

## Community and Neighbourhoods Scrutiny Panel

Dear Member,

You are invited to attend the meeting of the Community and Neighbourhoods Scrutiny Panel to be held as follows for the transaction of the business indicated.

Sian Roxborough  
Monitoring Officer

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The council is currently holding virtual meetings. This plays a part in helping us to maintain the safety of the public, staff and councillors.

The City Mayor has asked that, as far as possible, there is still public involvement and input into the decision-making process.

Therefore, should you wish to raise a question or comment on any of the items listed, which will be presented at the meeting on your behalf, you can do so in writing, by sending an email to the address at the bottom of this agenda.

Please do this by 4.30pm on the day before the meeting is due to take place.

Further information on the coronavirus and what it means for Salford can be found on the council website - <https://www.salford.gov.uk/coronavirus>

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**DATE: Monday, 15 March 2021**

**TIME: 2.00 pm**

**VENUE: Microsoft Teams Meeting**

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### **AGENDA**

#### **THE PROCEEDINGS OF THIS MEETING CAN BE VIEWED LIVE ON THE DAY VIA THE FOLLOWING LINK:**

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_NmQwZTQzODAtMzU4Ni00NTk1LTk3ZWYtMTA3MzRIY2Y1NWY3%40thread.v2/0?context=%7b%22Tid%22%3a%2268c00060-d80e-40a5-b83f-3b8a5bc570b5%22%2c%22Oid%22%3a%22573d04a0-0ae6-41ac-938f-3d1aa4fc5fd1%22%2c%22IsBroadcastMeeting%22%3atrue%7d&bype=a&role=a](https://teams.microsoft.com/l/meetup-join/19%3ameeting_NmQwZTQzODAtMzU4Ni00NTk1LTk3ZWYtMTA3MzRIY2Y1NWY3%40thread.v2/0?context=%7b%22Tid%22%3a%2268c00060-d80e-40a5-b83f-3b8a5bc570b5%22%2c%22Oid%22%3a%22573d04a0-0ae6-41ac-938f-3d1aa4fc5fd1%22%2c%22IsBroadcastMeeting%22%3atrue%7d&bype=a&role=a)

- 1 **Apologies**
- 2 **Declarations of Interest**
- 3 **Minutes of meeting held on 15 February 2021 and matters arising** (Pages 1 - 4)

- 4 Operation of Community Committees and Resilience Groups during Covid-19 Pandemic** (Pages 5 - 18)

*(David Seager - Asst Dir Operational & Community Services and Vincent Nash - Neighbourhood Manager)*

- 5 Salford City Council Call Centre Performance including Spirit of Salford Helpline - Presentation (to follow/be tabled)**

*(Stephen Fry - Asst Dir Digital & Customer Services and Claire Fewings - Customer Service Locality Services Manager)*

- 6 Work Programme 2020/21** (Pages 19 - 22)

- 7 Any other business**

- 8 Next Meeting - Monday, 17 May 2021 at 2.00 pm**

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# Agenda Item 3

## COMMUNITY AND NEIGHBOURHOODS SCRUTINY PANEL

15 February 2021

Meeting commenced: 2.00 p.m.  
“ ended: 3:50 p.m.

PRESENT: Councillor Burch - in the Chair

Councillors Fletcher, Karen Garrido, Humphreys, McIntyre, Ryan, Turner, Walker and Joan Walsh.

Councillor Lancaster - Environment and Community Safety Lead  
Member

OFFICERS: David Seager - Assistant Director, Operational and Commercial  
Services

Annie Surtees - Principal Officer, Green Space.

Mike Relph - Senior Democratic Services Adviser

### 1. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Karen Garrido and Warner.

### 2. MINUTES OF PROCEEDINGS AND MATTERS ARISING

The minutes of the meeting of the Panel held on 18<sup>th</sup> January 2021, were approved as a correct record.

### 3. ALLOTMENTS

The Strategic Director for Place gave a presentation entitled “Lockdown and Leeks” which provided an overview of Salford City Council’s provision and management of allotment space in the City, particularly during the lockdowns arising from the Covid-19 pandemic and an unassociated general increase in demand, which covered the following key areas/themes:

- Developing an allotment strategy
- Meeting growing demand
- Promoting self-management
- Salford Allotment Federation
- Creating new sites - Tatton Street, Ordsall
- Rediscovering and restoring derelict plots/redesigning and optimising existing sites:
  - Addison Road
  - Mossfield
  - Beechfield
  - Poorlots

- Community growing schemes
- Greenspace Strategy: Supplementary Planning Document
- Future plans and development

Members raised issues, commented on, and noted them, as follows:

(a) Would the enlarged Poorlots site in Cadishead retain the existing right of way. This would be the case, with it effectively being two sites divided by the current public footpath.

(b) How many allotment plots would be available at the redesigned Poorlots site? Provisionally this would be 23, but the size and mixture of plots at the site were currently being reviewed, particularly the possible creation of more of a smaller size, for which there was a growing demand, in turn determining the final total number.

