%)
7. The funding remains partnership funding managed by the LCC Area Manager on behalf of the Leeds Initiative, but this year the Area Committee (rather than the District Partnership) will oversee the use of the funds at an area level to provide transparency and accountability – and to ensure the programme resourced by the funding will help tackle the inequalities evidenced by the latest IoD analysis in each cluster, and in Gipton and South Seacroft (G&SS) by the household survey results.
8. The key themes of the SSCF are livability, crime and cohesion, with a majority of outcomes being measured by resident perceptions. This makes the development of interactive networks and methods for collecting local views even more important and this is built into each of the three clusters work. In Gipton and South Seacroft the household perceptions survey is used for this purpose. The questions contained within the survey were lifted directly from Local Area Agreement outcomes under the Safer Stronger Communities block.
9. In September 2006 the Neighbourhood Manager (Hayley Clifton) was appointed to Gipton and South Seacroft. An immediate priority was to collate quantitative and qualitative data on an SOA basis. Although city-wide perception surveys are undertaken, the samples per SOA were considered inadequate for the intensive work aspired to within the G&SS cluster.

10. The method of collation of the data is a key factor within G&SS, and local professionals work in teams going from door to door on a street by street basis. This ensured that representative samples (at least 10%) were obtained from each and every street within every SOA, that teams of local front line staff were raising their profile in the neighbourhoods and seen to be working together to tackle local issues.
11. Key partners including the Neighbourhood Policing Teams, Neighbourhood Wardens, and ALMO and Housing Association staff, undertook the surveys face to face with residents on their doorsteps. This method was used in order to effectively engage, gather meaningful data and to ensure that resulting actions were associated directly with the local professionals involved. Roughly a 10% sample from each SOA was gathered, which equates to a total of 202 completed surveys for Gipton (SOA 427 still requires further samples which will be obtained shortly), and 185 completed surveys from Seacroft.
12. A residents network was established through the survey, and a majority of residents voluntarily signed up to receive regular postal updates on activities and developments within their neighbourhood. The network can be accessed in order to develop working groups or consultative bodies.

### **Headline Results and Analysis of the Neighbourhood Survey**

13. The four key questions from the household survey 2008 were;
  - (Q1) Overall how satisfied are you with your neighbourhood as a place to live?
  - (Q2) How much do you feel local services meet your needs?
  - (Q3) Are you satisfied with the condition/use of local open/green spaces?
  - (Q6) How much of a problem is Anti Social Behaviour in your neighbourhood?
14. The analysis for all the other questions contained within the household survey is available for your information on request by contacting the Neighbourhood Manager, Hayley Clifton. The four headline questions reflect the SSCF themes of Liveability, Crime and Cohesion and reflect the main priorities of the Area Committee's own Area Delivery Plan.

### **South Seacroft**

15. Responses to question 1 demonstrate that overall satisfaction in South Seacroft as a place to live has risen from 52% of residents being satisfied, to 65%. Two of the SOAs, Foundry Mill Terr/Brookland, and Foundry Mill Drive/Hawkshead Cres/Alston Lane, show a marked increase in satisfaction levels, but one SOA containing Tarnside Drive/South Parkway shows a very slight drop in satisfaction levels of around 1%. Therefore a focus during the next quarter will be to discover why this is and to address the localised issue(s).
16. Response to question 2 shows that a growing majority of South Seacroft residents feel that local services are meeting their needs. 73% of residents stated this in 2008, compared to 64% in 2007. During 2007 SSCF was provided to Youth Services to contribute towards improving the Seacroft Hub to enable additional youth provision in the neighbourhood. £60,000 SSCF was allocated to South Seacroft Friends and Neighbours and Seacroft Methodist Church Council for the re-furbishment of the Church Hall in order that it be brought into use as a community facility.

