

GLASCOTE LOCALITY WORKING DELIVERY PLAN

SCS / LAA DELIVERY PLAN 2008 - 2011

Thematic Partnership: LSP Officer Group

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PLEASE NOTE: ALL ACTIONS AND ACTIVITIES CONTAINED WITHIN THIS DELIVERY PLAN ARE PARTNERSHIP RELATED – THEY ARE NOT THE ACTIONS OF INDIVIDUAL ORGANISATIONS.

Sustainable Communities Strategy Priorities – related to Locality Working

People

1. To improve educational attainment, skills development and aspiration raising for the whole community.
2. To help People lead an active lifestyle and reduce health inequalities
3. To reduce the incidence of ASB, violence (including domestic) and criminal damage offences
4. To reduce the impact of substance/alcohol misuse on individuals and communities
5. To provide support for parents and young people especially for families in need, supported by integrated service delivery
6. To improve inclusion and choice for older and disabled adults-housing, leisure, employment

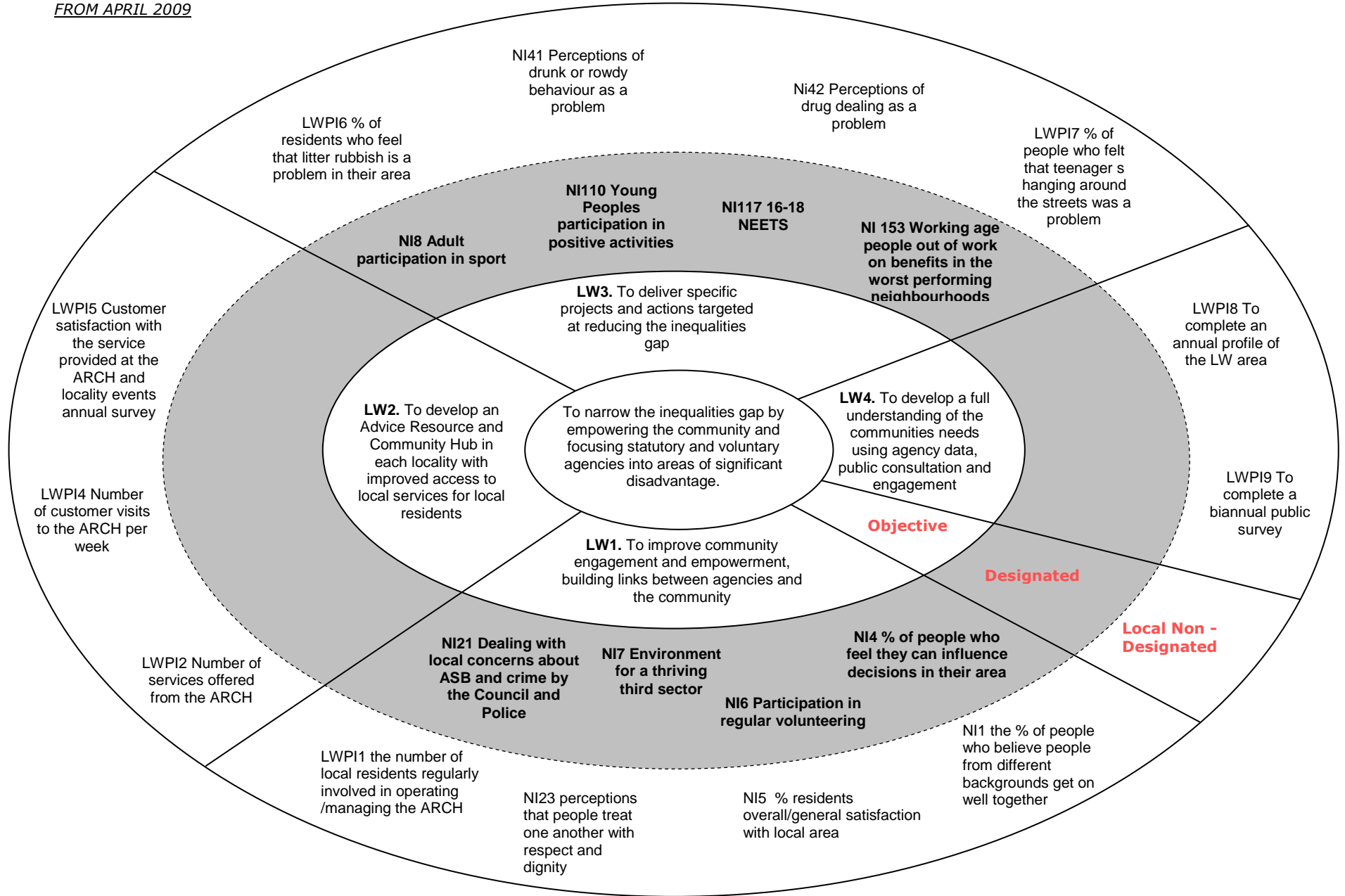
Places

1. To provide locality working initiatives with emphasis on vulnerable localities
2. To improve community engagement and cohesion

Prosperity

1. To provide quality sites and premises to encourage business growth, inward investment and higher paid employment.
2. To better co-ordinate business support and engagement to increase business take-up and understanding.