(c) Were the needs of people with disabilities catered for? This was an important factor which was considered when designing new sites and modernising older ones.

(d) What remedial measures had been taken in terms of the contaminated soil issues at the Beechfield site in Swinton. Section 106 funding had been secured to clean up the site and make it suitable for growing, however the cost of the complete removal of the contaminated soil was prohibitive, instead raised beds were to be installed, above and separate from the existing topography, so as to allow the growing of fruit and vegetables. Members sought more details as to the reasoning for this approach.

(e) How were allotment plots allocated? This was done by individual application to the City Council, from which a waiting list was compiled on a "first come first served" basis, with this periodically reviewed.

(f) Was there potential benefits in developing, or renewing, links with local allotment groups and Salford CVS (Council for Voluntary Services), so that the latter could assist the former in accessing funding sources and other support? This was something which could be investigated and promoted.

(g) What impact had Covid-19 pandemic and the arising lockdowns had on allotment use? This had been mixed, some people had been shielding, so were unable to visit and maintain their plots, an issue which had been managed accordingly. For others, lockdown had effectively provided them with more free time, so for them allotment use had increased. With other leisure activities unable during lockdown, the recreational, physical and mental health benefits allotments provided for many people, had to be acknowledged.

(h) What caused allotment sites to fall into disrepair? During the 1980s there had been a decline in the use of allotments, but in the intervening years that had demand had completely changed, to such an extent there was now a waiting list. It was against this background there was a need to bring derelict allotment sites back into use.

(i) In terms of new developments was there the potential to incorporate allotments sites within these? This remained an ambition and the ability to incorporate it into the City

Council's planning policy currently being investigated, but the relative size and nature of developments ultimately put limitations on this.

RESOLVED: THAT the presentation be noted and thanks extended to all those involved in the successful management and development Salford City Council's allotments.

4. GROUNDS MAINTENANCE AND STREETSCENE SERVICE

5. The Strategic Director for Place gave a presentation which provided an overview and update of the Grounds Maintenance and Streetscene Service and its activities, covering the following key areas/themes:

- Overview
  - Staffing numbers
  - Service coverage
  - Responsibilities
  - Street sweeping and fly tipped waste - collection rates
  - Littering and fly tipping offences - issuing of FPNs (Fixed Penalty Notices)
- City Mayor £500k additional investment into the service/activities in 2020
- New technology and future plans
  - Vehicle fleet replacement in 2021/22
  - CONFIRM software management - improved record retention and quicker customer and team interaction
  - Litter bin sensors
  - Improved use of CCTV for fly-tipping and littering offences
- Service successes and compliments

Members raised issues, commented on, and noted them, as follows:

(a) What was the success rate in terms of successful prosecutions for fly-tipping offences. The legal process was complex and often made successful prosecutions time consuming and difficult, in addition there were issues around people being willing to give evidence in support of cases. That aside, lessons were being learned and improvements being made which in turn increased the level of successful prosecutions.

(b) How many of the FPNs issued had been paid, and what was the number still outstanding? It was indicated this information would be provided.

(c) What efforts and initiatives were there to encourage a behavioural change in people to deter them from littering and fly-tipping? This was a massive and complex issue into which research was being conducted at a national level the findings of which were monitored. Currently the City Council adopted a "carrot and stick" approach, but was constantly evaluating and adapting this.

(d) Where did the City Council's "Behavioural Change Officers" operate? There were four such officers, who worked closely with both community committees and area management teams, as well as in response to any specific requests for assistance

received. They were newly created posts, so it would be better to provide an update of their activities and achievements once they had become more established and active in their roles.

(e) Particularly in certain areas of Salford, there was a major problem of people vacating generally rented accommodation and dumping unwanted furniture outside, or nearby, how was this tackled? It was acknowledged this was an issue and currently enforcement was undertaken in tandem with housing partners. It was suggested this was something which required further consideration by the panel and incorporated into the Work Programme accordingly.

(f) Reference was made to damaged trees in Peel Park, Irwell Riverside and whether audits were undertaken. It was indicated there was regular inspection of trees and any found to be damaged were removed, or dealt with appropriately. Reporting of relevant issues by members of the public also allowed for prompt action to be taken if necessary.

RESOLVED: THAT the presentation be noted and thanks extended to all those involved with the valued Grounds Maintenance and Streetscene Services in Salford.

6. WORK PROGRAMME 2020/21

Members considered the Panel's Work Programme for 2020/21.

RESOLVED: THAT the Panel's Work Programme for 2020/21, be noted.

7. DATE OF NEXT MEETING

It was noted that the next meeting of the Panel would be held on Monday, 15<sup>th</sup> March 2021, commencing at 2.00 pm.

Part 1: Open to the Public – Item No.

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REPORT OF Assistant Director, Place

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TO  
Community and Neighbourhoods Scrutiny Panel

ON

15<sup>th</sup> March 2021

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TITLE: Operation of Community Committees and Resilience Groups during Covid-19 Pandemic

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RECOMMENDATIONS: Community and Neighbourhoods Scrutiny Panel is asked to note the report.

