

# Neighbourhood Action Co-ordination

## Progress Report

March 2023

**This report is updated for March 23 from previous January 23 Report**

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City Council

# Neighbourhood Action Co-ordination Progress Report

## March 2023

### Background

The Neighbourhood Action Co-ordination Pilot, consisting of 12 Neighbourhood Action Co-ordinators (NACs hereafter) in 22 wards across the city has been operating since July 2022, following the allocation of an initial one-off resource for a 12 month pilot across 20 wards during the budget setting process for 2022/2023. Separately to this, a pilot of Neighbourhood Co-ordination was already operating in Sparkhill and Sparkbrook & Balsall Heath East Wards, again on a one-year basis- this began in February 2022.

### Approach

Working with ward councillors, NACs:

Mobilise, organise, and empower residents, community groups, stakeholders, and partners to take action to benefit their ward. They act as a link between council services, residents, and stakeholders, ensuring a co-ordinated approach to delivering on ward priorities and asset-based community development.

NACs' primary focus is on the following priority themes:

- **Street Scene:** *"A Bold Green Ward"*
- **Community Safety:** *"A Bold Safe Ward"*
- **Deprivation / Quality of Life:** *"A Bold Prosperous Ward" / "A Bold Healthy Ward"*

NACs work with and support existing resident-focused groups, organisations, and active citizens. Or develop new groups where required.

NACs enable residents, organisations, and stakeholders to shape the specific actions and outcomes under the broader themes, ensuring workloads remain achievable. NACs are required to deliver on 3 - 6 priorities per ward at any one time.

Once key priorities are identified (in addition to priority themes), NACs work with elected members, residents, community groups, stakeholders, partners, and council services, to co-ordinate action to impact upon priorities. For example, supporting friends of groups, co-ordinating environmental clear-up activities and 'love your streets' action days.

A budget of £10,000<sup>1</sup> per ward is available for local priority interventions.

This fund will be managed by the NDSU, in line with the small grants process, with interventions/project approved via a ward process.

It should be noted that Neighbourhood Action Coordination is not Neighbourhood Management.

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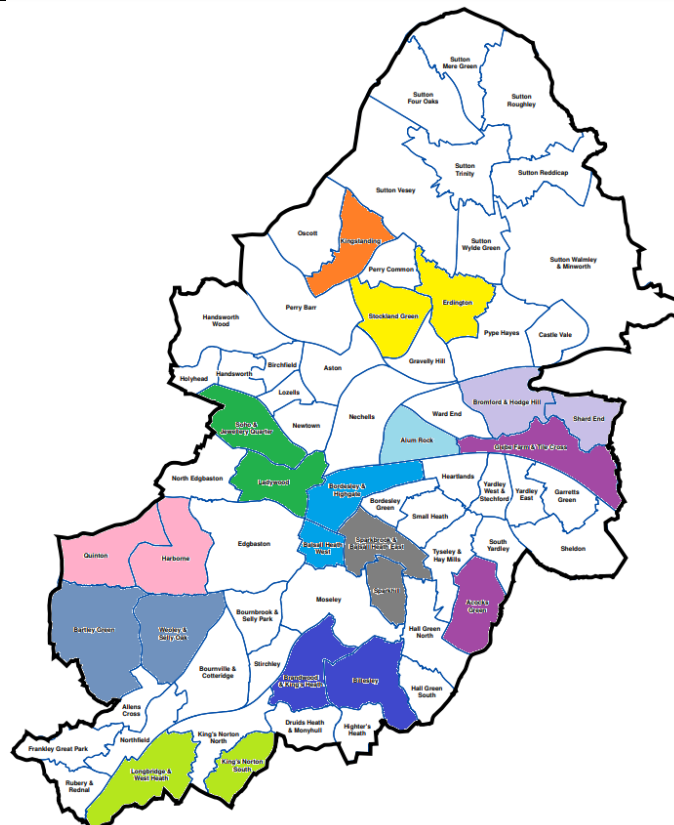
<sup>1</sup> A smaller budget applies in Sparkhill Ward and Sparkbrook & Balsall Heath Ward due to the budget envelope for the pre-NAC programme pilot.

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## Wards

Pilot wards were selected by ranking all the wards on a combination of fly tipping, Deprivation & ASB and taking the worst affected areas. These 20 wards (plus the initial pilot in Sparkbrook and Sparkhill) have been paired as per the table below.