Glascote Delivery Plan



Outcome LW1: To improve community engagement and empowerment, building links between agencies and the community.			
LAA designated indicators (in bold) or Local performance indicators	Baseline Staffs Tamworth Glascote	Target Staffs Tamworth Glascote	Sustainable Community Strategy
<ul style="list-style-type: none"> NI1: % of people who believe people from different backgrounds get on well together 	<i>Staffs?</i> 71.5% PS 69% (MEL 2009) 83% (MEL 2009)	<i>Staffs?</i> n/a Maintain	<ul style="list-style-type: none"> PE01: To improve educational attainment, skills development and aspiration raising for the whole community PE02: To help people lead a healthier active lifestyle and reduce health inequalities PE05: To provide support for parents and young people especially for families in need supported by integrated service delivery PL01: To provide locality working initiatives with emphasis on vulnerable localities PL02: To improve community engagement and cohesion PR02: To provide quality sites and premises to encourage business growth, inward investment and higher paid employment
<ul style="list-style-type: none"> NI4: % of people who feel they can influence decisions in their area 	<i>Staffs?</i> 23.1% (PS 2008) 18% (MEL 2009)	29.2% (2010/11) 27.1% (2010/11) 30%	
<ul style="list-style-type: none"> NI6: Participation in regular volunteering 	<i>Staffs?</i> 17.8% (PS 2008) 8% (MEL 2009)	22.6% (2010/11) 21.6% (2010/11) 10%	
<ul style="list-style-type: none"> NI7: Environment for a thriving third sector 	<i>County Level Only</i>	18.4% (2010/11) 18.4% (2010/11)	
<ul style="list-style-type: none"> NI5: % residents overall/general satisfaction with local area 	71.7% 85% (MEL 2009)		
<ul style="list-style-type: none"> NI21: Dealing with local concerns about ASB and crime by the Council and Police 	<i>Staffs</i> 19.1% (PS 2008) GH	31.9% (2010/11) 25.6% (2010/11) GH	
<ul style="list-style-type: none"> NI23: Perceptions that people treat one another with respect and dignity 	<i>Staffs?</i> 87% (MEL 2009) 78% (MEL 2009)	<i>Staffs?</i> n/a 82%	
<ul style="list-style-type: none"> LWPI1: The number of local residents regularly involved in operating /managing the ARCH 	Nil	4	

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Ref #	Project / Actions	Resource Implications	Activities	Outputs	Outcome & Impact	Lead / Partners	Milestones
Ref.	What do we want to do?	What's needed to do it?	How are we going to do it?	What will happen as a consequence?	So What?	Who's doing it?	Progress/ Completion
LW1 .G1	Participatory budgeting.	£22k from partners TBC Officer Time Buy-in from community groups. Ongoing support from CDOs Buy in from residents	CDO will develop, support and facilitate the application and decision process. Working within the 4 LW areas via invites to community organisations to bid for community engagement activities. Establish a working group to lead in the short listing process and to support the project throughout the delivery.	Community organisations will come together and may pool resources. Activities aimed at addressing local issues will encourage community empowerment and participation. Agencies will be provided with funds to deliver services that will be delivered in the specific locality. £20,000 will be utilised to support locally supported interventions. A minimum of 50 local residents will participate in the pilot. At least 4 local projects will be supported. A report on the pilot will be produced to inform future PB activity.	Local people will have been engaged in a positive way and will have contributed to decision making in their neighbourhood. They will have gained awareness of local priorities and organisations will be encouraged to engage more widely with local people. Local people will be empowered by being part of the process. There will be better awareness of partnership working between community organisations and more people will have been engaged. Links made between local groups will provide opportunities for future joint action. A participatory approach to locality funding will have been tested with information to inform future participatory activity.	CDO	Pilot complete in Stonydelph in 2010. Discuss roll onto other locality areas throughout 2010/11 Evaluation complete in June 2010 Aug / Sept decision made regarding future PB events.