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EXECUTIVE SUMMARY: The report provides an overview of the operation of Community Committees and Neighbourhood Resilience Forums during the Covid-19 Pandemic.

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BACKGROUND DOCUMENTS: None

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KEY DECISION: NO

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DETAILS:

Five of the eight neighbourhood areas hold community committees. At the start of the pandemic and lockdown being applied, community committees were deferred. However in September 2020, they resumed virtually, via TEAMS.

Prior to the pandemic, each neighbourhood area held a Local Partnership Delivery Group (LPDG), which were internal partner meetings, where local issues were discussed and resolved. These were quickly expanded once lockdown was introduced and renamed Neighbourhood Resilience Forums (NRF). The attendance was widened to include other key stakeholders relevant to health, social care, and voluntary sector with the purpose of;

- Developing civil resilience in Salford at a neighbourhood level.
- Being the multi-agency tasking and co-ordinating group for each Neighbourhood area.

This report provides an overview of each area:

## **1. Claremont and Weaste / Ordsall and Langworthy**

### **Neighbourhood Resilience Forums**

Both resilience forums have met frequently since April 2020, the Ordsall and Langworthy Forum met on a weekly basis initially due to the number of partnership issues evident early on in the Pandemic, later moving to fortnightly.

The forums in both neighbourhoods have been well attended by partners and elected members. All have commented upon the positive role the forums have had in supporting communications across the local partnership, sharing current and real time information and enabling issues to be addressed quickly.

The scope of membership has widened from the previous partnership LPDG model to include Health Improvement, Public Health and Salford CVS. In Ordsall and Langworthy, membership has also included representatives from Inspiring Communities Together, Salford Shopping Centre and in Claremont and Weaste, Salford Royal Hospital have joined the forum.

More recently, Ordsall and Langworthy Resilience forum has been attended by wider partners from the Violence Reduction Unit to launch the Community Led Violence Reduction pilot.

### **Neighbourhood Resilience Forum Priorities**

#### **Community Safety and Antisocial behaviour**

There have been a number of community safety challenges that the forum has focused upon including;

- Youth related gatherings and incidents of knife crime in Langworthy.
- Antisocial behaviour at Salford Quays and the wider action plan for the Quays area.
- Seasonal issues with antisocial behaviour at parks and open spaces, specifically Ordsall Park and Buile Hill Park.
- Alcohol related gatherings/disturbances at the Broadwalk.
- Seasonal issues with theft of pedal cycles and mobile phones.
- Burglary hotspots in Claremont.
- Youth related antisocial behaviour in Weaste.

#### **Covid Compliance/Regulatory**

The Forum has been invaluable in directing regulatory services to hotspots/areas where Covid compliance has been a concern. In the case of Ordsall and Langworthy this has included regulatory patrols at Salford Quays where we have seen large public gatherings, Salford shopping centre where we have seen some reluctance to adhere to distancing requirements and in open spaces where groups have gathered.

In Claremont and Weaste, areas of focus have included the areas of high footfall such as The Height high street and specific premises such as the Weaste Hotel.

#### **Public health**

Public Health have provided regular Covid data updates for partners to fully understand the picture at city, neighbourhood and ward level. This has enabled useful discussion about any trends or hotspots and focussed the work of the Health Improvement Teams and CVS outreach and engagement.



Colleagues from GMP and Housing providers have been able to link into some of these outreach sessions and share public health communications messages in hotspots areas or alternative locations

### **Health Improvement**

Health Improvement teams have been a key partners at Forum meetings due to the outreach and engagement they have led during the pandemic. Priority areas for outreach have been guided by public health statistics and local knowledge of resilience forum partners. An example of this has been at Salford Precinct, the Broadwalk and Buile Hill Park where the Health Improvement team have proactively offered advice to the public. The team proactively shared a number of communications messages with NRF partners and the support available via the Spirit of Salford Helpline.

### **CVS outreach /support**

In a similar approach to the Health Improvement Team, CVS have had a key role in delivering outreach and support during the pandemic, particularly offering support to vulnerable and elderly residents. Attendance at the forum has assisted in updating partners where outreach has taken place, seek wider support from partners where needed and share updates on the range of support offered.

### **Housing providers**

The Central locality resilience forums have been attended by all of the key local housing providers:

- Pendleton Together
- Salix
- Great Places
- Clarion

The network of housing providers have proactively highlighted where there have been issues with antisocial behaviour, public gatherings or breaches of covid regulations. The housing providers have been vital in sharing communications messages with residents around support available during the pandemic and also public health messages.

### **Youth Engagement / Providers**

Given that the locality has a separate youth partnership, the lead officer for youth outreach has attended the forum meetings. The forum has guided where youth outreach has taken place. Salford Community Leisure are also linked into the meetings as a means of providing updates on availability of leisure services across the locality.

