

Minutes of the Neighbourhood Management Programme
Management Board Meeting, Wed 9th December 2009
9.30 a.m, Royal Marine, Combe Martin

Present

Gary Smith – Transform
Mike Taylor – Chair, Resident Combe Martin
Janine Whapham - Transform
Cllr Julia Clark – Combe Martin Parish Council
Celia Withers – Resident, Combe Martin
Patrick Hamilton – North Devon Voluntary Development Agency
Sue Gear – North Devon +
Cllr Wendy Butler – Ilfracombe Town Council, Scribes, Resident Ilfracombe
Peter Laurie – Vice Chair, Resident Bratton Fleming
Cllr Frank Pearson – Vice Chair, Ilfracombe Town Council, Resident
Cllr Geoff Fowler – Devon County Council
Insp Peter Sarney Devon & Cornwall Police Constabulary

1. Apologies

Cllr Janice Donovan – Ilfracombe Town Council
Pam Lang – Devon Primary Care Trust
Cllr Yvette Gubb – North Devon Council
Cllr Andrea Davies – North Devon Council
Miles Sellick – North Devon Homes
Cllr David Lilley – Bratton Fleming Parish Council, Resident
Janet Sinclair – Jobcentre Plus
Ian Hobbs – Devon County Council
Mike Symons – Government Office South West
Judi Thomas – NHS Devon
Brian Holme – North Devon Council

2. Update on Evaluation – Gary Smith

G Smith advised that Nick Harrison, Local Improvement Adviser was unable to attend the meeting. Also, due to NH's workload, the timetable of reviewing Transform's evaluation process had been delayed. GS distributed copies of a draft report from N Harrison. NH has reviewed project material and Evaluation Proposal for the programme and is currently producing a draft Evaluation Action-Plan to be agreed by Transform Evaluation Group, and to guide delivery commencing in early 2010. This plan will also be informed by interviews and research NH has carried out to ensure incorporation of good practice, learning from elsewhere and fit with local context.

NH proposes Evaluation Action-Plan be overseen and steered by Transform Evaluation Group with membership reviewed and refreshed if appropriate (to ensure sufficient objectivity and skills and knowledge capacity).

NH supports recruitment/secondment of a part-time Evaluation Project Manager to deliver the Evaluation Action Plan and NH can assist with recruitment and training as appropriate. Project Manager to report to Transform Evaluation Group. M Taylor asked when would recruitment take place. G Smith confirmed that he will draft job specification/advert early January 2010.

GS

NH supports recruitment of local part-time Evaluation Officer to support Project Manager with data collection, analysis, reporting, facilitation, communication learning and general administration.

NH recommends Devon County Council – Strategic Intelligence Unit undertake a Data Audit to identify data currently available from all sources (public, private & VCS) that can be drawn upon for evaluating impact. DCC-SIU have agreed to undertake this work and NH will liaise

with them to provide specification and ensure fit with Evaluation Action Plan requirements. NH emphasizes the importance of strong engagement with lead agencies operating in the Neighbourhood Management (NM) area throughout the evaluation. Their support and input will be essential to ensure that learning from NM approaches are successfully transferred ('mainstreamed') into service delivery.

NH joined Gary Smith & Ian Hobbs on 19th Nov 09 presenting to North Devon LSP key questions which will inform the evaluation:

- *How do we strengthen evidence to ensure a rounded view of the area?*
- *How do we decide if Neighbourhood Management approach is better than business as usual?*
- *How do we ensure our organisations and staff learn from NM approach?*
- *If NM approach is better how do we make it our business as usual?*

M Taylor asked what was the response from the Local Strategic Partnership.

G Fowler said they thought it was quite positive and recognised the successes of a Neighbourhood Management approach.

N Harrison supports inclusion of Areas for Investigation listed in Evaluation Proposal:

Citizen-led community action; Community governance; Potential services for devolution accessibility; LAA and local delivery plus additional Thematic Studies covering key delivery themes: Safer & Stronger Communities; Health and Wellbeing; Housing & Environment; Education, Training and Worklessness; Economic Development. Thematic Studies to include Evaluation of Impact and Cost-benefit analysis (with support/input from analysts, policy-makers and managers in lead agencies) and (where appropriate) the business case for Neighbourhood Management approach to delivery.

NH proposes thematic studies will be an effective way to engage lead agencies in learning from the evaluation – by including them in its design and using thematic studies to communicate impact and benefits.

P Laurie was concerned about the length of time it had taken for the draft document to be produced and stated that the board was already aware of what the needs were. G Smith stated that N Harrison gives Transform 15 days of his time which is funded through the regional improvement agency.

