



# **Riverside Area Annual Report 2007- 2008**

## Area Director's Foreword

This Review of progress and activity for the year 2007-08 is in two sections. The first (this section) is an overview of activity for the Year 2007-08. It has been compiled by Riverside Senior Management Team:

Alex.Norman	Area Director
Tracey Evans	Deputy Area Director
Rob Logan	Area Manager for Physical Environment
Sandra Waltham	Neighbourhood Manager NASA (Newington and St Andrews)

It covers the key areas of activity for the year, contents are as follows:

- Area and Neighbourhood Management
- Community Engagement
- Neighbourhood Management
- Gateway/Housing Market Renewal Pathfinder
- Streetcare
- Housing
- Area Partnership
- Community Safety
- Highways
- The Floods and Aftermath
- LSP and LAA1 Measures and Projects
- Conclusion and Summary

The second section is attached as an appendix, this is our Implementation Plan, an Excel spreadsheet that shows our activity and performance against the LSP outcomes (focussed on the 2007 priorities of Quality of Life, Economy and Jobs, Be Healthy, and Education Learning and Skills; since refined to Earning, Learning, Healthy and Safe) set at the before the start of 2007-08; it was amended to show the linkages with the subsequent LAA targets that were decided during 2007-08 and superseded in 2008-09 by LAA2.

This year has seen the further expansion of the Team with the inclusion of Streetcare personnel.

We have consolidated our partnership arrangements with regards to Community Safety Action Partnership Meetings, Common Tasking and the Area Partnership.

Common Tasking is now part of our "daily business". The Area Partnership reflects the make up of the LSP Partnership and it has been broadened to include Member representation from each Ward.

The Housing Team have moved to Octagon and Mt Pleasant to be nearer to their customers and colleagues.

## **Area Summary**

### **Geography and Demography**

The Riverside Area is made up of four electoral wards; Drypool, Myton Newington and St. Andrew's. The Area stretches from Garden Village and Victoria Dock in the East, through Witham, across the City Centre, lower Beverley Road and Spring Bank, across St Georges Road and Dairycoates to Hawthorn Avenue and Anlaby Road taking in part of Boothferry Road as far as Askew Avenue to the West.

It has a population of 42,515 and based on the 2004 electoral register has an eligible electorate of 32,941, made up of Drypool 9,593, Myton 9,531, Newington 8,632 and St Andrews 5,185.

There are approximately 27,000 households and 47,000 people.

In terms of business, the area has a diverse mix of retail, commercial and older and developing industrial sectors, particularly in the Drypool, Newington and St. Andrew's wards. Myton (City Centre) will benefit from large scale commercial development in coming years.

The Area has the most ethnically diverse population in Hull. Traditionally the base of Hull's Afro-Caribbean, Somalian and Chinese communities, in recent years it has also become home to a wide range of new communities.

Riverside now has a significant Asian and Kurdish population as well as a number of smaller groups. Its community ventures include the well-established Hull Afro-Caribbean Community Centre and the Chinese Society, as well the Kurdish support group. There is a growing population of east European migrant workers from the accession countries of the EU, notably Poland and the Baltic states.

## **Councillors and Partnerships**

### **Area Committee members (2007-08)**

#### Drypool

Councillor Angela Wastling - L/D

Councillor Adam Williams - L/D

Councillor Andy Sloan - L/D - Conservative

#### Myton

Councillor Ken Branson – Lab (Chair)

Councillor Daren Hale – Lab (Deputy Chair)

Councillor Rilba Jones - Lab

#### Newington

Councillor Damien Walker - L/D

Councillor Rick Welton - L/D

Councillor Katrina Wadforth - Lab

#### St Andrews

Councillor Nadine Fudge - Lab

Councillor Albert Penna - Independent

### **Area Housing Board Members**

Tish Lamb (Corner House)

Mr J Nesworthy (Independent)

Ms H Brown (Tenant)

Ms J Dautaj (Tenant)

Mr R Dixon (Tenant)