### **Communications**

Resilience Forums have developed strong methods of information sharing with partners sending information to the neighbourhood management team to share with the wider partnership. This has enabled useful information to be disseminated to the partners and community in a prompt and timely manner.

Information relating to Government Guidelines and changes to such have been shared regularly with resilience forum members in a number of different formats and Languages. At a time when sharing communications has been key, partners have valued the clarity the forum has provided in sharing current and accurate information.

Resilience Forum partners valued the opportunity to obtain information about the various ways residents and businesses could seek support through the Spirit of Salford Helpline, outreach and engagement and other community initiatives. Mechanisms around staying in touch, recruiting volunteers offering advice, support and guidance have been strengthened.

## **Feedback**

As Resilience Forums have developed, the Neighbourhood Manager has regularly asked partners for feedback as to how the forum is valued.

Feedback from partners has always been positive as they have found value the model for several reasons;

- The frequency of the meetings have fostered a stronger sense of partnership and shared problem solving during a challenging time. A bi-weekly meeting enables a fuller understanding of neighbourhood issues as they arise and allows for real time information to be shared and acted upon
- Comment has been made about the efficiency of the meetings, whilst meeting on a more frequent basis, they are more succinct and time effective overall. Emerging issues have been discussed and enabled partners to respond with quick resolve.
- Information from all partners has been shared regularly and so there is an improved understanding of the work each service is delivering.
- The involvement of public health has been extremely valuable. In embedding the public health lead into the local partnership arrangements the meetings have provided a means of sharing current information relating to the pandemic but also wider areas of work. An example of this has been in Pendleton where mental health and incidents of suicide have been identified as a concern. Links with public health have enabled some wider partnership work to be undertaken.
- Feedback from partners has reflected the value the forum has provided in providing clear and correct communications messages relating to the pandemic.

It would be fair to say there is also a shared sense of purpose amongst Resilience Forum members in that there is recognition of the role each partner contributes to improving lives in the neighbourhood and city.

The resilience forums are now welcomed as a way partnership work is facilitated and the added value the wider partners bring provides a more effective approach to place based working.

## **Community Committees**

Community Committee in Ordsall & Langworthy and Claremont and Weaste have taken place via Teams since 2020.

Attendance at the Claremont and Weaste meeting has been good and feedback has been positive as to how the meeting has worked in practice. The majority of those who attend the meetings in person have continued to attend the online version. On average, around 13-16 residents have attended the online Committee meetings. Community representatives have actively submitted items for 'Any other business' and volunteered themselves to deliver specific agenda items. Attendees are therefore actively shaping and contributing to the agenda.

Attendance at the Ordsall and Langworthy meeting has been limited, with three residents attending the first meeting however three new residents attending the second one having recently found out about the forum. Low attendance at this meeting is also the case when the meeting takes place in person. It has been noted that attendance online has been by a younger demographic and the regular attendees haven't necessarily joined the meeting on line.

## **2. Irlam and Cadishead / Eccles**

### **NRF's**

Following the launch of the Neighbourhood Resilience Forums (NRF's) in April 2020, NRF's have been held for both Eccles and Irlam & Cadishead, meeting every two weeks. The NRF's initially acted as a vehicle for bringing bring partners and key stakeholders together to address the many issues our communities and officers faced as a result of the pandemic, utilising a multi-agency approach. Public Health colleagues have a standing agenda item at every meeting where they brief NRF members on current covid figures for Eccles and Irlam & Cadishead, guiding NRF members in planning where to target resources, for example which locations health improvement colleagues would engage with residents and businesses.

Membership includes Elected Members from each ward, GMP, Public Health, Regulatory Services, Housing Providers, Health Improvement team members, IYSS, Environmental Services, CVS, GMFRS and TfGM. Membership is fluid so other partners and stakeholders will be pulled into meetings when issues and priorities require it. All partner agencies and members are invited to contribute at each meeting to ensure that all those involved have a shared ownership of the NRF and it is delivering outcomes for all service providers as well as the NRF as a group. Following the initial 3 months of operation the NRF's took on a wider remit in terms of the discussions and resulting priorities set out in each meeting, incorporating community safety, environmental, food poverty and a number of other issues.

Some of the key recent priorities for **Eccles** that have been tackled and resolved via the NRF include:

#### **Community Safety:**

Ivy Street Park – Anti-social behaviour and knife crime  
Eccles Interchange – Anti-social behaviour  
Peel Green Cemetery

#### **Environmental:**

Argosy Estate – Hotspot for waste issues and rats  
Fly tipping across a number of locations.

#### **Covid Breaches:**

Monton High St  
Dukes Drive

#### **Irlam & Cadishead NRF Priorities:**

Community Safety:  
Tiger Moth Square – Anti-social behaviour & Drug Dealing  
The Moss - Off Road Bikes  
Prince's Park – Anti-social behaviour around the 'blue bomb' area

**Environment:**

Fir Street - Fly Tipping

Prince's Park - Nitrous Oxide Canisters

Prince's Park – Discussions around potential improvements to the park.

