

Report to: Community Protection Panel

Date: 12 November 2007

Subject: Development of the Partners and Communities Together (PACT) Toolkit

Report of: Director of Environmental Services

Contact officer: Julie Ridgway **Telephone:** 01942 828114

Purpose/summary: The purpose of this report is to provide an update on the development of the PACT Toolkit aimed at improving service delivery by identifying and responding to the issues that matter most to local residents.

Alternative options considered and reason for selecting the one recommended:

Recommendation/decision: That members support the development and implementation of the PACT Toolkit.

Risks/Implications:

Financial:	None
Staffing:	None
Policy:	n/a
Equal Opportunities - has a Diversity Impact Assessment been conducted?	No - the PACT Area Profile analyses the equality and diversity issues at a ward level. These are fed into planning and delivery.
Wards affected:	The PACT toolkit is currently being piloted at a ward level in Worsley Mesnes, Pemberton and Douglas.

Property – Does the proposal involve a reduction, addition or change to the Council’s asset base or its occupation?

No

Does this proposal have significant implications for the Council and the local population?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Does this proposal involve a new policy or procedure or significant changes to an existing policy or procedure?

A diversity impact assessment is not necessary at this stage, however, equality and diversity implications have been considered when producing this report.

Has the Director of Legal and Property Services confirmed that the recommendations within this report are lawful and comply with the Council’s Constitution? **No**

Has the Director of Finance and IT confirmed that any expenditure referred to within this report is consistent with the Council’s budget? **No**

Are any of the recommendations within this report contrary to the Policy Framework of the Council? **No**

* delete which applicable

For Cabinet reports only:

Categorisation of the report:	
Discussion leading to a decision	
Monitoring	
Sharing for corporate understanding	

Discussion	
Decision	
Information	

Tracking/Process:

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council
12 Nov 2007			

Proper Officer Martin Kimber

Date 30 October 2007

1. **Background:**

- 1.1 Pressure on the public purse is increasing. The need to improve public services and get value for money is greater than ever before. The public is demanding change. People are supportive of public services but want to see them improve and become more responsive; they welcome value for money but want to see their money spent efficiently and effectively - improving the quality of life of everyone in the Borough.
- 1.2 The Local Government White Paper '*Strong and Prosperous Communities*' says there are two ways we can achieve everything that people want to see from our public services. The first is by giving local people a more powerful voice in the planning and delivery of services in their local area. The second is by aligning and joining up the services delivered by a number of different agencies at a local level.
- 1.3 PACT is an acronym standing for Partners and Communities Together. It refers to the toolkit being developed to improve the way we identify and respond to the issues that matter most to local people, at a ward level, so they have greater say in shaping, influencing and challenging what's being delivered by services on the ground.
- 1.4 The PACT toolkit is being developed with the help and input from local residents, elected members and partner agencies involved in the Worsley Mesnes, Pemberton and Douglas pilots. The toolkit is divided into four parts outlined below.

2. **Proposals:**

2.1 Area Profile

- 2.1.1 The area profile pulls together all of the research and information about the area into one place - single information point – to help us develop a deeper understanding about the people living and working in the area including their priorities and needs. We have used the profile to drill down and identify the locations where most people are concerned about. We have called these 'priority action areas' because we know they require a comprehensive, partnership and lasting response. For example, a rear of houses where litter is constantly being dumped, a row of shops where young people are asking adults to buy alcohol or an address where a neighbour is disputing with another neighbour.

2.2 Community Engagement

- 2.2.1 The community engagement has helped us to get more information about the issues that matter most to the people living and working in the area. We have used the area profile to identify and target 'hard to hear' groups such as, older people, young people, black minority ethnic (BME), single parents, unemployed, victims, people with a disability and mental health problems. We have asked frontline officers already working with these groups to carry out the community engagement on our behalf as part of their frontline duties. For example, detached youth workers have consulted young people for us, the homecare service has helped their clients to complete a survey and we have targeted repeat victims and complainants through the door knocking.

