

# Locality Working Overview and update.

Locality working involves a system change to the current operational delivery model across Council services. It seeks to achieve joined-up systems and reconfigure relationships between statutory organisations, partners and the community. It will involve developing collaborative approaches to address the underlying causes of community problems and build capacity within the community in order for residents to take charge of their own future, to have a strong voice and to build social capital and connections within the community. It was agreed that Locality Working will commence with two pilots in North Ormesby and Newport. The pilot period commenced in April 2020.

## Business case for Pilot areas.



The Newport Ward is the 5th most deprived ward in Middlesbrough moving from the 123rd most deprived ward nationally in 2007 to the 38th most deprived ward in 2015. The North Ormesby Ward is the most deprived ward in Middlesbrough and the 2nd most deprived ward in England. Newport had the 3rd highest number of recorded Racially Motivated crimes with only Central and North Ormesby having more. With all three wards having more than double the Middlesbrough average per 1,000 population.

In addition, these wards had the highest level of anti social behaviour per 1,000 population in 2018/19.

Newport Ward had the 2<sup>nd</sup> highest rate of female victims of violent crime per 1,000 population in 2018/19 with only North Ormesby having more. When looking at alcohol related hospital admissions to James Cook University Hospital, Newport Ward had the 3rd highest number of admissions in 2018/19 and in the previous year it was 2<sup>nd</sup> highest. When looking at alcohol and substance related ambulance pick-up data, Newport Ward had the 3rd highest level of recorded pick-ups with only North Ormesby and Central having higher levels.

When looking at incidents reported to Middlesbrough Council in 2019, Newport Ward had the highest number of low level antisocial behaviour and environmental crimes and 2<sup>nd</sup> highest level of fly-tipping.

The high level project objectives are as follows:

Healthier population

People feel safe

Increase satisfaction in environmental standards

Improve perception of community cohesion

Improve physical appearance of neighbourhood

Improve customer experience (Council and partners)

Build Community Capacity

Improve economic outcomes

Better outcomes for children

These are tracked through 7 action plans that are progressed and reviewed through the Locality model. Each action plan has a lead from the Locality model. Sub groups and working groups are established around specific issues i.e. vulnerable adults, environmental issues etc.

# Benefits and Outcomes and Outcomes.



Benefit	Description
Improved public perception within the 2 localities	Improved perception of: Crime, ASB, ability to influence decision making, community cohesion, ability of LA and partners to tackle local issues
Improved outcomes for Children and families	Reduction in the number of LAC. Reduction in the number of children subject to sexual exploitation and criminal exploitation Increased educational attainment
Improved physical environment	Cleaner environmental standards engaging with the community to share responsibility. Reduction in the number of people raising issues that have been reported but not dealt with
Stronger communities	Communities that engage and take shared ownership of local issues.
Improve user experience	A single point of contact within the community for the public and professionals will remove time spent navigating services improving user experience.
Right service first time.	As the pilot areas will provide a single source for coordinating referrals and signposting information.
Having a multifaceted team will encourage the sharing of knowledge and skills and result in an improved customer experience	The pilots will bring together staff from multiple areas across the Council and partners agencies, meaning more knowledge and information will be available to inform decision making on referrals which will lead to efficiency gains.
Utilise all services	By having access to all services available including voluntary sector, the load will be spread across a wider range of providers easing pressures particularly on social care.
Support for integrated working	The pilot will put into practice the key principles of integrated working including relationship building, improved communications, information sharing, pooled budgets, joint planning and management of resources. These will provide a governance framework and working practices that can be re-used by future integrated working initiatives



## Resource Allocation.

### Newport

Environment: 5x Staff, 5 days per week (Existing)  
Community Safety/SLL: 10.5x Staff (Existing)  
Education EMAT team: 6 x Staff 5 days per week (Existing)  
Adult Social Care: 1x Staff equivalent 5 days per week (New)  
Cleveland Police: 10x Staff, 4x hot desks, 7 days per week (New)  
Public Protection: 2x Staff, 5 days per week (New)  
Revenue and Benefits team: 2x Staff hot desks 2 days per week (New)  
Early Help team: 2x Staff 5 days per week (New)  
Public Health team to include space for commissioned services: 2x Staff 2 days per week (New)  
Thirteen Housing (Neighbourhood Manager) 1x Staff, 5 days per week (New)  
Children Social Care 2 x Social Workers – 1 from assessment service and 1 from safeguarding service. As cases transition they will be allocated work from the Newport Ward and spend increasing amount of time in the Hub (New)  
Total number of dedicated staff (some will work shifts i.e. Police) = **43**