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LW1 .G2	Support community organisations.	CDO/ partner time/ CVS	<p>Work with local residents to build their capacity; working towards becoming a self sufficient community group, supporting partnership actions from locality hub.</p> <p>Long-term aim - to investigate potential to gradually devolve responsibility of the ARCH to a resident led group.</p> <p>Via mentoring and training with the community to understand the dynamics of running a community organisation and building efficiently.</p>	<p>Residents will be supported to increase their skills build their capacity to participate and take ownership of activities to narrow the gap and use the ARCH to coordinate projects.</p> <p>More local people will be involved in volunteering activity.</p> <p>Locally coordinated activity will ensure that services delivered compliment the needs of the community.</p>	<p>The community will feel ownership of the ARCH and activities.</p> <p>The community could be more self sufficient so that that CDO time can be focused on other priorities.</p> <p>The community organisations can build on their work and capacity to deliver more services.</p> <p>Through their involvement in decision-making, people's perception of their ability to influence decisions in their area will have increased.</p>	CDO / CVS	Review the potential of each locality by March 2011 and produce a report.
LW1 .G3	Newsletter for Glascote.	<p>Budget to print and distribute. LPSA2</p> <p>Graphics team</p> <p>CDO time</p> <p>Partner buy-in</p> <p>Resident involvement.</p>	<p>Work with individuals, organisations and partners to contribute to three newsletters per year.</p> <p>Community members will be encouraged and supported to develop skills to contribute to a newsletter group led by local people.</p> <p>CDOs will contact all local community groups and organisations for contributions at least 2 weeks prior to draft issue compilation</p>	<p>Services provided at the ARCH or in the locality will be widely known.</p> <p>Local people will be more aware of services and will access them.</p> <p>More local people will be involved in volunteering activity.</p> <p>6450 Newsletters will be distributed to local people in each year.</p>	<p>The community will benefit from the services and work towards narrowing the gap.</p> <p>Ownership of community activities and events will be increased.</p> <p>Positive engagement will increase & improve local positive perceptions.</p>	<p>CDO / Residents</p> <p>All partners</p>	<p>Ongoing</p> <p>3 Issues per year March July Nov</p>

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LW1 .G4	Support the community to identify key issues in the locality and to work with partners to lead on the development changes / improvements within their locality.	CDO and partners time. Partner buy-in Resident involvement Access to facilities	Information made available in newsletters, ARCH and displays. COD's will work with community groups to strengthen abilities to inform and partake.	Increased number of people visiting the ARCH More community members lead on initiating projects. A face-to-face community survey will take place in 2009 to identify baseline information and will be repeated in 2011 to determine progress.	People from different backgrounds will feel ownership of projects and help to direct work improvements giving pride.	CDO's Partners, community members.	
LW1 .G5	Distribute and ensure effective use of Community Engagement Framework.	CDO's and partners. Copies of CEF	Share, discuss and support partners through the framework. Distribution in Marmion House. Discussions via internal briefings.	More effective engagement between the partners and the community. Better designed projects. More involvement from community. The Engagement Framework will be used and refereed by partners and colleagues	The community will appreciate the work undertaken and take ownership of results. Better quality of service delivered to the community.	All Partners	Ongoing process between 2009 - 2012

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LW1 .G6	RTCC – Real Time Community Change	£20k from LSP TBC Officer Time Buy-in from community groups. Ongoing support from CDOs	CDO will develop, support and facilitate the application and decision process. Working within the 3 LW areas (A, B, G) via invites to community organisations to bid for community engaging activities. They will lead in the short listing process.	All community organisations in each of the 3 locality areas will be invited to apply by letter. Telephone follow up after invitations sent.	Up to 6 local Real Time projects will be delivered within the locality areas by community organisations. It will encourage working together, pooling resources and increase community participation.	Better partnership working between community organisations and more people will have been engaged. Links made for future joint action. A participatory approach to locality funding. Residents and local groups will be involved in local decision making.	Application opens July 09 Projects commence August 09 End March 2010

Outcome LW2: To develop an Advice Resource and Community Hub in each locality with improved access to local services for local residents.