Mr D Fountain (Tenant)

Ms Z Gajewska (Tenant)

Mr B Iles (Tenant)

Councillor Rilba Jones (Hull CC)

Mr T Rawlings (Tenant)

Councillor Adam Williams (Hull CC)

## **Riverside Area Partnership Members**

Councillor Adam Williams  
Councillor Katrina Wadforth  
Councillor Ken Branson  
Councillor Rick Welton  
Alex Norman (Area Director)  
Sarah Moody (Anchor Staying Put, part of Anchor Trust)  
Wayne Peat (Humberside Fire and Rescue)  
Insp. Andy Foster (Humberside Police)  
Maddy Ruff (West Hull PCT)  
Rev. Jason Taylor (Victoria Dock Church)  
Trish Lamb (Corner House)  
Steve Fraser (Humberside Fire and Rescue)  
Christine Williams (Hull PCT)

## **Staff Leavers**

Eric Neilson CPO (Promoted to Deputy Area Director: West)  
Michelle Waddy Itec Trainee (Recruited to permanent position in HCC)  
Paul Drury CPO (moved to East Riding Council to take up managerial post)

## **Starters**

Catherine Foster: Itec Trainee  
Andy Smith CPO

## **Community Engagement**

Area engagement has been undertaken in a variety of ways and Area Teams and Partners have used the information provided to develop initiatives in response to community issues.

### **Ward/Neighbourhood Forums**

These have been held in each of the four wards in Riverside, they primarily support Elected Local Ward Councillors in fulfilling their Community Leadership role. A total of 36 meetings were scheduled for 2007/08, two of these were cancelled due to the floods. The forums are split by Ward as follows: four held in St Andrews, four in Newington, seventeen in Myton and eleven in Drypool.

### **Community Safety Action Partnerships Meetings**

These have been held in each of the wards in Riverside to set the three ward community safety priorities for the next three months. A total of 16 meetings were held in 2007/08.

### **Support and Development of Community Groups**

Daily, on going support has been given to variety of local community based groups. The support offered often includes advice and assistance in setting up a group: developing local community led projects and funding, and advice regarding CIB and CSF. A total of 149 community led projects have been supported via CIB/CSF.

### **Engagement Timetable**

The Area Team produced an engagement timetable for the later part of 2007/08 that scheduled all the community engagement activity that Area Team was responsible for. It is intended that this will be extended in 2008/09 to incorporate partners engagement activity, to ensure more effective and cohesive engagement strategy for Riverside Area.

# Neighbourhood Management / Newington and St Andrews (NaSA) Community Action Box (CAB)

## Overview

In May 2008 it was just a year since the CAB staff team was recruited and the CAB became a fully staffed project with the support of Gateway funding.

The team have now established systems for logging and dealing with residents' queries, co-ordination of a range of diversionary activities delivered by our partners and regular statistical reports giving detailed information on crime and anti-social behaviour as well as all other activity.

## Activity

Over the past year the CAB has completed a total of deployments throughout the NaSA area as follows:

- Operation Tahiti (an eighteen month Police operation funded by NRF for an additional four police officers in the area) continued with ONE HULL funding, Examples of success include since November 2007 to May 2008 183 arrests, 469 stop and talks, 177 stop and searches and 125 fixed penalty notices.
- May 2007: CAB fully staffed
- April 2007 to August 2007 Wellsted St – staff team in place, reporting procedures established, diversionary programme established
- August 2007 to December 2007 Hawthorne Avenue – further funding agreed for Environmental rangers – team set up and working well – achieved 3<sup>rd</sup> place in the Government Office 'Making a Difference Awards'
- December 2007 to March 2008 – Granville Street
- March 2008 to July 2008 – Boulevard/Selby Street

The NaSA Profile was produced in December 2007 details the overall improvements in the area but headline figures include:

- A dramatic decline in burglary in the St Andrews ward from forty nine in January 07 to eighteen incidents in December 07 with an ongoing decline in criminal damage across the year.
- A significant fall in criminal damage in the Newington area with a reduction from 48 in January 07 to 26 in December 07

When Operation Tahiti ends in May 2008 it is likely to impact on crime figures – the last six months have been particularly effective in arrests and fixed penalties with an outstanding 394 stop talks, 78 FPN's, 94 arrests and 60 intelligence reports during the Granville Street drop. The Neighbourhood policing team will continue to work hard throughout the area and has been supplemented with more PCSO's which will help to address this shortfall.