G Smith stated that Ilfracombe was being considered as part of the Total Place programme, which is an ambitious and challenging programme, creating service and transformation that can improve the experience of local residents. Wendy Butler stressed the importance of qualitative baseline data and the new person needs to be fully briefed about the deprivation indices. She added that if Nick Harrison is the Transform 'voice', he needs to understand other strands of effective measures regarding deprivation and other surveys carried out. F Pearson added that France are looking at alternative measures of wellness, wellbeing and papers have been published.

M Taylor asked if board members are happy to accept N Harrison's draft proposal and asked for implementations for the key posts to take place from January 2010 and that we would expect to see an Evaluation Project Manager in post by the end of January 2010.

G Smith to arrange Transform will be part of the secondee process. The board voted to accept the document and Pip Tucker and Nick Harrison is to be invited to the next Evaluation Group meeting.

J Clark asked if Transform were dealing with problems which are area specific or national. She stressed the importance to appoint the right person in post, someone who has local knowledge and a sympathetic approach. P Hamilton added that the Transform programme has made a big difference to the areas and measures and analysis is really important.

**GS
JW**

3. **Review of Evaluation and forward planning – Gary Smith**

Copies of the Gantt charts for all themes were distributed which are formed as a result of each board meeting throughout the year, with lists of activities, partner agency involvement and timelines. G Smith went through each gantt chart and updated members on each activity. Some items highlighted were:

Crime - 2009 has shown to be a successful year with our Police partners. Police Community Support Officers have had greater engagement and closer links with the schools, with invitations going out to those on ASBO's to join in Transform Sports Taster sessions, which have proven successful with a decline in ASBO's. Street Pastors are going from 'strength to strength' and the police have commented on the difference of people's behaviour when the Street Pastors are on duty. The retail crime training was well received and there has been a reduction in thefts. Licensing PACT meetings have also proven successful. Reporting of crimes and the problems experienced with communication will be looked at more closely during 2010. J Clark wanted to thank the police for their cooperation, especially the Neighbourhood Beat Manager and Police Community Support Officer who are really effective in Combe Martin. G Fowler added that the police presence in Ilfracombe was excellent and it was good to see more police on foot patrols. P Sarney informed the board that there will be extra officers for the late night economy over the Christmas period.

Health – Richard Slaney from North Devon Council has been seconded to Transform as the Healthy Town Coordinator, he commences on Jan 4th 2010. Richard has a good background and has worked with Transform on its summer activity programme. Evaluation of Social Prescribing and Transform Yourself needs to take place. W Butler said the Social Prescribing project is really successful and this model has been rolled out in four of the medical centres in Barnstaple, delivered by Barnstaple Poverty Action Group. WB asked if this could be made available to Trisha White, who is the person who delivers this service within the Empowering Communities programme and whose contract finishes early 2010. F Pearson said he was also concerned about the future of Social Prescribing for the Ilfracombe area. S Gear added that Karen Evans and the CVS work is mindful of the problem and is looking into it. GS will discuss matter with Phil Davey, BPAG. G Smith added that the health visitors, GP's, debt and housing advice agencies are all really engaged in Ilfracombe. G Smith stated that Trisha White has also had referrals from residents in Combe Martin. Regarding Sporting Chance, there is a big shortfall of funding for this programme and greater effort will be made during 2010.

GS/JW

G Smith informed the board that Jeff Bolton of Healthier Homes North Devon is leaving in December and commended him for the work he has carried out for the community.

M Taylor asked for a letter of thanks to be sent to Jeff Bolton.

C Withers stated that health and housing still remain a high priority. G Smith is hopeful that the Healthy Town project will address some of these issues.

GS/JW

Education, Training & Worklessness - F Pearson stated that in his experience, people who are unemployed gain an amount of social skills through volunteering, which all helps towards gaining work. W Butler also stated that through the Transform 4 Work programme, she has come across many lone parents who are isolated and volunteering has certainly helped in getting them back into work.

G Smith was asked if he was successful in re-negotiating the rental agreement for the Candar office. G Smith confirmed that he had contacted Donna Baddeley of N D Homes but was unsuccessful in getting a reduction. W Butler stated that a low rent had been agreed with ND Homes for CAB. It was suggested GS lobbies Martyn Gimber and Miles Sellick.

GS

G Smith asked if the board were satisfied with the 2009 activities, the members agreed that they were. M Taylor asked how well does Transform communicate with the community who are not aware of its activities. He added that whilst the Live Newsletter was successful to a degree in some areas, it still didn't reach great numbers. He believed that press releases were more effective. G Smith agreed and felt that it was better when Transform had a Publicity Officer.