Foodbanks have also been set out as a big priority in terms of what support partners can provide and linking them in with our devolved budgets. Another key piece of work that has been taking place following discussions at the NRF's is the Neighbourhood Development Officer for Eccles, Irlam & Cadishead has been contacting and where necessary supporting community centres/venues whilst they are unable to operate. This has involved looking at where they can access financial support whilst they are waiting to open later this year.

**I&C Community Committee:**

Following the decision to halt Community Committees in April 2020, I&C Community Committee reconvened in November 2020. As we could not host a physical meeting we utilised Microsoft Teams to launch a new 'Virtual Community Committee'. This was promoted the meeting via the usual social media, database channels but also via a number of calls to key stakeholders to discuss the new format and need for people to engage with it. We have had modest numbers of residents at subsequent meetings but have enjoyed some really productive meetings. Support and training was provided for CC members who hadn't previously attended this format of meeting. Updates on Covid figures for the area have been provided at each meeting, we have also tied this into GMP and CVS updates.

**Eccles** does not have a Community Committee but daily engagement takes places with residents, Cllrs, partners etc via the Neighbourhood Management Team.

**3. Swinton and Pendlebury/East Salford**

Since April a Resilience Forum has met bi-weekly in East Salford Neighbourhood and bi-weekly in Swinton and Pendlebury Neighbourhood. Resilience Forums were established in response to the covid pandemic with the purpose of developing civil resilience in Salford at a neighbourhood level and being the multi-agency tactical tasking and co-ordinating group for each Neighbourhood area.

Resilience Forums have been well attended by ward members and internal and external partners. The scope of membership has widened from the previous LPDG model to include Health Improvement, Public Health and Salford CVS. East Salford membership has also included The Broughton Trust and Inspiring Communities Together, and in Swinton and Pendlebury representatives from Swinton Shopping Centre. It would be fair to say there is also a shared sense of purpose amongst Resilience Forum members in that there is recognition of the role each partner contributes to improving lives in the neighbourhood and city.

**Swinton and Pendlebury Resilience Forum Priorities****Community Safety**

Off road bikes – responding to reports and identifying offenders.

Forest Bank Prison – throw overs, particularly of drugs and mobile phones.

**Anti-Social Behaviour**

Key hotspot areas tackling antisocial behaviour by young people have been the focus of partners attention; Swinton Shopping Centre and Clifton Green. The youth services detached team have visited these locations when directed from information shared at Resilience Forums. This has led to positive engagement by many young people, particularly at Clifton

Green, where issues were resolved quickly. Where identification of individuals has been possible referrals to CSRT have been made and multi-agency plans put in place.

### **Welfare and Support**

Resilience Forum partners have been able to share information regards any support identified as needed for residents from the Spirit of Salford Helpline and through community initiatives. Mechanisms around staying in touch, recruiting volunteers, offering advice, support and guidance have been strengthened.

### **Swinton Community Committee**

In Swinton and Pendlebury Neighbourhood Community Committees are no longer held. Prior to the pandemic a Community Network event was held annually but as this would have taken place in June, the last was held in June 2019. The Neighbourhood Management Team have worked with Resilience Forum partners to keep in touch with community organisations to “check in” and offer any advice or support. Social media has regularly been updated to provide local and Salford wide news as well as Covid messaging. The Neighbourhood Management Team produce a weekly newsletter which is circulated to its community database, this includes all the latest Covid messages, information, support and advice.

### **East Salford Neighbourhood Resilience Forum Priorities**

#### **Community Safety**

Updating partners on neighbourhood and city-wide police operations such as Op Scholar and Op Nasby.

Theft from Person – mobile phone thefts around Chapel Street and Salford University. Days of action have taken place in Kersal in relation to organised crime and OCG activity in the area.

#### **Anti-Social Behaviour**

Key hotspot areas tackling antisocial behaviour by young people have been the focus of partner’s attention; Heath Avenue and Clowes Park. The youth services detached team have visited these locations when directed from information shared at Resilience Forums. Where identification of individuals has been possible referrals to CSRT have been made and multi-agency plans put in place.

#### **Compliance**

Information has regularly been shared with partners where there have been possible breaches of covid or concerns about premises and are how they may be operating in relation to covid guidance and legislation. Patrols have followed the 4 E approach of explain, engage, encourage, enforce. There have been some instances where partners have been made aware of weddings/ wedding receptions taking place around the Broughton Park area. Partnership discussions have enabled the best course of action to be taken and communicated back within the community. In East Salford work has taken place issuing guidance to synagogues about safe reopening, and in particular around the times of Jewish festivals, ensuring that messages are disseminated to the wider Jewish community through the Strategic Jewish Forum and its partners as well as through adverts in the Jewish Advertiser. In East Salford Leicester Road has been identified as an area where businesses would benefit from someone to one advice and support and visits are being arranged through the Opening High Streets Safety initiative. Work with partners is continuing around getting messages out in relation to compliance

### **East Salford Community Committee**

- ✓ Community Committee didn't meet from March 2020 until November 2020. During that time officers kept in touch with key members by phone and email and kept its wider membership up to date with information and key issues via email, weekly newsletter and social media.
- ✓ Community Committee operated virtually in November 2020 and has subsequently met virtually in January and March. Some of the regular attendees haven't attended the virtual meeting whereas some different members of the community have. Officers have stayed in touch with the regular attendees who haven't attended by email and phone and have offered to support them accessing the meeting where this is required.
- ✓ At each of the 3 virtual meetings Covid has been a standard agenda item and an update provided with an opportunity to ask questions.

