

**WEST AREA COMMITTEE  
16 JULY 2008**

**REPORT OF DIRECTOR OF CUSTOMER SERVICES**

**LOCAL RESIDENTS PRIORITIES AND HEADLINE DEPRIVATION FIGURES**

**1. SUMMARY**

This report provides the Area Committee with the key statistical changes in local resident's perceptions and experience of life in Nottingham following the latest MORI Residents' Survey. It also provides local residents' top five priorities for improvement and information on the headline deprivation figures for the area.

**2. RECOMMENDATIONS**

It is recommended that the Area Committee note the contents of the report and undertake to identify local priorities that the Committee could promote as part of the local plan.

**3. BACKGROUND**

- 3.1 Ipsos MORI has conducted an annual Residents' Survey on behalf of Nottingham City Council since 2004. The latest survey was undertaken in September and October 2007. The main objectives of the annual survey are to track information about satisfaction with the council and its services and the quality of life in Nottingham.
- 3.2 Nottingham City Council is looking to make better use of information from residents and to link that with plans for local areas across the City. As part of this work residents' priorities are being fed back into service plans. Much of this work is being carried out on an area by area basis as different parts of the City are differently affected by different issues.
- 3.3 The Department for Communities and Local Government published the new Indices of Deprivation 2007 on 6 December 2007, as an update to the 2004 Indices. The Indices measure the deprivation experienced by individuals living in an area. Different levels of deprivation will influence priorities and the analysis of deprivation in different areas has been linked to the residents' information and performance data.
- 3.4 The Indices of deprivation have been created from 39 statistical indicators, collected for each of the 32,482 Super Output Areas\* in England. Super Output Areas (SOAs) are automatically generated areas with a population of between 1,300 and 1,700. These indicators are grouped under seven 'domains' that reflect different types of deprivation. A score for each of the seven domains, and for the overall

Index of Multiple Deprivation (IMD), has been produced for each of the Super Output Areas in England, and these scores have been ranked from 1 to 32,482, with 1 being the most deprived in the country, to enable comparisons.

- 3.5 The seven IMD domains are:-
- Income Deprivation
  - Employment Deprivation
  - Health Deprivation and Disability
  - Education, Skills and Training Deprivation
  - Barriers to Housing and Services
  - Crime and Disorder Deprivation
  - Living Environment Deprivation
- 3.6 The intention is that annual reports on area priorities will come to Area Committees and this will form the first of the reports.
- 3.7 For further information on the MORI Residents' Survey please contact Hetha Copland, Customer Focus Manager on 0115 9152099.
- 3.8 For further information on the Indices of deprivation figures please contact Nicola Kirk, Information and Research Officer on 0115 9155153.

#### **4. LOCAL AREA**

- 4.1 Part of the survey involved booster samples being undertaken in four priority neighbourhood areas across the City identified by One Nottingham these included, Broxtowe and Bells Lane.
- 4.2 For the 2007 Residents Survey Ipsos MORI interviewed a total of 2,302 residents across the City aged 18+. Of these 422 (18%) are West Area residents.

#### **Significant changes since 2006**

- 4.3 The percentage of local residents who feel that over the last two years their neighbourhood has got better as a place to live is 21% (+11 since 2006)
- 4.4 The percentage of local residents who feel Nottingham City Council gives good value for money is 36% (+13 since 2006)
- 4.5 The percentage of local residents who feel Nottingham City Council keeps them well informed about the services and benefits it provides is 56% (+23 since 2006)
- 4.6 The percentage of local residents who are satisfied with the way the authority runs things is 55% (+14 since 2006)

#### **Top Five Priorities for Improving Life**

- 4.7 West Area residents' top five priorities for improving life in Nottingham are:-
- Safety/crime (34%)
  - Affordable homes (29%)
  - Leisure facilities (28%)

- Street maintenance (22%)
- Reducing litter (20%)

4.8 West Area residents stated that rubbish and litter lying around (45%), teenagers hanging around on the street (44%) and vandalism, graffiti and other deliberate damage to property and vehicles (39%) as the top 3 anti-social behaviour problems in their neighbourhood.