## **Environmental Rangers**

The Environmental Rangers have had a huge impact on the area and during the Granville Street drop they responded to 246 calls for service removing a total of 45.3 tonnes of rubbish; current figures indicate at least 9 tonnes of rubbish are removed from NaSA on a weekly basis. The Rangers activity is co-ordinated by the CAB administrator who liaises closely with the enforcement officer to ensure private properties are dealt with appropriately.

## **Diversionsary Activities**

By working closely with partners throughout NaSA we have been able to establish a programme of diversionary activities which includes:

- Mini motor club at St Andrews Quay – Northern Pocket Bike Club
- Grass roots football at a variety of outlets in the NaSA area
- Scrapstore 'Larkin Out' sessions – younger children
- Hull FC Rugby Training delivered via Urban Sports & schools
- Woodwork re-cycling club
- Lonsdale youth survival project

During the period October to December 2007 over 2400 young people were engaged in these projects.

*Gateway have now devolved the funding for these activities to the NaSA Neighbourhood Manager; however due to pressure on revenue funding it is likely that the amount allocated will reduce next year, the Neighbourhood Manager will– therefore seeking additional funding to ensure community projects are sustainable is a priority for the forthcoming year.*

# **Gateway Housing Market Renewal Pathfinder**

## **NaSA**

Gateway has completed the formal consultation process on the Area Development Framework for NaSA which will inform more detailed planning across the area. This plan now identifies those areas which are sustainable in the longer term and are likely to be subject to further investment. The areas which are likely to be unsustainable will continue to receive intensive neighbourhood management via the NaSA CAB.

The refurbishment programme continues to gather pace with great improvements in Melrose, Sandringham and Plane Street as well as St Georges Road which are having a positive impact on the community and over 400 homes receiving improvement.

Work is due to start in 2008-09 on 106 new homes in Woodcock Street which will give a real boost to the local community – an event held in April offered an opportunity for local residents to look at the possibilities. 66 of the homes will be for sale with 40 for rent or shared ownership.

The Hawthorne Avenue area is being transformed by the acquisition and demolition of many houses to make way for new homes throughout the priority area. Financial support packages are being updated to enable residents to take full advantage of the opportunities to buy another property.

Formal feedback on the recent consultation will be available shortly.

## **Holderness Road Corridor**

Early discussions have taken place with regards to Gateway/HMRP gearing up in the East of the City. For Riverside the impact shall be on the western end of the Holderness Road Corridor. A project to uplift properties in one of the most deprived areas of the Ward has started on Newbridge Road to alleviate possible “redevelopment blight”. The Holderness Road Corridor Steering Group is also in the early stages of development. There is Drypool Member and Riverside Officer representation in the Gateway East Hull master planning process.

# **Streetcare**

## **Service Migration**

April 2007 saw the start of the migration of the area Streetcare service into the Area and Neighbourhood Management service. This migration has continued to develop over the year and culminated in the full delegation of the Streetcare budget to the areas with effect from 1/4/08. The continued development of closer working relationships with both Housing and the Area Team staff have enabled the Streetcare service to be able to provide a quicker, more responsive service to meet the needs of the residents of Riverside. During the year, the City Centre Streetcare service/team also came into the Riverside Area Team under the management of the Area Manager for the Physical Environment. This has resulted in an even closer working relationship between the two teams and supervisors and has improved still further the ability of the two teams to help each other wherever and whenever necessary.