- 2.2.2 We have tested a number of different approaches to community engagement from one end of the spectrum where we have asked local residents to come to us (e.g., by holding public meetings/ events) to the other end of the spectrum where we have asked local frontline officers to go to them (e.g., multi-agency door knocking). The latter is the best approach in terms of what you put in (e.g., human and financial resources) compared to what you get out (e.g., quality and quantity of information). We listened to approximately 50 people at the public events and almost 250 through the door knocking exercises.
- 2.2.3 We have used informal approaches with incentives such as, a listening event at a local primary school offering free tea and cakes, information stands, the Rockbus and a free prize draw. We have used a formal survey to measure the perceptions and experience of local people developed and tested nationally by the Jill Dando Institute called the 'Key Individual Network' (KIN). The KIN gathers good quality information from local residents and has helped the police in Worsley Mesnes carry out drug raids in two areas of the ward. Feedback and photographs can be found on the front cover of the PACT newsletter.
- 2.2.4 We have found that community engagement, especially the door knocking, is an excellent platform for identifying community members who want to get involved in their local area. We have identified at least 200 local residents who want to receive feedback and/ or get involved more directly (e.g., visual audits, local community groups). We are working with the Council for Voluntary Service (CVS) to establish a community development programme that will give local residents the capacity to play an equal part in the planning and delivery of services.
- 2.3 Visual Audit
- 2.3.1 PACT is addressing ten 'priority action areas'. We have found each area is unique in terms of its problems and solutions requiring different responses from a number of different agencies. We have developed a partnership visual audit to ensure each of the 'priority action areas' is inspected by a multi-agency team of frontline officers and community members who have the capacity and resources to respond to the issues identified by local residents. The visual audit has helped partners and communities make joint decisions about the best course of action on site rather than in an office.
- 2.3.2 The outcomes of the visual audit are fed into the local action plan which, with the help of the PACT Co-ordinator and elected members, is monitored and evaluated by local community volunteers. We have found that residents are very keen to help us find out whether the local action plans are making a difference on the ground. The local community group in Worsley Mesnes are receiving the training you need to evaluate whether the action taken by a number of different services is working or not.
- 2.3.3 The Worsley Mesnes group has commissioned another visual audit to address the issues at Kipling Park. Several local residents including two young males have volunteered to take part in the visual audit and help frontline officers decide on the best course of action. We have found that it is important to take 'before' and 'after' photographs when doing the visual audits

so we can provide high quality feedback to the people monitoring the work being done in the 'priority action areas' and to the rest of the community in the newsletter. This is because evidence like photographs helps people to decide whether something has worked or not with confidence and accuracy.

2.4 Practitioner Group

- 2.4.1 The practitioner group is made up of a virtual team of frontline officers who work in the local area. They share knowledge, skills and resources with each other on a regular basis so the 'left arm knows what the right arm is doing'. Members of the team share confidential information about the causes (e.g., individuals perceived to be causing problems) and symptoms (e.g., vandalism, graffiti, litter). This is then added to the information received from community engagement and used to make joint decisions about the best course of action.
- 2.4.2 All of the decisions are recorded in a local action plan by the PACT Co-ordinator who is responsible for tasking and co-ordinating the multi-agency virtual team. The action plan is then used by elected members and local residents to check that frontline officers are delivering the agreed actions. The practitioner group helps us to deal with the information received from community engagement especially when local residents give us the names and addresses of problematic individuals. For example, the practitioner group used the door knocking information to help them get a 'crack house' closure.
- 2.4.3 Members of the practitioner group rely on community intelligence because it helps them to deal with problems sooner rather than later from an early intervention and prevention point of view. This approach can be cheaper and longer lasting when compared to enforcement and criminal justice system. The next step is to develop the steering group so that the 'harder to resolve' issues can be elevated to a group of managers given there are a number of decisions that only managers can make.
- 2.4.4 The steering group mirrors the practitioner group by involving managers from the number of different agencies who deliver services on the ground. The practitioner groups are accountable and report regularly to the steering group about what they have done to identify and respond to the issues that matter most to local people and more importantly, what they have achieved. All of this information is fed back to the wider community and partnership using a 'You Said, We Did' format in order to build public confidence and satisfaction.

3. **Conclusions:**

- 3.1 The developing PACT toolkit is helping us to give local people a more powerful voice in the planning and delivery of services. The area profile helps us to understand who lives in the area, the community engagement helps us to identify the issues that matter most to local residents and the practitioner group helps us to be responsive by involving and joining-up the services which can deliver different pieces of the 'jigsaw' on the ground.
- 3.2 Further development of the PACT process will be the subject of a future reports to Panel.

Diversity Impact Assessment form

Section:

Neighbourhood Services

Policy/Service Area:

Environmental Services

Person completing form:

Julie Ridgway

Date:

24.10.2007

Do any of the below groups suffer specific disadvantage (please indicate)

	Yes	No		Yes	No
Race		X	Disability		X
Ethnicity		X	Gender		X
Age		X	Religion		X
Class		X	Sexual Orientation		X

Is there evidence of disadvantage or associated problems?

No.

How was the information collected and/or who have you consulted with?

Action Plan – What specific actions are planned to tackle any disadvantage identified?

Is the policy in line with current equality legislation and relevant codes of practice?

Timescale	
Responsibility	
Comments	

Are the actions specified included in any other documents/plans?

Departmental Service Plan	
Section/Team Plan	
Other (specify)	

Date for further review	
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