LAA designated indicators (in bold) or Local performance indicators	Baseline <i>Staffs</i> Tamworth Glascote	Target <i>Staffs</i> Tamworth Glascote	Sustainable Community Strategy
<ul style="list-style-type: none"> LWPI2: Number of services offered from the ARCH 	Nil		<ul style="list-style-type: none"> PL01: To provide locality working initiatives with emphasis on vulnerable localities PL02: To improve community engagement and cohesion
<ul style="list-style-type: none"> LWPI4: Number of customer visits to the ARCH per week 	Nil		
<ul style="list-style-type: none"> LWPI5: Customer satisfaction with the service provided at the ARCH and at events (Ongoing Survey) 	Nil		

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Ref.	What do we want to do?	What's needed to do it?	How are we going to do it?	What will happen as a consequence?	So What?	Who's doing it?	Progress/ Completion
LW2 .G1	Increase the number of services in the ARCH	CDO and negotiation with partners and service providers. Facilities at the ARCH and local venues being utilised by service providers.	CDO will negotiate with partners and service providers to provide services, which are targeted from the results of community surveys and data provided through the Staffs Observatory. Provide services that are sensitive to the communities needs. Partners will be supported to provide services locally through a well equipped flexible space.	More services delivered at the ARCH and more accessible to the community. Partners will be more aware of local needs and will make recommendations will be made on how to design services to local residents. Services will be easier to assess and travel cost and time will be reduced for local residents. More partners will be involved in delivering services from Glascote ARCH by year end.	More people benefiting from the services at the ARCH	CDT and partners	Service providers engaged and encouraged to participate (reviewed quarterly)
LW2 .G2	Increase multi-agency activities within locality areas	CDO Partner buy-in to joint working. Resource in terms of funding or staff time to contribute	CDO will facilitate partner discussions to develop joint activities, which are targeted at addressing issues identified locally. Negotiating with partners and completing funding applications to resource projects.	There will be a visible increase in the number of multi-agency activities in the locality. Joint projects will be developed to address issues around health, environment, community safety and cohesion. CDO will develop 3 projects with partners in each year.	There will be an increase in the level of genuine collaboration between partners at a local level. Activities will be delivered on a more regular and consistent basis, enabling local people. More local people will have increased positive perceptions of service providers and will benefit from the services at a locality level.	CDO Partner Agencies	Project plan developed – May 2010 Projects commence July 2010 Continuous monitoring, measuring and evaluation (see below)

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LW2 .G3	Check, monitor, report, and evaluate impact activities as required.	A tried and tested method of collecting information e.g. forms, tree graphs etc	Methods of collecting data in place and built within projects. Gain, disseminate and interpret customer satisfaction questionnaire /	A minimum of 50 questionnaires each for ARCH visitors and event attendees will be completed. Data collected	Data used as an evaluation tool to improve on services that we as a partner base deliver.	CDO	Continuous
LW2 .G4	Identify, equip, set up workable ARCH to deliver the needs of the community.	IT, Reception building works, Security, Decoration	Volunteer time, TBC staff and contracted builders.	More welcoming facility to draw in community. Community appreciation and concerns of the facilities available.	More people utilising the ARCH and benefiting from the services at the ARCH.	CDO	Beginning of summer 2010

Outcome LW3: To deliver specific projects and actions targeted at reducing the inequalities gap

LAA designated indicators (in bold) or Local performance indicators	Baseline <i>Staffs Tamworth</i> Glascote	Target <i>Staffs Tamworth</i> Glascote	Sustainable Community Strategy <ul style="list-style-type: none"> • PL01: To provide locality working initiatives with emphasis on vulnerable localities • PL02: To improve community engagement and cohesion • PL03: To reduce domestic burglaries and theft from motor vehicles • PL04: To implement robust strategies for mitigating and adapting to the effects of climate change • PL05: To enhance provision and access to priority habitats and local nature reserves • PL06: To address the provision of affordable housing, preventing homelessness, addressing housing needs and improving the condition of the housing stock • PR02: To provide quality sites and premises to encourage business growth, inward investment and higher paid employment
<ul style="list-style-type: none"> • NI8: Adult participation in sport 	<p>39% (MEL 2009)</p>		
<ul style="list-style-type: none"> • NI110: Young Peoples participation in positive activities 	<p><i>County Level Only</i></p>	<p><i>75% (2009/10)</i> <i>80.9% (2010/11)</i></p>	
<ul style="list-style-type: none"> • NI117: 16-18 NEETS 	<p><i>9.89% (BEP 2009)</i> 8.2% (BEP 2009)</p>		
<ul style="list-style-type: none"> • LWPI6: % of residents who feel that litter rubbish is a problem in their area 	<p>69% (MEL 2009)</p>		
<ul style="list-style-type: none"> • NI41: Perceptions of drunk or rowdy behavior as a problem 	<p>53% (MEL 2009)</p>		
<ul style="list-style-type: none"> • NI42: Perceptions of drug dealing as a problem 	<p>27% (MEL 2009)</p>		
<ul style="list-style-type: none"> • NI53: Working age people out of work on benefits in the worst performing neighbourhoods 	<p><i>21.7% (BEP 2009)</i> 29.66% (BEP 2009)</p>	<p>GH</p>	
<ul style="list-style-type: none"> • LWPI7: % of people who felt that teenager hanging around the streets was a problem 	<p>63% (MEL 2009)</p>		