Ward Pairing	
Alum Rock	(Singular – Part time position)
Balsall Heath West	Bordesley & Highgate
Erdington	Stockland Green
Bromford & Hodge Hill	Shard End
Glebe Farm & Tile Cross	Acocks Green
Ladywood	Soho & Jewellery Quarter
Billesley	Brandwood & Kings Heath
Longbridge & West Heath	Kings Norton South
Bartley Green	Weoley & Selly Oak
Harborne	Quinton
Sparkbrook & Balsall Heath East	Sparkhill
Kingstanding	(Singular – Part time position)



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## Recruitment

Two rounds of recruitment have been completed and all NACs are now in place in the following ward parings:

Ward Pairing		Co-ordinator	Email
Alum Rock	(Singular – Part time position)	Yasmin Akhtar	<a href="mailto:Yasmin.Z.Akhtar@birmingham.gov.uk">Yasmin.Z.Akhtar@birmingham.gov.uk</a>
Balsall Heath West	Bordesley & Highgate	Maria LoPresti-Saunders	<a href="mailto:Maria.Lopresti-Saunders@birmingham.gov.uk">Maria.Lopresti-Saunders@birmingham.gov.uk</a>
Erdington	Stockland Green	Donna Ebank	<a href="mailto:Donna.Ebanks@birmingham.gov.uk">Donna.Ebanks@birmingham.gov.uk</a>
Bromford & Hodge Hill	Shard End	Nadeem Aziz	<a href="mailto:Nadeem.Aziz@birmingham.gov.uk">Nadeem.Aziz@birmingham.gov.uk</a>
Glebe Farm & Tile Cross	Acocks Green	Debbie White	<a href="mailto:Debbie.White@birmingham.gov.uk">Debbie.White@birmingham.gov.uk</a>
Ladywood	Soho & Jewellery Quarter	Cameron Duncan	<a href="mailto:Cameron.Duncan@birmingham.gov.uk">Cameron.Duncan@birmingham.gov.uk</a>
Billesley	Brandwood & Kings Heath	Our Scene CIC*	<a href="mailto:neighbourhood-matters@ourscene.org">neighbourhood-matters@ourscene.org</a>
Longbridge & West Heath	Kings Norton South	Tof Islam	<a href="mailto:Tof.Islam@birmingham.gov.uk">Tof.Islam@birmingham.gov.uk</a>
Bartley Green	Weoley & Selly Oak	Robbie Lea-Trengrouse	<a href="mailto:Robbie.Lea-Trengrouse@birmingham.gov.uk">Robbie.Lea-Trengrouse@birmingham.gov.uk</a>
Harborne	Quinton	Stacey Kettner	<a href="mailto:Stacey.Kettner@birmingham.gov.uk">Stacey.Kettner@birmingham.gov.uk</a>
Sparkhill	Sparkbrook & Balsall Heath East	Amer Khan	<a href="mailto:Amer.Khan@birmingham.gov.uk">Amer.Khan@birmingham.gov.uk</a>
Kingstanding	(Singular – Part time position)	Nyasha Hamilton	<a href="mailto:Nyasha.Hamilton@birmingham.gov.uk">Nyasha.Hamilton@birmingham.gov.uk</a>

\*A local anchor organisation, Our Scene CIC has been successfully commissioned for the Billesley and Brandwood & Kings Heath ward paring. This is because we were not able to recruit a NAC for these wards during the recruitment rounds. However, this has presented an opportunity to ‘test’ an alternative model of local area coordination during the pilot period.

It should be noted that the 12-month delivery is phased, according to when NACs commenced in post.

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### Summary of Actions and Impact

Please follow link for full report of ongoing actions, however, a summary has been provided in the table below:

[NAC action report 03.23.docx](#)