## **City Centre Working**

In order to avoid duplication of work and effort within the city centre, a "city centre working group" was set up during the year comprising of the Area Manager, Hull BID manager, Area Supervisor and the City Centre Development Manager. This has already lead to improved inter agency working within the city centre and the completion of two small projects in and around the city centre to improve the environment within the area. 2008/09 will see this work continuing and more projects being undertaken.

## **Depots**

A major problem during 2007/8 has been the two Team depots. One in particular, on Pearson Street within the city centre, was not fit for purpose and had become potentially dangerous. In view of this, two new depots have been acquired and the teams will be moving into them in late May 2008. One at the Boulevard will be home to the vast majority of both teams which will result in even closer working between the teams. The second "satellite depot", based on Argyle St will be home to a small number of staff providing a responsive service to the City Centre.

## **Floods**

The floods provided a major challenge to the Streetcare teams, not only did they continue to operate within the Riverside and City Centre but many of the team also provided essential help and support to the worst effected areas of the city. The way the teams knuckled down to the challenge and produced incredible results is testimony to their flexibility and willingness to help. Both supervisors should also take a great deal of pride in their contributions during that difficult period.

## Performance

Performance of Streetcare is mainly measured in two ways, one is by way of customer feedback and the other is through the results of the ENCAMS surveys.

With regards to the customer feedback, complaints about the service over the year have been minimal whilst, on the other hand, praise continued to be received regarding how clean the area looks. This is particularly true of the City Centre which, as the focal point for not only Hull but the surrounding area, has an incredible amount of footfall and yet the only feedback we are currently receiving is an acknowledgement of how clean and tidy it is looking.

With regards to the ENCAMS surveys, the 2007/8 citywide results were:

BVPI 199a (litter and detritus)	10.8%
BVPI 199b (graffiti)	9%
BVPI 199v (fly posting)	0%

Unfortunately these results are not reported on an area by area basis.

## **Housing**

### **Service Migration**

April 2007 saw the full migration of the area based Housing Service into the Area and Neighbourhood Management service. This has greatly improved the working relationship with, in particular, the Streetcare Service. The outcome of this is that council tenants and those living in council housing areas have greatly benefited in that, for example, flytipping general litter and detritus on housing land is now removed much more quickly.

### **Repairs and Maintenance**

April 2007 also saw a new repairs, maintenance and Decent Homes contractor, Kier, start work in the area. Their performance throughout the year has not always been to the standard expected by ourselves or our customers, especially with regards to empty properties repair times. There are some mitigating reasons for this, in particular the excellent and extensive work that Kier did in many other parts of the city following the floods in June 2007. Their performance in the latter part of 2007/8 did improve and it is anticipated that this improvement will be continued into 2008/9 and that Kier will therefore be able to meet the challenging targets set for them in the coming years.

### **Area Housing Board**

In May 2007, the Riverside Area Housing Board (AHB) "went live" with the election of a chair and vice chair. Whilst some AHBs in other areas have taken time to find their feet, this is certainly not true of the Riverside AHB who continue to provide the necessary robust challenge to the performance of both the Housing Service and to Kier. The board have over £110k of delegated budgets to spend on council housing within the Riverside area.

### **Co-location of Staff**

In February 2008, the Riverside Area housing staff were finally able to move out of the inappropriate accommodation they were occupying within the city centre and into two offices above the Customer Service Centres at the Octagon on the Thornton area and at Mount Pleasant. This has enabled the staff to be based in or near the areas they work in and will no doubt lead to improved working and efficiencies as well as improving their ability to react to urgent issues more quickly.