### **General Points**

#### **Youth Task Groups**

In Both East Salford and Swinton and Pendlebury Youth Task Groups have continued to meet outside of the Resilience Forums to discuss the priority areas and have plans in place that could be adapted based upon restrictions as well and ensure outreach teams had key messages around Safe4Summer, Operation Treacle and social distancing guidelines.

#### **Data**

Resilience Forums have facilitated a much closer working relationships between Public Health and the neighbourhood partnership. Public Health have provided regular covid data updates for partners to fully understand the picture at city, neighbourhood and ward level. Sharing real time information regarding rates of covid, hotspots, community spikes has brought an added value to the partnership and has informed how and where the Health Improvement Team outreach and engagement is delivered. More recently the Public Health link has been important in clarifying the vaccination process and testing arrangements, this has enabled Resilience Forum partners to seek guidance and ask questions ensuring that the correct information is relayed wider and into the community.

#### **Communications**

Resilience Forums have developed strong methods of information sharing with partners sending information to the neighbourhood management team to share with the wider partnership. This has enabled useful information to be disseminated to the partners and community quickly. Leaflets, posters and newspaper advertisements regards the tier system rules have been produced and distributed in key locations and used as part of the outreach and engagement response in the local area to get messages out to the wider community.

#### **Standing Together Funding**

Each Neighbourhood Resilience Forum has a neighbourhood grants budget based on the criteria of building community resilience, keeping people safe and reducing harm and offending. Resilience Forums have invited applications and awarded these based upon the criteria and what it identifies as a neighbourhood priority.

Funding has been awarded to projects that include:

- Sports Programmes.
- Self Defence.
- Diversity.
- Music Workshops.
- Environmental Initiatives.

#### **4. Worsley and Boothstown/ Little Hulton/Walkden North and South**

**Worsley and Boothstown Community Committee** - A good mix of both local and citywide issues. Hot topics often include local planning issues and housing allocations, perceptions rather than reality in terms of local crime. RHS will be regularly discussed. Attendance between 20 to 30 people. Attendees are often reps from Tenants and residents groups.

**Little Hulton and Walkden** do not have a community committee, but work regularly with Resilience Forum partners to keep in touch with community organisations to “check in” and offer any advice or support. Councillors are comfortable with this and utilise social media much more. Social media has regularly been updated to provide local and Salford wide news as well as Covid messaging. Neighbourhood team proactively picks up emerging issues via social media and works with elected members.

#### **Resilience Forums**

Since April a Resilience Forum has met bi-weekly in Little Hulton and Walkden Neighbourhoods and bi-weekly in Worsley and Boothstown Neighbourhoods. The forums have been held on Friday's on alternate weeks.

Resilience Forums have been well attended by elected members and internal and external partners. The scope of membership has widened from the previous LPDG model to include Health Improvement, Public Health and Salford CVS.

#### **Feedback**

As Resilience Forums have developed the Neighbourhood Manager has regularly asked partners for feedback on the forum in order to make improvements where possible. Feedback from partners has always been positive as they have found value in the model for several reasons;

- Frequency; holding a bi-weekly meeting enables a fuller understanding of neighbourhood issues as they arise.
- Pace; generally forums have been an hour in length and useful information has been shared in a short space of time.
- Action; emerging issues have been discussed and enabled partners to respond with quick resolve.
- Partnership; partnerships have been strengthened due to regular meetings and increased working together.
- Communication; information from all partners has been shared regularly and so there is an improved understanding of the work each service is delivering or involved in.
- Support; a virtual team of people have come together regularly and feel supported and trusted in the work they do.

There is a shared sense of purpose amongst Resilience Forum members in that there is recognition of the role each partner contributes to improving lives in the neighbourhood and city.

#### **Priorities**

Whilst a variety of neighbourhood topics are discussed at Resilience Forums many can be categorised into the following priorities:

## **Community Safety**

The Resilience Forum has been a useful mechanism to update partners on neighbourhood and city-wide police operations such as Operation account which covers the ongoing proceedings in relation to the Jackson street fire. Ongoing monitoring of community tensions across partners have been a key feature of focus in the last month.

Off road bikes – responding to reports and identifying offenders on Cutacre country Park, the loop line and Blackleach Country Park. The GMP wide ant illegal motor biking team Operation Camenca was brought to the area on 27<sup>th</sup> and 28<sup>th</sup> of February. This resulted in the seizure of 4 bikes and two arrests. The team continue to work with partners in the sharing of intelligence about where these bikes are stored.