### **West Area Deprivation Headline Figures**

- 4.9 Much of West Area (Aspley, Bilborough) experiences extreme levels of Multiple Deprivation. More than 70% of the SOAs in West Area rank amongst the 10% most deprived in England, including all those in the Aspley ward and all bar two in the Bilborough ward. The Area contains 8 of the most deprived 20 SOAs in the City, and the worst, the SOA covering the north of the Broxtowe estate, is the 36<sup>th</sup> most deprived SOA out of 32,482 nationally.
- 4.10 The Crime domain is the worst for West Area as in the rest of the City with all bar four SOAs lying amongst the 10% most deprived. All bar one SOA are in the worst 20%. Aspley ward contains the five most deprived SOAs in the City in terms of Crime, which are all in the worst 40 out of 32,482 in the country. These five make up the areas of the Broxtowe estate and Bells Lane. Over a third of West Area residents have identified improving safety as a key priority for the Council, which may have been influenced by the poor performance on this domain.
- 4.11 The Education, Skills and Training Deprivation domain is the second worst domain for West Area, with nearly three quarters of SOAs in the 10% most deprived nationally, including all the SOAs in Aspley. The worst five SOAs are amongst the 1% most deprived in the country. As with other domains, the most extreme areas of deprivation are focused around the Broxtowe estate and in central Bilborough.
- 4.12 More than half of the SOAs in West Area are amongst the 10% most deprived in England in terms of Health Deprivation and Disability, including all bar one in Bilborough ward. Bilborough also includes the second most health deprived SOA in the City, which ranks amongst the worst 1% in the country.

## **5. LINKS TO LOCAL PLANS AND INITIATIVES**

5.1 The City Council and its partners are committed fully to the implementation of Neighbourhood Management. The West Area Team now consists of an Area Manager, three Neighbourhood Action Officers, a Health Action Officer and an Administrator tasked with establishing the processes to deliver Neighbourhood Management in the West Area. The Area Management is working towards the following key actions:-

- monthly Area Managers/Review meetings;
- expansion of Local Area Groups into Issue Groups;
- regular neighbourhood walks including the participation of councillors;
- increased consultation through Park Life, Your Choice, Your Voice Events;
- production of a West Area Community Engagement/Empowerment Plan;
- closer partnership working through the Neighbourhood Action Teams.

The above arrangements will have a substantive impact in raising satisfaction with the council and its services as well as improving the quality of life of people in the West Area. More importantly, members will have a leadership role in representing their communities and scrutinising services.

- 5.2 As a progression from Neighbourhood Policing in the West Area, processes for improved alignment of tasking and co-ordination have been agreed with partners. Thus, crime, anti-social behaviour and environmental issues can be dealt with more speedily and enable local communities to set priorities. Performance of these new structures will be monitored by the Neighbourhood Management Team, with reports on progress towards agreed targets, presented to this Committee.
- 5.3 Crime and safety is a major priority for communities in the West Area. Thanks to weeks of action and other prevention measures there has been a significant reduction in crime. Whilst the new tasking arrangements will ensure a co-ordinated effort to continue progress towards the five key crime categories (auto crime, burglary, criminal damage, robbery and violence against the person), a targeted approach is required to address anti-social behaviour (ASB). The Area Management Team is keen to develop a West Area ASB action plan to engage constructively with young people and promote actions which help to improve their relationship with the police. The current review of youth work provision in the area offers opportunities to be creative and innovative in the way this is delivered in the West Area.
- 5.4 The draft Strategic Regeneration Framework will be complete by the end of July 2008. This framework will incorporate:-
- transformation of educational facilities;
  - planned investment in housing stock;
  - commitment to improve green spaces.

Examples of the above in the West Area include, the Samworth Academy, a new swimming pool on the Harvey Haden site, transformation of Broxtowe Country Park and the building of Birchover Park Community Centre. The framework will also offer the opportunity to deal with the replacement of temporary housing stock, something this Committee has been keen to resolve for sometime.

- 5.5 The 'Working Neighbourhoods Fund' replaces the Neighbourhood Renewal Fund, offering a real opportunity for agencies to work in partnership to get people from deprived backgrounds into employment, thus providing a route out of poverty. The investment in local schools, children centres, impact of the early intervention work and the building of new school facilities will help to address education, skills and training deprivation.