17. Question 3 indicates that in South Seacroft far more residents are satisfied with their local open/green spaces. In 2008 the majority (64%) of people surveyed are satisfied, but in 2007 only the minority (45%) were. Following last years results several open spaces were improved using SSCF, including Tarnside Drive, Skelwith Walk, Fearnville Fields (South Parkway Approach side) and Wykebeck Way. Partners and the Community Payback Team worked intensively responding to residents regarding issues on the open spaces in estates concerning grass and shrub cutting, litter picking and rubbish removal, and a dog warden worked intensively in the area to combat dog fouling issues.
18. Question 4 shows a marked improvement in South Seacroft in relation to residents perceptions of ASB. In 2008 a slight minority (47%) of people stated that they consider ASB to be a problem or a very big problem, whereas the previous year's results showed that a significant majority (61%) of people considered it to be a problem or a very big problem. The Signpost team have been based in this area since July 2006, working with families who are causing ASB, and part funded by SSCF.

### **Gipton**

19. Question 1 demonstrates that overall satisfaction in Gipton as a place to live has risen dramatically from 57% in 2007 to 74% in 2008. All five SOAs within this area have shown a marked improvement.
20. Similarly question 2 reflects an improvement in local services in Gipton with 69% of residents saying that services meet their needs as opposed to 61% of residents in 2007. SSCF was provided to Youth Services in 2007 for additional equipment to enhance local provision. Funding was also allocated to Gipton Together, which provides youth activity in the area in order that the group could use the Henry Barran Centre as a community base to ensure that services were more accessible within the neighbourhood.
21. Question 3 indicates in Gipton residents are more satisfied with their open spaces, with levels up by 6% from 58% in 2007, to 64% in 2008. Following the 2007 survey results two open spaces were improved, Wykebeck Way and Oak Tree Drive. Partners and the Community Payback Team worked intensively responding to residents regarding issues on the open spaces in estates concerning grass and shrub cutting, litter picking and rubbish removal, and a dog warden worked intensively in the area to combat dog fouling issues.
22. Question 4 results for Gipton show that around the same number of people, 48%, consider ASB to be a problem or a very big problem in the area this year and last. Actions are underway and real intelligence is being gathered to get to the root of this issue in Gipton and partners are working together to increase public confidence and to reduce ASB. This will be a priority in the local INM/SSCF programme for 2008/09 and an action planning exercise is currently underway between key partners including West Yorkshire Police, the ALMO, ASBU, Signpost and Youth Services. The Signpost team have been based in this area since July 2006, working with families who are causing ASB, and part funded by SSCF.
23. The results would appear to indicate the more intensive approach and targeting of resources, underpinned by joined up planning and working between agencies on the

ground, has had a significant positive impact in tackling the issues faced by these neighbourhoods.

## **Implications For Council Policy and Governance**

24. These suggestions have no additional policy and governance implications beyond powers already vested in the Area Committees.

## **Legal and Resource Implications**

25. There are no additional resource implications related to these proposals at this moment in time. Although the Area Committee may wish to consider how it evaluates and plans for future continuation of the role of a Neighbourhood Manager once SSCF comes to an end.

## **Conclusion**

26. This report provides a snapshot of resident opinion on progress made in tackling problems in their neighbourhoods, identified as some of the most challenging in the city/country.
27. It is clear from the results of the first annual “tracker” survey that there is significant improvement of resident’s views on key issues.
28. The survey also provides community led intelligence on where improvements/efforts need to be targeted so as to have a greater impact on residents quality of life.
29. The results of the survey also inform the West Yorkshire Police Anti-Social Behaviour Problem Solving Panel and are fed into tasking mechanisms.
30. The improvement in perceptions/views follows the first 2 years of a sustained intensive neighbourhood management approach to those clusters of neighbourhoods – overseen by a Neighbourhood Manager, supported by dedicated local funds and underpinned by a mainstreamed, inter-agency tasking team framework.
31. Although a more comprehensive evaluation of the approach may be useful, certainly the results of the survey seem to indicate that such an approach is making a real difference to how resident’s feel – and narrowing the gap with other parts of the city in terms of resident satisfaction on issues of crime and grime.

## **Recommendations**

30. The Area Committee is requested to note the progress that has been made through the Intensive Neighbourhood Management approach in Gipton and South Seacroft as evidenced by the headline results of the local neighbourhood perceptions survey.