### **Capital Investment**

2007/8 saw significant capital investment in the council housing stock within Riverside with the completion of the multi million pound Decent Homes improvement work to Great Thornton Street blocks 1 and 2. In addition, over £600k of the housing services "Estate

Layout Budget" was, or is being, spent on capital projects within the Thornton area of Riverside. This money has been used to finance:

- New security doors to all of the high and medium rise blocks of flats on the Thornton estate
- A new secure car park for the residents of the Cambridge Street flats which is designed to, and meets, the national "Safe Car Park" standard
- New CCTV systems in most of the high and medium rise blocks of flats on the Thornton estate
- Substantial remodelling of the physical environment in and around the "Australia Houses" area of the Thornton estate

Whilst there are many performance measures within the housing service, the three main ones on which an area's performance is judged are as follows:

## **Rent Collection**

Whilst the citywide target of 98.3% was unfortunately not achieved in 2007/8 either citywide or within the Riverside area, Riverside did out perform the citywide average with a 97.69% collection rate against the citywide average of 97.64%. This represents a major achievement and is the first time that the Riverside area has beaten the citywide average in over 5 years. The target for 2008/9 remains at 98.3 % and, as such, is extremely challenging but every effort will be made within the Riverside Housing team to achieve this target.

## **Relet Times**

Again the citywide target of 33 days was not achieved either citywide or within Riverside. The citywide performance was 72 days and in Riverside it was 86 days. Whilst there were considerable delays and disruptions caused by the floods, and in particular all the contractors initially working on flood related work, the performance across the city as a whole was far from acceptable and, whilst again the performance of Kier improved in the latter part of the year, considerable improvements will have to be made if we are to hit the 2008/9 target of 31 days. To that end, weekly progress meetings are being held with Kier and other improvements to the relet process are currently being considered (e.g. moving from fortnightly to weekly advertising of properties).

## **Gas Servicing**

The citywide target for this is to have 100% of council properties which have gas connected to have a valid annual gas safety test and certificate and this reflects the serious and essential nature of this work. In 2008/9 the citywide performance was 99.06% and within the Riverside area our performance was 98.9%. The reason that Riverside's performance is slightly below the citywide average is at least in part due to the make up of the tenant profile for the area.

## Highways

The Highways function remains a centralised service and as such it is not delivered by the Area and Neighbourhood Service. The exception to this is the £100k of capital finance allocated to each ward in November 2006 to be spent on highways schemes identified by the elected members in each ward. The Area Team obtained the priorities for each of the wards in Riverside from the members and fed this in the centralised highways service. Work on the majority of these schemes was completed in 2007/8 with the outstanding items due to be completed by August 2009.

In addition, the Highways service is in the process of nominating officers to work/liaise with the Area Teams on all highways matters affecting the areas.

## **Area Partnership**

### **Purpose**

To improve the quality of life of all those who live in, work in, and visit Riverside Area and to add value to the lives of other residents in Hull by delivering on the priorities of the Area Community Plan and through this the Community Strategy and Local Area Agreement 2. Meetings were held on a quarterly basis at the Riverside Area Office, and are made up from the following sectors as per the Terms of Reference:

- Representative of Riverside Area Committee (4)
- Voluntary Community Representatives (3)
- Business Representatives (2)
- Health Representative (1)
- Education Representative (1)
- Humberside Fire and Rescue (1)
- Police (1)
- Riverside Area Director (1)

### **The Children and Young People Sub-Group**

This group meets on a six weekly basis and have developed links with other agencies in delivering the LAA2.

### **Restorative Practice**

In 2006/07, the Riverside Area was identified as the pilot area for Restorative Practice. This was led by the Chair of the Head Teachers Partnership for Riverside, Estelle McDonald. Restorative Justice Practice has now an integral part of the schools in the Riverside area and has made a great impact in dealing with conflict resolution and reducing bullying. It is hoped that this will be rolled out to all practitioners working within the community. The Head Teacher Partnership meets on a monthly basis and will feature more predominately in the next Area Community Plan and into the Common Tasking process, which will look at medium and long term issues.