## **Anti-Social Behaviour**

Key hotspot areas tackling antisocial behaviour by young people have been the focus of partner's attention;

Loop line and guided bus way and Little Hulton district centre  
Theft from person – Parr Fold Park

The youth services detached team have visited these locations when directed from information shared at Resilience Forums. This has led to positive engagement of many young people, particularly at Little Hulton district centre, where issues were resolved quickly. Identification of individuals has seen referrals to CSRT and multi-agency plans put in place. Ward members, housing providers and police partners have been able to feed back to complainants regarding the actions taken. Standing together monies were matched with For Housing funding to enable additional and enhanced CCTV / signage to be installed at the district centre. This has been valuable in some instances in identifying individuals and has led to a significant decrease in reports of anti-social behaviour and reports of regular fly tipping to the rear of the centre at Haysbrook Avenue.

In early January a number of personal robberies on young people were committed in Parr Fold Park. Two individuals were quickly arrested and are bailed pending a charging decision by the CPS. Reassurance and communication by partners was key to ensuring that the community was kept up to date during this difficult time.

Youth partners have continued to meet outside of the Resilience Forums to discuss the priority areas and have plans in place that could be adapted based upon restrictions as well and ensuring outreach teams have key messages around Safe4Summer, Operation Treacle and social distancing guidelines.

## **Compliance**

Information has regularly been shared with partners where there have been possible breaches of covid or concerns about premises and how they may be operating in relation to covid guidance and legislation. Patrols have followed the 4 E approach of explain, engage, encourage, enforce. There have been some instances where partners have been made aware of licensed premises in Boothstown and the Delph café bar at Worsley not always adequately enforcing social distancing rules. Partnership discussions have enabled coordination and the best course of action to be taken and communicated back within the community.



## **Data**

Resilience Forums have facilitated a much closer working relationships between Public Health and the neighbourhood partnership. Public Health have provided regular covid data updates for partners to fully understand the picture at city, neighbourhood and ward level. Sharing real time information regarding rates of covid hotspots and community spikes has brought an added value to the partnership and has informed how and where the Health Improvement Team outreach and engagement is targeted. More recently the Public Health link has been important in clarifying the vaccination process and testing arrangements, this has enabled Resilience Forum partners to seek guidance and ask questions ensuring that the correct information is relayed wider and into the community. In conjunction with public health testing sites have been identified and any local issues surrounding those sites have been addressed.

## **Communications**

Resilience Forums have developed strong methods of information sharing with partners sending information to the neighbourhood management team to share with the wider partnership. Useful information about any trends or hot spots has been able to be disseminated to partners and the community quickly. Leaflets, posters and signage regarding tier system rules have been produced and distributed in key locations of high congregation, particularly the Delph and loop lines and this has been used as part of the outreach and engagement response in the local area to get messages out to the wider community.

## **Health Improvement**

Health Improvement teams have been a key partners at Forum meetings due to the outreach and engagement they have led during the pandemic. Priority areas for outreach have been guided by public health statistics and local knowledge of resilience forum partners. An example of this has been at the Ellesmere shopping Centre and Parr Fold Park where the Health Improvement team have proactively offered advice to the public. The team proactively shared a number of communications messages with NRF partners and the support available via the Spirit of Salford Helpline.

## **CVS outreach /support**

In a similar approach to the Health Improvement Team, CVS have had a key role in delivering outreach and support during the pandemic, particularly offering support to vulnerable and elderly residents. Attendance at the forum has assisted in updating partners where outreach has taken place, seek wider support from partners where needed and share updates on the range of support offered

### **Housing providers**

The Central locality resilience forums have been attended by all of the key local housing providers:

- For Housing
- Salix
- Great Places

The network of housing providers have proactively highlighted where there have been issues with antisocial behaviour, public gatherings or breaches of covid regulations. The housing providers have been vital in sharing communications messages with residents around support available during the pandemic and also public health messages.

## **Youth Engagement / Providers**

Given that the locality has a separate youth partnership, the lead officer for youth outreach has attended the forum meetings. The forum has guided where youth outreach has taken place. Salford Community Leisure are also linked into the meetings as a means of providing updates on availability of leisure services across the locality. This includes supporting activity particularly in the areas where young people are at risk of anti-social behaviour. Currently all activity is outdoor based and we are actively using this as an opportunity to promote future programs such as the new pump bike track in peel park Little Hulton, the first in Salford, which is being delivered by Access Sport and will be completed by May 2021. A wider engagement offer will be delivered once guidelines allow.

## **Welfare and Support**

Resilience Forum partners have been able to share information regards any support identified as needed for residents from the Spirit of Salford Helpline and through community initiatives. Mechanisms around staying in touch, recruiting volunteers, offering advice, support and guidance have all been strengthened.

## **Standing Together Funding**

Each Neighbourhood Resilience Forum has a neighbourhood grants budget based on the criteria of building community resilience, keeping people safe and reducing harm and offending. Resilience Forums have invited applications and awarded these based upon the criteria and what it identifies as a neighbourhood priority.