## **6. FINANCIAL IMPLICATIONS**

There are no financial implications directly linked to this report.

## **7. LEGAL IMPLICATIONS**

None at this stage for the City Council.

**8. EQUALITY AND DIVERSITY IMPLICATIONS**

This report identifies issues of deprivation and links those to potential changes in service delivery. Adding this information to the improvements to be made in the various areas across the City will link with strands of 'Transforming Nottingham's Neighbourhoods' and with 'Supporting Nottingham People'. Identifying deprivation will link with service delivery and will help support the attainment of level four of the Equality and Diversity Standard.

**9. CRIME AND DISORDER ACT IMPLICATIONS**

There are no crime and disorder implications directly linked to this report.

**10. CORPORATE OBJECTIVES**

Under 'Transforming Nottingham's Neighbourhoods' we are looking to create sustainable communities. Engaging local people in the development of plans and strategies for their area will help to achieve this. Under 'Serving Nottingham Better' we are looking to focus on customers and neighbourhoods. The development of plans for local areas will help to achieve this.

**11. RISK MANAGEMENT ISSUES**

There are no risk issues directly linked to this report.

**12. VALUE FOR MONEY**

The Area Management Team will ensure that resources are directed effectively in improving and enhancing the delivery of mainstream service within the area.

**13. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION**

None.

**14. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

None.

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Theme	Proposed PI ref prefix	Performance Indicator	Frequency	Level	Owner	Indicators		
						NI SET	LAA	CP
Choose Nottingham	ERCN	Number of JSA Claimants	Quarterly	Ward	DWP - NOMIS	NI 152		
	ERCN	Number of IB Claimants	Quarterly	Ward	DWP - NOMIS	NI 152		
	ERCN	Number of Lone Parents on Income Support	Quarterly	Ward	DWP - NOMIS	NI 152		
Respect for Nottingham	CCRN	Incidents of ASB	Quarterly	Ward	CDP	Links to NI 21		
	CCRN	Burglary Rate	Monthly/Quarterly	Ward	CDP	NI 16		
	CCRN	Robbery Rate	Monthly/Quarterly	Ward	CDP	NI 16		
	CCRN	Vehicle Crime Rate	Monthly/Quarterly	Ward	CDP	NI 16		
	CCRN	Repeat incidents of domestic violence - TBC	Quarterly	Area	CDP	NI 32		
	CCRN	Number of first time entrants into the youth justice system (10-17 years)	Quarterly	Area	YOT	NI 111		
Theme		Performance Indicator	Frequency	Level	Owner	Indicators		
						NI SET	LAA	CP
Respect for	ERRN	Number of	Quarterly	Area/Ward	Parks &	NI 197		

Nottingham		Environmental Community Projects delivered			Leisure			
	CCRN	Customer satisfaction with Parks (Green Stat Survey)	Quarterly	Area/Ward	Parks & Leisure	Links to NI 5		
	ERRN	Percentage of land with unacceptable levels of litter and detritus	Quarterly	Area	Street Scene	NI 195		
	ERRN	Number of incidents of fly tipping	Quarterly	Area	Street Scene	NI 196		
Support Nottingham's People	ICSSNP	Percentage of schools achieving Health Schools Standard			Children's Services	Links to NI 72		
	ICSSNP	Participation in youth work: recorded outcomes	Quarterly	Area/Ward	Children's Services	NI 110		
	ICSSNP	Participation in youth work: accredited outcomes	Quarterly	Area/Ward	Children's Services	NI 110		
Theme		Performance Indicator	Frequency	Level	Owner	Indicators		
						NI SET	LAA	CP
Supporting	CCSNP	Council owned	Quarterly	Area	Parks &	NI 8		



<b>Nottingham People</b>		leisure facility usage for:  Under 16's BME Older People			Leisure			
<b>Transforming Nottingham's Neighbourhoods</b>	CCTNN	Number of active volunteers in the area	Quarterly	Area	Community Development	<b>NI 7 NI 6 (place survey)</b>		
	HSTNN	Number of lettable Council properties that are void	Quarterly	Area	NCH			

#### **Possible additional measures to be explored/gaps identified**

- § Number of extended schools
- § Vulnerable adults (older people)
- § Sure Start Nursery places