### **Community Justice Pilot**

During the early part 2007, the Riverside Area Team was approached by the Hull Magistrates Court to again to pilot another trail blazing initiative. The Hull Riverside Community Justice Project commenced in September 2007, with 20 profiled cases consisting of individuals who had committed offences in the Riverside Area and appeared at the Riverside Magistrates Court. Each received community sentences, with the majority designated to be carried out unpaid work in the Riverside Area. The Riverside Area Team role within the pilot was to establish the Community Justice Forum. The forum is made up of 15 residents living in the Riverside Area and 15 Magistrates who sit on the Riverside Magistrates Court. Initially, these meetings were held on a monthly basis until the Courts were established and have now moved to a quarterly basis. During a recent visit on

Tuesday 26 February, by the Community Justice Project from London, undertaking what was termed a “Health Check” on the Hull programme stated “Hull Community Justice Court initiative will indeed be exemplary to others around the country.”

## **Play Partnership**

Also, established during 2007 was the Play Partnership that is being lead by a voluntary sector organisation, Scrap Store. The aim of the partnership is to co-ordinate agencies and groups that offer play provision within the Riverside area. Due to resource issues the partnership has primarily focused on the St Andrews and Newington wards. However, it is intended to shift some of the focus away from seeking extra funding in deprived areas and to investigate how the Area Team and partners can improve service in existing community buildings, for example, Leisure Services and Community Centres. This would benefit the whole of Riverside without incurring extra costs.

## **Community Safety**

### **Common Tasking**

During 2007, the Riverside Area Team was instrumental in leading the Common Tasking Framework. The Common Tasking Framework joins up existing functions between agencies to address the needs of the local community as agreed through Priority Setting at Community Safety Action Partnership Meetings (see sub heading under “Community Engagement” section of this document).

### **Ward Tasking**

The Riverside Area have implemented fortnightly ward tasking meetings and have tasked actions to partner agencies, who are then responsible for the delivery of the action and for reporting at the next meeting. The Riverside Area Team, with partners have successfully piloted and implemented the HATS system (Hull Area Tasking System), this records all ward priorities and details what actions have been taken in trying to resolve the issue.

Fortnightly Area Tasking is held on Thursdays immediately after the ward tasking, and unblock any problems that can not be dealt with at a ward level. All Common Tasking meetings are scheduled for the year, starting in January 2008 and ending in December 2008. Planning for the next year will start in October 2008. The Deputy Area Director has taken a joint lead with Citysafe to complete the Equality Impact Assessment for Common Tasking during May 2008. This is a statutory requirement under the Race Relations Amendment Act, in that local authority has a duty to promote race relations.

### **Wardens**

During 2007-08 Riverside Area Team continued to develop closer working relationships with the Wardens. This has included Wardens attending Ward and Area Tasking Meetings, Wardens now attending all Ward Members Meetings to brief Members and to be set tasks; Wardens' Managers making twice yearly formal reports to Area Committee.

Drypool wardens use the Mount Pleasant Office as their hot-desking and rest station when patrolling the Area, this has improved communication with local police (who also regularly call into the Office) and our staff.

During 2008-09 we shall work to further integrate Warden, Area Team and Partner working.

## Floods

Flooding in Riverside in comparison to the rest of the City was relatively light, in part because of Riverside (with the exception of Garden Village and James Reckitt Ave) are in areas of the City that were first settled and on higher ground. The number of flooded properties was as follows:

Gold	72
Silver	15
Bronze	104
Total	191

To put this in perspective the City Total was 8343

The split by ward was:

Drypool	111
Myton	44
Newington	36
St Andrews	0

The number of Council owned properties in the Riverside Area affected by Flooding were low (two in the Area).

No schools in Riverside suffered flooding.

Reckitt Benkiser was the largest business affected. When the Government Minister Stephen Timms visited Hull on 31st July he visited the factory.

Assistance to Gold, Silver and Bronze cases was supplied by Riverside Wardens supported by a depleted Area Team, no extra resources were required.

Almost all those affected by the Floods in Riverside were either owner occupiers or in private rented accommodation therefore the case worker was a Community Warden.

The Riverside Team made an immediate response the Floods by offering the use of the Mount Pleasant office as the immediate co-ordination centre for Operational and Neighbourhood Services.

