Neighbourhood Model in Reality

Leadership Team Away Day – 3rd November 2014
Cllr Loakes and Michele Moloney
Presentation

• Meet the Team
• Neighbourhood Model – Vision/Guiding Principles
• Developing our new operating model – Progress To Date and Next Steps
**Neighbourhood Wards**

<table>
<thead>
<tr>
<th>Region</th>
<th>Wards</th>
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<tbody>
<tr>
<td>NORTH (Gareth)</td>
<td>Chapel End, Chingford Green, Endlebury, Hatch Lane, Larkswood, Hale End &amp; Highams Park</td>
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<tr>
<td>CENTRAL (External recruitment process)</td>
<td>Higham Hill, High Street, Hoe Street, William Morris</td>
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<td>SOUTH EAST (Phil)</td>
<td>Cathall, Cann Hall, Forest, Leytonstone</td>
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<td>SOUTH WEST (Mandy)</td>
<td>Grove Green, Lea Bridge, Leyton, Markhouse</td>
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<td></td>
<td>Valley, North Chingford Town Centre, South Chingford Town Centre, Highams Park Town Centre, Wood Street Town Centre, Wood Street, Walthamstow Town Centre, Walthamstow Market, Leytonstone High Road, Leytonstone Town Centre, Bakers Arms Town Centre, Leyton High Road</td>
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The New Model – Structure Arrangements for each Area
Example: Leyton
The New Model – Applying the Council’s Digital By Default principle

- Neighbourhoods Model Implementation – phased approach to mobile working.
- Alignment with corporate digital programme a key concern of approach.
- Dedicated Digital Transformation ICT manager working on the implementation of the new model.
The New Model – Phased Digital Transformation Approach

**Phase 1:**
- Phase of process mapping.
- Concept testing to include trialling of various mobile technologies to see how it can assist the processes.
- Experimental phase; testing web-based form applications.

**Phase 2:**
- Live-pilot phase in January to start with combination of technological solutions in the hands of officers.
- Testing of communication channels in collaboration with Customer Services, to see how best to funnel enquiries.
- Officers to have correct access to relevant systems in order to carry out their roles e.g. CRM and Civica.

**Phase 3:**
- Neighbourhoods Division fully integrated with wider corporate digital transformation
- Mobile solution capable of informing insight, performance and contract teams
- Mobile solution integrated with Customer and Member enquiries.
MOVING FROM A SERVICE/FUNCTION BASED APPROACH..........
.....TO AN AREA BASED APPROACH
Emerging Principles of the Neighbourhood Model

- **Councillor led.** The Council’s resources are targeted at local priorities as agreed by the elected Councillors who represent that particular community.
- That it is about **‘shaping’ rather than ‘maintaining’ neighbourhoods.** Ward councillors have in a role in ‘shaping’ the look and feel of their neighbourhoods, rather than simply ‘maintaining’ them through streams of fly-tip reports etc etc.
- That it continues to provide a **high quality service for residents 24/7 365 days a year** even in these difficult financial times. Neighbourhood services continue to be a top priority for our residents and are fundamental to their quality of life and the growth of the local economy.
- That it **deploys our valuable officers flexibly**, and increases **ownership** and **accountability** for performance.
- That it delivers **value for money.** Services are being developed to be high performing whist using the available resources as efficiently as possible.
- That we provide a **proactive service.** Services are being developed which will spot issues as they arise, anticipate patterns of concern and reduce the need for residents to contact the Council.
- That it creates **a new way of engaging** our communities to take pride in their areas.
What Can Councillors Expect?

1. Improved contact and engagement
   - "Go to person" – Area Manager and Neighbourhood Ward Officer
   - Regular Ward walks
   - Attendance at Community Ward Forums
   - Forward Plan of initiatives including Ward Blitzes, Spring Cleans, campaigns etc.

2. Improved ownership and place shaping role
   - Proposed increase and additional flexibility for Community Ward Forum
   - Formal consultation process for all Public Realm Schemes with Ward Cllrs - eg parking schemes, traffic management schemes, tree works, pavements etc.
   - Formal role in design and delivery of all Public Realm Section 106 Projects.

3. Improved information, reporting and performance management data
   - Performance dashboards for each Ward including performance of key contractors
   - Monthly Ward reports
   - Progress reports on members enquiries

4. Strengthened governance at Ward level
   - Monthly Ward panel meeting with Neighbourhood Area Manager and Neighbourhood Ward Officer attending
Progress To Date

• Restructure report signed off ✔
• Neighbourhood SMT established ✔
• Concept Testing event held and more planned ✔
• Implementation Board in place and overseeing progress led by Director of Service Design ✔
• Presentation to Labour Group ✔