



Neighbourhood Management

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What Is the Issue?

- Improvement in services
- Contrast with customer satisfaction results
- Council's inspection results





How to Encourage This Trust?

- How can we encourage civic engagement?
By citizens and next generation politicians
- How can we promote dialogue with citizens?
- How can we best direct resources to where they are needed most?
- How will we encourage sustainable neighbourhoods and decrease the dependency culture that exists in Swindon?

A New and Enhanced Role for Local Councillors

- Devolved decision making
- Neighbourhood governance arrangements
- Community calls for action



Neighbourhood-based Commissioning of Services



- Neighbourhood access points
- Needs assessments and plans
- Neighbourhood charter
- Multi-agency teams

Re-engaging With Our Communities



- New citizen engagement programme
- New neighbourhood learning programme
- Tasking and governance arrangements



National Good Practice

- A clearly defined neighbourhood
- Citizen involvement and support
- A dynamic neighbourhood manager
- A local partnership
- Support and commitment from the local authority and SSP
- High quality information
- Commitment of service providers





Proposed Workstreams

- Governance issues
- Data and information
- Commissioning and provision
- Asset review
- Workforce and member development
- Communications
- Building neighbourhood capacity

Challenges for Us

- Recent study asked: in principle, would you support or oppose extending community partnerships to other parts of the borough? **82% support**



- And would you personally be interested in getting involved? **26% of the 82% support**

What Will Change?



- Increased pride and sense of involvement
- Greater civic engagement
- Customer satisfaction rates will improve

What Will Change?



- Safer communities
- Greener communities
- Greater trust between people and agencies