Action	Wards	Themes	Impact
Development of Friends of Groups	Bromford & Hodge Hill Stockland Green Sparkbrook & Balsall Heath East Weoley & Selly Oak Soho & Jewellery Quarter Bordesley & Highgate Alum Rock Longbridge & West Heath	Street Scene Quality of Life	<ul style="list-style-type: none"> <li>Friends of Farm Park formally constituted in Sparkbrook and bidding for grant funding to provide enhancements</li> <li>Friends of Brookvale Park in Stockland Green, revitalised with new members and drafted a new constitution, working closely with partners in the ward such as Kingstanding Regeneration Trust</li> <li>Friends of Shenley Fields Duck Pond – arranging an all-out day with multiple community groups and partners to raise awareness and garner more membership.</li> <li>Connecting Friends of Adderley with NNS to access local asset information</li> <li>Supporting friends of Highgate Open Spaces with funding opportunities</li> <li>Friends of Hodge Hill Common formally constituted and bidding for grants funding to enhance activities</li> </ul>
Beat Walks	Bromford & Hodge Hill Shard end Stockland Green Weoley & Selly Oak Bartley Green Sparkbrook & Balsall Heath East Sparkhill Bordesley & Highgate Harborne Balsall Heath West Glebe Farm & Tile Cross Acocks Green Alum Rock	Street Scene Community Safety	<ul style="list-style-type: none"> <li>Working with partners, community groups, active residents, and council services to identify long term solutions to hot spot issues. Culminated in some great examples of sustainable improvements. See case studies.</li> <li>Patrols arranged alongside PCSOs in Weoley &amp; Selly Oak with a focus on community engagement and identifying community safety areas of concern</li> <li>Engagement with residents in Stockland Green lead to youth ASB intelligence being fed back to local police team, who</li> </ul>

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			<p>have altered patrols in the area to account for it.</p> <ul style="list-style-type: none"> <li>• Site visits with local police to investigate resident reports of drug use hot spots and to co-ordinate removal of sharps.</li> </ul>
All out / Love your Streets Days	<p>Bromford &amp; Hodge Hill Shard end Stockland Green Weoley &amp; Selly Oak Bartley Green Sparkbrook &amp; Balsall Heath East Sparkhill Soho &amp; Jewellery Quarter Ladywood Alum Rock Billesley Brandwood &amp; kings Heath Longbridge &amp; West Heath</p>	Street Scene Quality of life	<ul style="list-style-type: none"> <li>• Working closely with Love Your Streets to provide increased engagement with partners and community groups. This has led to involvement of West midlands Police, Community Payback, Local Housing Associations, and multiple Community Groups</li> </ul>
Warm Spaces	<p>Weoley &amp; Selly Oak Stockland Green Bromford &amp; Hodge Hill Shard End Alum Rock</p>	Quality of life	<ul style="list-style-type: none"> <li>• Working with community organisations to support their Warm Welcome offer with guidance and applying for additional funding.</li> </ul>
Supporting Local community groups and venues	<p>Bordesley &amp; Highgate Glebe Farm &amp; Tile Cross Quinton Harborne Brandwood &amp; Kings Heath</p>	Quality of Life	<ul style="list-style-type: none"> <li>• Working with Highgate Community Support Limited, who fund a number of activities across Highgate, to increase resident participation.</li> <li>• Development of resident forums</li> <li>• Supporting development of food pantries</li> <li>• Supporting development of local resident groups</li> </ul>
ASB / Youth ASB	<p>Glebe Farm &amp; Tile Cross Harborne Quinton Weoley &amp; Selly Oak Brandwood &amp; Kings Heath Billesley</p>	Community Safety	<ul style="list-style-type: none"> <li>• Working with LPDG managers to relay information between local residents and key partners.</li> <li>• Developing and co-ordinating youth activity including support for funding applications.</li> <li>• Supporting development of Neighbourhood/Street watches</li> </ul>
LPDG support	<p>Harborne Quinton Bordesley &amp; Highgate</p>	Community Safety	<ul style="list-style-type: none"> <li>• Supporting &amp; facilitating residents meetings as part of LPDG consultations around specific ASB issues</li> </ul>

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	Glebe Farm & Tile Cross		<ul style="list-style-type: none"> <li>Leading on Task &amp; Finish group around specific locales' community safety.</li> </ul>
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### Case Studies

Please see attached presentation for highlighted case studies. Please follow link for all case studies:

[J:\NDSU \(Community Governance\)\Neighbourhood Action Co-ordinator Pilot\Monitoring\Case Studies Report.xlsx](J:\NDSU (Community Governance)\Neighbourhood Action Co-ordinator Pilot\Monitoring\Case Studies Report.xlsx)

### Emerging themes

Listed below are some additional early emerging themes that will impact on the current pilot, to be taken into account during the pilot:

- Impact of the cost of living crisis
- Increasing poverty levels within the city, including energy and digital poverty
- Increased community safety requirements
- Increasing demand for health and wellbeing intervention
- Reducing resources
- The need to effectively engage and communicate within wards and neighbourhoods

### SWOT Analysis – November 22

Listed below is an initial SWOT analysis emerging from the programme:

Strengths	RAG Rating
Two previous successful Neighbourhood Management programmes and constituency working, good practice to draw upon	G
NAC post developed in partnership with councillors (previous assistant leaders)	G
Immediate placed based impact. NACs have been able to successfully embed themselves in localities and establish local links with councillors, residents and stakeholders in most cases.	A
Weaknesses	RAG Rating
Partnering of wards – 2.5 days per week, per ward	R
Danger of delivery focus being too broad	R
Buy-in from service area link officers (cross directorate)	R
All wards requiring neighbourhood action coordination do not have an officer in place.	R
Opportunities	RAG Rating
Learning from the pilot	A
Local buy-in from councillors, residents and stakeholders	A
Testing new ways of coordinated localised working and interventions	A
Local area-based intervention funding	A

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Learning from pilot evaluation to refine the NAC programme	A
Exploring the opportunity to extend the programme to other wards, or to redeploy NAC according to new metrics/emerging priorities and needs.	A
<b>Threats</b>	<b>RAG Rating</b>
Limited programme, not including all wards	R
Council driven priorities rather than a combination of locally driven and council driven	R
Lack of buy-in from internal officers (service area link officers), cross directorate.	R

### Risk Mitigation

Weaknessess / Threats	Mitigations
Partnering of wards – 2.5 days per week, per ward	Focus delivery on achievable actions. Regular reviews of workloads.
Danger of delivery focus being too broad	Limit actions to ensure capacity for delivery. Regular review of action plans and delivery.
Buy-in from service area link officers (cross directorate)	Working with relevant SALOs to highlight project and build good practice and partnership working going forward.
All wards requiring neighbourhood action coordination do not have an officer in place.	Resources considered as part of 2023/24 budgeting process. Initial evaluation report to be produced to enable wider roll out to be decided
Limited programme, not including all wards	Resources considered as part of 2023/24 budgeting process. Initial evaluation report to be produced to enable wider roll out to be decided
Council driven priorities rather than a combination of locally driven and council driven	Although priorities are identified at council level. Specific actions are identified at local level from community input.
Lack of buy-in from internal officers (service area link officers), cross directorate.	Address any blockages with relevant officers and develop working practises to ensure positive benefit for all services involved.

### High-Level Asks

Summarised below are improvements that are required internally to ensure that the maximum benefit can be achieved from the Neighbourhood Action Coordination programme:

Issue	Solution	Comments
Service Area Link Officer (SALO) contacts are not always very responsive	Cross-directorate buy-in from ADs/senior management for the contact system, with an understanding of why it is	Need clarity on how NACs interconnect with the Customer Service channels and Member portal.



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	<p>needed and agreement on how this should/could work.</p> <p>Clear named person for each service area who can provide contact details for SALOs, rather than chasing ADs.</p> <p>An understanding that NACs and CSDOs are on the ground in neighbourhoods and can help mitigate/ manage expectation with residents and so engagement with us is beneficial for service areas.</p>	
Officer attendance at Ward Forum Meetings /Ward Action Planning sessions (last minute cancellations)	<p>Process in place for cover where possible or contingency for officer to meet with councillors or CSDO/CGM following the meeting to discuss issues raised, especially where residents asked for officer attendance.</p>	<p>Meetings are arranged in advance and although some non-attendance is unavoidable, some is avoidable. Residents make the effort to come to meetings and then arrive to find those that can speak about the topics are not in attendance. Doesn't help relationships and trust with residents.</p>
Expectation management	<p>Opportunity for appropriate CSDOs and NACs to meet with service areas to better understand the processes linked to communities/complaints – be it parks installations, waste collection, street cleaning schedules – so NDSU has a baseline understanding of what challenges and hoops there are for services areas.</p>	<p>This will assist with conversations, set the trajectory with residents based on honest and realistic timelines.</p> <p>NAC project lead to compile FAQs from communities around certain processes and liaise with services over Q1 &amp; Q2 to create baseline understanding of service areas.</p>
Access to Fly Tipping Data	<p>A regular report for our areas.</p>	<p>Request made to AD for Waste Management &amp; Data Officer to provide access to dashboards.</p>

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Understanding that Neighbourhood Action Coordination is not Neighbourhood Management and cannot cover all of the issues within wards.	<p>Communication of a clear definition of the role and NACs' responsibilities.</p> <p>Communication of other local issue service contacts and reporting processes.</p>	Given that the NAC pilot is currently a pilot, it is important not to raise expectations that cannot be delivered in the longer-term.
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