Funding has been awarded to projects that include:

- Sports Programmes.
- Diversity.
- Environmental Initiatives.

## **Looking ahead**

The youth centre (named by local young people 'The Den') located in the Ellesmere Centre, Walkden (formerly B&M) was due to open in April 20. However this was shelved due to the pandemic. It is optimistically hoped that it will open in May 2021. This facility will accommodate up to 100 young people, who will be able to pursue a number of sports and arts based activities. This has been achieved by a partnership of SCC / SCL/ GMP/ Maverick Stars Charity backed by former Walkden based boxer Jamie Moore's foundation and the Rio Ferdinand foundation. The partnership worked together to secure funding for premises, materials for refurbishment and sustainable long term staffing and ongoing costs.

## **Conclusion**

Little Hulton, Walkden and Worsley and Boothstown Neighbourhood Resilience Forums have established themselves as the forum partners attend to discuss the challenges around covid and wider neighbourhood issues. The frequency and tone of meetings has allowed issues arising to be actioned quickly and proactively in response to the priorities in the neighbourhood at the time. This has strengthened the neighbourhood partnership structures and created a feeling of a one-team approach. Partners want to see Resilience Forums continue and the ongoing strong attendance by partners reflects this.

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KEY COUNCIL POLICIES: None

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EQUALITY IMPACT ASSESSMENT AND IMPLICATIONS: N/A

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ASSESSMENT OF RISK: Low

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LEGAL IMPLICATIONS Supplied by: N/A

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FINANCIAL IMPLICATIONS Supplied by: N/A

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PROCUREMENT IMPLICATIONS Supplied by: N/A

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HR IMPLICATIONS Supplied by: N/A

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CLIMATE CHANGE IMPLICATIONS Supplied by: N/A

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OTHER DIRECTORATES CONSULTED: N/A

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CONTACT OFFICER: David Seager TEL NO: 0161 925 1115

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WARDS TO WHICH REPORT RELATES: ALL

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**Community and Neighbourhoods Scrutiny Panel  
Work Programme 2020/21**

<b>SCHEDULE OF COMMITTEE DATES &amp; AGENDA ITEMS</b>		
<b>Date</b>	<b>Topic/Action</b>	<b>Responsible officer(s)</b>
<i>December</i>	<i>No meeting</i>	-
15 March 2021	Operation of Community Committees and Resilience Groups during Covid-19 Pandemic  Salford City Council Call Centre Performance including Spirit of Salford Helpline	David Seager/Vincent Nash  Steven Fry/Claire Fewings
<i>April</i>	<i>No meeting</i>	
17 May 2021	Pest Control Update ( <i>6-month follow up on issues considered at 16/11/20 meeting</i> )	

**Community and Neighbourhoods Scrutiny Panel  
Work Programme 2020/21**

<b>ABEYANCE LIST</b>	
Protocol for Managing Unauthorised Encampments - current legislation and requirements of local authorities ( <i>information provided further consideration by Panel required to be confirmed</i> )	Stephen Kearney/ Peter Openshaw
Greater Manchester Fire Plan ( <i>consultation currently postponed</i> )	
Update on disabled access to cemeteries and surrounding grounds (TBC)	
GMP Recording of Crime/iOPS - Update (subject of all member briefing)	
The following items highlighted in blue are potential ones identified following a recent meeting with the Lead Member for Anti-Poverty, Neighbourhoods, Financial Inclusion and Equalities	
Covid-19 Pandemic <ul style="list-style-type: none"> <li>• “social” impact on older generation, isolation and access to services</li> <li>• Social inequalities identified</li> </ul>	
Tackling Poverty, Equalities and Inclusion Economic Strategies - possible action arising from Council Policy Forum 16/12/20	
Future role/format of community committees (post May 2021)	
Free School Meals and “Holiday Hunger”	

**Community and Neighbourhoods Scrutiny Panel  
Work Programme 2020/21**

Portfolio of the Board	Membership
<ol style="list-style-type: none"> <li>1. Community Safety</li> <li>2. Communities and Neighbourhoods</li> <li>3. Regulatory Services (including Environmental Health, Trading Standards, Licensing)</li> <li>4. Operational Services (including Citywide, bereavement, operational transport, refuse and street cleansing, parks management, grounds maintenance)</li> <li>5. Salford Community Leisure Client</li> <li>6. Cultural strategy</li> <li>7. to be the designated Crime and Disorder Scrutiny Committee</li> <li>8. To scrutinise the council's business plan and budget in this functional area.</li> </ol>	<p>Councillor Burch (Chair)            Councillor Karen Garrido (Deputy Chair)            Councillor Barnes            Councillor Fletcher            Councillor Humphreys            Councillor McIntyre            Councillor Ryan            Councillor Turner            Councillor Walker            Councillor Joan Walsh            Councillor Warner            Councillor Wheeler</p>

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