

CULTURE AND COMMUNITIES SCRUTINY PANEL

A meeting of the Culture and Communities Scrutiny Panel was held on 10 September 2020.

PRESENT: Councillors C McIntyre (Chair); Councillors; Arundale, Dodds, Goodchild, Mason, Rostron and Thompson and Polano (As Substitute).

OFFICERS: S. Bonner, S. Lightwing, M. Jackland and M. Walker.

APOLOGIES FOR ABSENCE Councillors Lewis and Saunders..

DECLARATIONS OF INTERESTS

None were declared at this point in the meeting.

20/6 MINUTES - CULTURE AND COMMUNITIES SCRUTINY PANEL - 28 JULY 2020

The minutes of 28 July 2020 were submitted and accepted as a true record.

20/7 SOCIAL COHESION - LOCALITY WORKING

Before inviting the Head of Stronger Communities to give her presentation the Chair provided a brief reminder on what had been covered as part of the evidence gathering process so far for the Social Cohesion topic, namely:

- a general introduction to Social Cohesion and what work was being carried out to support it and what factors impacted upon it;
- What statistical evidence gathering and mapping exercises had been undertaken and how that helped to understand Social Cohesion and;
- What roles key partners played in supporting Social Cohesion, namely the Police.

It was also clarified that the Panel was due to receive information about Locality Working, and how it related to Social Cohesion, at the Panel's March meeting but that the COVID situation intervened. The Panel received a written update in May 2020 about how work affecting Social Cohesion was being affected by COVID.

Consequently, this meeting served as the final evidence gathering session into Social Cohesion, after which the final report would be drafted.

The Chair invited the Head of Stronger Communities to provide her presentation on Locality Working. As part of the presentation the following points were made:

- Part of the presentation focussed on the written update previously provided to Members, including an update on community tension action planning, the communication matrix and the alleyway make-over project.
- With regard to community tension monitoring, COVID forced the team to think innovatively.
- A Community Tension Monitoring form was created on the 31st March just as lockdown was beginning. The form was designed to capture community tensions and was informed by a wide range of partners including Police, Housing Associations and the Fire Brigade.
- All kinds of concerns were captured, even if this was deemed to be a low concern.
- Such concerns were put into the action plan so they could be addressed as they arose.
- The monitoring form was regularly shared at the Council's Gold Strategy meeting.
- The key actions from the monitoring form were then added to a communications matrix to ensure all relevant messages were being passed to the correct people.
- Examples of actions within the community tension action plan included increased fly

- tipping; potential tension between community groups and community isolation from Council and its partners.
- While many of the issues had become part of the business as usual process, they were still being examined in detail.
 - There were a number of communications channels used to communicate with different communities, including the business sector and faith and belief groups.
 - As a result a communication matrix was created that ensured all relevant communications were sent.
 - The community tension monitoring form and the communication matrix now formed business as usual processes and Members were advised to provide feedback on this process on a continual basis.
 - In terms of the alleyway action plan; this was being led by Environment Services who were working closely with partners from Community Safety and external agencies.
 - There was also an alleyway improvement project which aimed to involve residents in clearing up alleyways and making them spaces everyone could enjoy.
 - 14 expressions of interest were received around this issue, with five already being progressed. Three in the Newport Ward, one in Linthorpe Ward and one in Longlands Ward.
 - With regards to Locaity Working; this was a new approach to addressing underlying causes of social issues.
 - There had been several reports submitted to Executive on the matter with a further report scheduled to be submitted in September.
 - The aim of Locaity Working was to reconfigure the relationship between statutory services and the communities they work in in order to build social capital and give communities a say in how they were run.
 - There had been two pilot areas for this initiative; Newport and North Ormesby Wards.
 - Future roll-outs of Locaity Working did not, however, have to be restricted to Ward level.
 - In both areas there would be multi-agency hubs containing a number of services including Children's Social Care, Community Safety, Health Care professionals and the Police.
 - A governance structure had been established, along with Design and Implementation Groups which would design and implement the community hubs.
 - A key component of this process would be the Neighbourhood Manager who would act as a coordinator.
 - Locaity Working teams were working both virtually and physically as a result of the COVID Pandemic.
 - Demand modelling had been carried out, whereby statistical analysis was used to determine what issues were present in particular areas, for example around crime and health.
 - The demand modelling had also informed resource allocation as well as decisions about which teams and which members of staff would be based in the two localities.
 - This process also resulted in referral mapping between the services based within the hubs. This helped to clarify the referral process so there was no duplication when services requests were received.
 - The referral pathway would not duplicate existing processes.
 - Performance management processes were put in place and would be monitored via existing council governance structures.
 - There were three elements of the Locaity Working; the first being consultation with the communities which had taken place over the last two years. Consultation had taken the form of household surveys and gathering views on specific policies such as the Public Spaces Protection Order. The second element was demand analysis with the third being community asset mapping in each locality.
 - Within community asset mapping there were also three elements; firstly mapping all physical assets in the locality including Churches, Schools and shops that sold particular types of food. This information had now been plotted via the Council's GIS system. The second element was people asset mapping which involved understanding key individuals and their social activity in those localities. The third element focussed on service provision available in the area which were also mapped.
 - All of the mapping exercise is interactive and allowed gaps to be identified.
 - The main impetus for Locaity Working was for a small group of people to be active in