### North Ormesby

Environment: 1x Staff, 5 days per week (Existing)  
Community Safety/SLL: 7x Staff, 5 days per week (Existing)  
Education EMAT team: 1x Staff, 5 days per week (Existing)  
Thirteen Housing / MBC (Neighbourhood Manager) 2x Desk 5 days per week (Existing)  
Adult Social Care: 1x Staff, 5 days per week (New)  
Cleveland Police: 1x Staff, 5 days per week – This will be revised as Neighbourhood Policing is re-introduced (New)  
Public Protection: 2x Staff, 5 days per week (New)  
Revenue and Benefits team: 2x Staff, 2 days per week (New)  
Early Help team: 1x Staff, 5 days per week (New)  
Public Health team to include space for commissioned services: 2x Staff, 2 days per week (New)  
Children Social Care 3 x Social Workers and 1x Resource Worker (New)  
Total number of dedicated staff (some will work shifts i.e. Police) = **24**

## Impact on Crime and Anti-social behaviour.

- Allocated resource for both Localities.
- Working groups for specific issues and actions.
- Police led action plan around People feeling safe.
- Dedicated action plan for Drugs and drug related issues.
- Weeks of action and ward specific operations.
- Joint meetings with dedicated officers to assist with diversion, engagement and assistance.
- Community engagement.
- Regular drop in events for Police and Council teams to offer assistance and opportunities for face to face reporting.
- Regular community feedback.
- Increase in high level intervention – house closures.
- Increased community intelligence and officer knowledge due to wider team and joint working.

**Incidents of reported ASB**

	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2 21/22	Q3 21/22
Newport	523	349	374	244	258	232	172
North Ormesby	157	86	122	76	98	106	64

**Incidents of Police reported crime**

	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2 21/22	Q3 21/22
Newport	151	185	177	144	219	196	165
North Ormesby	46	68	60	51	67	65	67

**Incidents of Public reported crime**

	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2 21/22	Q3 21/22
Newport	595	694	672	588	685	672	632
North Ormesby	192	214	215	232	244	297	247

The model has also increased information sharing and helped to centre the approach to dealing with high level asb this has resulted in an increase in high level interventions with 9 House Closures, 3 Civil Injunctions and 9 injunction breaches taking place within Newport.



**Feeling that Crime and ASB is improving Newport**

*\* % of individuals indicating measure is a very or fairly big problem, desired outcome percentage decrease.*

**80.65%**

**74.19%**

**44.29%**

**Improvement in perception of gang nuisance Newport** *\* % of individuals indicating measure is a very or fairly big problem, desired outcome percentage decrease.*

**64.51%**

**70.97%**

**36.91%**

**Feeling that Crime and ASB is improving North Ormesby**

**86.95%**

**72.72%**

**74.12%**

**Improvement in perception of gang nuisance North Ormesby**

**71.74%**

**75.75%**

**77.14%**

## Improved public perception within the 2 localities:



Perception survey in both localities completed in September 2020 a further survey linked to indicators was completed in March 2021. Next one is planned for September 2021.

Perceptions of feeling safe during the day in **Newport** have risen from **31.18%** of respondents feeling very safe or fairly safe in September 2020 to 35.49% in March 2021 to **68.65%** in October 2021.

Perceptions of feeling safe during the day in **North Ormesby** have risen from **32.61%** of respondents feeling very safe or fairly safe in September 2020 to 51.51% in March 2021 to **77.14%** in October 2021.

Perceptions of feeling safe after dark in **Newport** have risen from **9.68%** of respondents feeling very or fairly safe on an evening in September 2020 to 12.90% in March 2021 to **48.98%**.

Perceptions of feeling safe after dark within **North Ormesby** have risen from **13.04%** of respondents feeling very or fairly safe on an evening in September 2020 to 21.21% in March 2021 to **31.42%**.