Further to this Riverside staff volunteered to support the Flood Relief Effort; the Area Director and Area Manager for Physical Environment joined David Gibson's response Team, The Neighbourhood Manager moved to East Area as interim Area Manager for Physical Environment from June to December 2007, the Business and Funding Officer (shared with West Area) moved completely to West, our Riverside and CAB Administrative Assistants provided secretarial support for the immediate response team; one of our CPOs set up IT systems and telephone links in the Area Office and the Riverside Administrator also did a number of nights at the City Hall Relief Centre. The remaining staff dealt with the impact on Riverside.

## **LSP and LAA1 Measures and Projects (see attached spreadsheet “Riverside Implementation Plan” for data)**

The Riverside Area Implementation Plan (based on a template created in late 2006) was completed by the Area Senior Management Team at the start of calendar year 2007 to provide a plan that would enable us to track the progress being made against the original fourteen indicators and targets of the One Hull Community Strategy 2006-11 “Living Learning Working”.

It was intended that this would form the basis for tracking partnership activity in 2007-08. During the spring 2007 LAA1 was finalised, this resulted in a change to the suite of LSP national outcomes and indicators, these new targets were married to original indicators and targets. For the year 2008-09 the Implementation Plan is to be based on LAA2 targets that are expected to be finalised in June 2008.

It provides a summary of Area Activity and undertaken and outcomes achieved in 2007-08. 2007-08 was the first year the Implementation Plan was used as a management tool and it covered some thirty two projects delivered by both Council and Partners. The document was designed to track activity on a quarterly basis and report back to the Area Committee and Area Partnership.

The process was never fully implemented because of dislocation caused by the Floods. Whilst this is a good tool for mapping activity there are weaknesses with the Implementation Plan. It is quite labour intensive to keep updated especially if partners (internal and external) are not committed to the process; furthermore there is a danger that it will be ever expanding as more Projects are identified; crucially there is poor baseline data readily available at Ward and Area level that can be used to quantitatively measure progress. Linked to this was the lack of clarity surrounding the role of the Area Partnership experienced throughout 2007-08.

The provision of data at an Area and Ward level is one of greatest challenges facing the LSP support team if delivery is to be made at Area level.

Although not perfect this Implementation Plan (including a Year End Report section) provides the reader with a useful overview and qualitative information on the progress projects and activities have made in 2007-08.

## Conclusion and Summary

2007-08 was a year of transition for Area Teams. From a starting point of a core Team consisting of seven staff (at mid 2006-07) to over 120 at the end of 2007-08 (plus the Continental Landscapes Grounds Maintenance Contract). The change period has seen the Team manage the bedding in of staff from Migrated Services (including co-location) and the development of matrix management techniques.

Riverside have pioneered the way with Common Tasking and Community Safety Action Partnerships, they are our key methods for delivering improvements in Community Safety. This has involved close working with internal partners in Citysafe and external partners, most notably the Police. The implementation of the new tasking system needed intensive management from all staff as we dismantled existing tasking arrangements and re-established them to meet the common format. By the end of the year these were well established and continually improving. During 2008-09 we shall plan for having a common tasking approach to all operational delivery.

Initial planning for the 2007-08 (completed in January 2007) was focussed on the fourteen indicators and targets of the LSP Community Strategy "Living, Learning, Earning"; this focus was superseded during the year by the setting of the LAA Priority Targets, there remains work to be done with regards to the provision of Area and Ward level base-line data.

During 2007-08 the Riverside Area Partnership was re-established. More work needs to be done with regards to the relationship between the LSP and the Areas and clarity of role for the Partnership. The Area Director feels that these issues will be resolved during 2008-09.

The June 2007 Floods had a relatively minor impact on the Area, however Team Members were seconded to the Flood Recovery Team and other Areas, the remaining staff dealt with Riverside flooding. Due to flooding and staff leaving, the Team was below strength for at least nine months of the year.

In conclusion the Area Team with external and internal Partners has performed well and looks forward to the challenges of 2007-08.