the locality for the initiative to spread wider.

A Member queried why the two pilot localities of Newport and North Ormesby had been identified as pilot areas. It was confirmed that after analysis of all available data, Newport and North Ormesby Wards were identified as benefitting the most from Locaity Working, especially with regards to child deprivation, crime and anti-social behaviour. It was also confirmed that this analysis had been submitted to the Executive.

A Member queried if additional communications could be issued to specific sections of the community to remind them about social distancing measures. It was confirmed that communications were being tailored for different communities and that those communications were being transmitted via various means included online messaging and through Neighbourhood Safety Wardens.

A Member queried if a message could be sent to all Middlesbrough Taxi and bus drivers to remind them to wear face coverings to set an example to the public. It was confirmed this would be taken forward to the relevant parties.

It was queried if the performance management arrangements for Locaity Working would be incorporated into the Council's wider performance framework, such the Strategic Plan. It was confirmed that Locaity Working was a strategic priority which informed several Council strategies including the Council's Social Regeneration Agenda.

A Member queried how long the pilot scheme would last, and if it was envisaged Locaity Working would be rolled out to other areas. It was confirmed the pilot was due to last for two years with one year having elapsed. It was also confirmed there was a view to roll out the programme to the rest of the town.

It was queried if the information from asset and people mapping and service analysis would be available to the public or if this was only for service planning. It was confirmed that it would be for both and that the information collected could be used by a variety of stakeholders, while respecting data protection principles.

A Member queried if further communications could be sent supermarket's to encourage the public to wear face coverings when entering their store. It was confirmed this would be taken forward to the relevant parties.

It was queried if the Community Tension Action plan was created as result of the COVID situation. It was confirmed that the action plan was created as a result of the COVID situation owing to the greater degree of coordination required. However, this was now imbedded on business as usual practices.

ORDERED THAT:

1. That communications be issued reminding communities to adhere to social distancing guidelines
2. That communications be issued to local Taxi and Bus drivers reminding them to wear face coverings to set an example for the travelling public
3. That communications be issued to shops to encourage patrons to wear face coverings.
4. That the information presented to the Panel be noted.

20/8

CHAIR'S OSB UPDATE

The Chair advised that at the last meeting of OSB the Chief Executive provided an update on the Council's continuing response to COVID-19, specifically regarding recent outbreaks and the Council's work to monitor them.

The Board also received an update on Track and Trace, as well as work to support schools

given pupils were now returning.

The Director of Education and Partnerships and The Head of Achievement and Inclusion also provided an update on how the Council was supporting schools in light of children returning to school.

The Board also approved the Scrutiny Work programme for the 2020/21 Municipal Year.