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LW3 .G1	Support environmental projects to engage local people in volunteering and participation to improve their area Link into Eco logic bid	Buy-in from residents. Resources bought/borrowed. Partner buy-in. Partnership with other active groups in the area with a similar interest	Small scale projects will be piloted and developed to address issues of overgrown paths & open spaces. litter picks	Over time open space will be improved. More people will be involved in volunteering activity. More local multi-agency environmental projects will take place, involving local people and partners.	An increased awareness of local issues and an ownership of solutions through discussions that bring the community and partners together.	CDO / Partners / Residents	Start summer 10, but ongoing sustainable activities are required to maintain good use of the open space areas and build up enthusiasm from the community.
LW3 .G2	Cohesion events	Partner buy in. outdoor events team	Within areas of locality working events will be created that allow easy and non confrontational access to information based around cohesion. Including fun activities designed to help build relationships.	Better communication within localities leading to less tension between community members. Also partner communications will improve through links made.	Build stronger links between various parts of the localities community through positive activities. Through joint working resources will be shared/saved. Better likelihood of community involvement in future years	CDO's partners	Summer2010
LW3 .G3	Set up Locality Network Forums	Facilitation of meetings with service delivery agents. CDO	Setting up a task and finish group of all service providers to ensure services meet the needs of users.	Service providers will be invited to attend. The viability and structure of locality forum will be recommended by year end.	Partners will meet on a regular basis to discuss and share actions and ideas being delivered in the localities.	Services will focus on needs and avoid duplication. Joint working initiatives will be encouraged.	When services are established at the GARCH.

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LW3 .G4	Provide positive Activities for Young People	Partnership support. Resources and funding. CDO and Partners.	Set up pilot programmes to engage young people.	Links will be forged with providers involved with young people. Pilot projects will take place, involving young people..	Increased participation from young people. Potential impact on NEETS and ASB	Potential to raise the aspirations of some young people and move them towards more self fulfilling lives	Pilots ongoing.

Outcome LW4: To develop a full understanding of the communities needs using agency data, public consultation and engagement

LAA designated indicators (in bold) or Local performance indicators	Baseline Staffs Tamworth Glascote	Target Staffs Tamworth Glascote	Sustainable Community Strategy <ul style="list-style-type: none"> PL01: To provide locality working initiatives with emphasis on vulnerable localities
<ul style="list-style-type: none"> LWPI8: To complete an annual profile of the LW area 	1	Annual Update	
<ul style="list-style-type: none"> LWPI9: To complete a biannual public survey 	1	1 (2010/11)	

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Ref.	What do we want to do?	What's needed to do it?	How are we going to do it?	What will happen as a consequence?	So What?	Who's doing it?	Progress/ Completion
LW4 .G1	To complete a LW Area Profile document and update annually.	CDO time to research and compile Area Profile. Contributions from Partners, key people and residents.	CDOs will research, request information and compile the Area Profile based on survey data, local knowledge and contributions from Partners, key people and residents.	Profile data will be available for residents, organisations and partners. Area specific priorities will have been identified. A profile will be drafted by CD team to be enhanced with input and local knowledge by partners and residents.	Partners and Service Providers will be able to identify gaps in services, avoid duplication and determine priorities for action. The profile will assist Partners and Service Providers to draw in additional resources to areas that require more attention. The profile will provide useful information for other purposes such as grant applications for funding. The profile will help to track changing priorities and evidence intervention outcomes.	CDO & Partners	Draft Profile 2009 with annual updates.

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Ref.	What do we want to do?	What's needed to do it?	How are we going to do it?	What will happen as a consequence?	So What?	Who's doing it?	Progress/ Completion
LW4 .G2	To complete a LW Community Survey and update biannually.	Funding. CDM input.	The CDM will liaise with and commission external agency M.E.L Research to conduct surveys.	Community Survey data will be available for residents, organisations and partners. Area specific opinions will have been collected. The survey will provide a comparison of opinions in the 4 localities and the rest of the Tamworth.	Residents will have an opportunity to express opinions about their area. Differences between LW areas and the rest of Tamworth will be identified. Issues may be highlighted for priority attention. Evidence will be available to track NI related intervention outcomes.	CDT	Baseline established May 2009. Biannual survey will track changes.