The question was asked "What's going to happen at the end of the life of Transform?"
General discussion took place and G Smith confirmed that Transform could be curtailed.

4. Minutes and Matters Arising

There is a correction to the minutes of 23rd Sept 2009, page 1, No: 3, second paragraph remove (*post 16*) - it was Year 11 English retake that are being taught as single sex groups.

Julia Clark referred to Page 7, No: 9, paragraph 2 regarding Combe Martin Parish Council's contribution of £300 for the Warden scheme. JC disputed the amount has been paid. Sue Gear is to check and confirm. P Laurie also suggested that S Gear writes to Bratton Fleming Parish Council again to ask for their contribution.

SG

The remaining previous minutes were accepted as a true and accurate record.

Geoff Fowler advised that the Ferry to Ilfracombe was on track. Transport and parking is still being looked at and there's discussion involving further pay & display areas.

M Taylor informed the Board that Rory McDonald was no longer with Transform and asked for a letter of thanks to be sent acknowledging his innovation and development of the work he undertook.

GS/JW

G Smith advised that it was always the intention that the Warden's would be mainstreamed into local services. Ilfracombe Town Council are interested in employing a Town Warden and Transform is looking at how it can assist with the process. GS added that he was having to assist with more hands-on work since the departure of Pete Gammon, Neighbourhood Warden and asked the board's agreement to re-advertise for his replacement. He stated that Cherif Benkanoun was doing an excellent job especially in dealing with vulnerable members of the community. GS proposed advertising for a replacement Warden, in partnership with the Ilfracombe Town Council in January 2010, the board agreed.

GS/JW

GS took the opportunity to thank the Support & Evaluation Groups for their ongoing support. He informed the board that the Healthy Town Steering group has been formed and the first meeting has taken place, with good support from services. G Smith distributed the main recommendations/commitments from partner agencies, following the Full Partnership Day. He also advised that he and M Taylor were having a meeting on 10th December, with Catherine Cox at the Ilfracombe Junior School, to discuss their involvement with Healthy Town.

5. Action Sheet

Completed: 399, 416, 418, 420, 422
Outstanding: 409, 421

6. Progress on Interventions (as attached)

This document was distributed and G Smith ran through each of the themes and updated the board.

7. Finance

Sue Gear distributed copies of the finance report on the overview of spend against budget to date at 30th November 2009. SG added that Government Office South West issued Transform with the first offer letter for 2005/6, followed by annual offer letters from Devon County Council. At no point has Transform received a whole programme offer letter. SG has written to North Devon Council, the current body to which funds are directed, to see if they can confirm the remaining funding to 2012.

The forward budget will change according to the timing of the replacement Warden and Evaluation Officer. The contribution to the healthier homes post will depend on a decision by NDC to replace Jeff Bolton.

8. AOB

It was suggested that Transform should lobby Nick Harvey MP and prospective conservatory parliamentary candidate Philip Milton and all prospective members of parliament, asking for their support of the Transform programme, ensuring that communication and connections are maintained to showcase the work Transform is doing, highlighting the service delivery for the local community. G Smith is to formally write to members.

GS

P Hamilton notified the board that this was the last meeting he will be attending in his official capacity as he's retiring from North Devon Voluntary Services. Karen Evans of Empowering Communities will be acting as the interim Chief Officer for 3 months. PH suggested that Karen Evans be invited to sit on the Transform Board, this was agreed. PH added that it would be very sad if Transform didn't continue at the end of their programme as they are the envy from other organisations/communities who don't have a similar service provision. PH thanked G Smith for his service to NDVS and stated that he knows that Karen Evans will continue the good work, in conjunction with the Trustees. The Chair thanked P Hamilton for his support as a board member and wished him every success in the future.

JW

C Withers asked if R McDonald's post was being replaced. G Smith said that there was no plans to replace him.

G Fowler said the Ilfracombe Town Council is working on a strategy for Ilfracombe for the next 20 years and is supportive of the Warden programme.

M Taylor thanked members for their attendance.

Meeting closed 12.15 pm

9. Dates of Transform Board meetings 2010 between 9.30 a.m 1.00 pm (latest)

Date	Venue	Theme
Wed 27 th January	Ilfracombe Centre	Crime & Community Safety
Wed 24 th March	Combe Martin Church Hall	Health
Wed 26 th May	Bratton Fleming Sports Hall	Housing & Environment
Wed 28 th July	Bratton Fleming Sports Hall	Economy
Wed 22 nd September	Combe Martin Church Hall	Training, Education, Worklessness
Wed 8 th December	The Ilfracombe Centre	Evaluation