

**REPORT OF**

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**TO: The Community and Neighbourhoods Scrutiny Panel**

**ON: Monday 21 November 2022**

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**TITLE:** The Quays, Ordsall, Pendleton and Charlestown, Claremont, Weaste and Seedley (Southeast) Neighbourhood Resilience Forum Update

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**RECOMMENDATIONS:** The Community and Neighbourhoods Scrutiny Panel is requested to note the information.

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**EXECUTIVE SUMMARY:**

The purpose of the report is to provide an overview of the work of the Neighbourhood Resilience Forums serving the Southeast wards from July 2021 to July 2022.

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**BACKGROUND DOCUMENTS: N/A**

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**KEY DECISION: NO**

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**DETAILS:**

**Background**

In Summary, Neighbourhood Resilience Forums (NRFs) were established in each of the city's eight neighbourhood areas in April 2020 in response to the Covid pandemic 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 paper provides an update on the work of two NRFs – The Quays, Ordsall, Pendleton and Charlestown forum and secondly, the Claremont, Weaste and Seedley forum.

The forums in both neighbourhoods continue to be 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.

**1. The Quays, Ordsall, Pendleton and Charlestown Neighbourhood Resilience Forum**

This forum is attended by all key local partners however Salford University and Salford Shopping Centre Management are additional attendees in this neighbourhood area.

The NRF agenda is themed as follows;

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

The latest monthly Lead Member briefing detailing crime and ASB rates is reviewed by both forums. This review accompanies the verbal update from GMP.

There have been several community safety challenges that the forum has focused upon including;

- Youth related gatherings at various locations, notably, Ordsall, Charlestown and the Quays. There have been repeat incidents around Regent Square in Ordsall and a partnership action plan is in place to address this. There is also a subgroup meeting with GMP, housing providers and the NM Team to share intelligence and agree enforcement actions. This has resulted in some success recently whereby a number of stolen bikes have been seized.
- Hate crime incidents in Charlestown and preventative measures to support victims. Bespoke Community Safety Referral Team meetings took place in response to these incidents where enforcement action and support for victims was agreed.
- Antisocial behaviour at Salford Quays and the wider action plan for the Quays area, including patrol plans, outreach and engagement and enforcement activity. This includes actions to address vehicle related ASB at the Quays.
- Seasonal issues with antisocial behaviour at parks and open spaces, specifically Ordsall Park.
- Issues of youth related crime at the Salford University campus.
- Seasonal issues with theft of pedal cycles and mobile phones across the area.
- Issues of crime within the Pendleton area, notably, sporadic incidents of criminal damage and drug supply in Charlestown.
- Unauthorised bonfires and public gatherings across the area particularly the Ordsall and Pendleton.
- Theft of Motor Vehicle and Theft from Motor Vehicle in Ordsall.
- The meetings have agreed locations for the introduction of deployable and permanent CCTV installations, in response to local need.
- A bespoke action plan for the Pendleton and Charleston ward was devised due to the high crime rates in the area. This plan was presented at a previous Lead Member briefing and continues to be a focus for the NRF.
- Police intervention in areas of regeneration in the Charleston area where inconsiderate parking has occurred, for example, Littleton Road.

- The issues with public order and gatherings at the Broadwalk are not as prevalent as previous years, nonetheless, the forum monitors activity there and can respond with a partnership response as needed.

### **Greater Manchester Fire and Rescue service**

The team attend meetings when they are available and around seasonal issues such as October/November and pre-Summer to discuss planning of safety campaigns. The team attending this forum have lead water safety events at the Quays and undertake engagement events with schools as required.

### **Regulatory services**

Regulatory Services assist with problem solving in relation to area issues and enforcement activity for example working with Quayside shopping centre to address youth related antisocial behaviour by facilitating a series of acceptable behaviour agreement meetings with parents, young people and schools. This intervention resulted in a significant reduction in antisocial behaviour in the centre.

The team lead on partnership campaigns such as Safe for Summer and seasonal campaigns connected to Bonfire events. The team have led the consultation to reintroduce the new Public Space Protection Order as Salford Quays and assist with coordinating the Council foot patrols and public engagement at the quays during Summer.

Resilience forum partners attended a training session led by regulatory services to ensure that designated powers to serve fixed Penalty notices and community protection notices was understood and adopted across the partnership.

### **Environmental Services**

Partners discuss the various environmental hotspots across the area and agree interventions to address these. There are locations in the Charlestown area around clusters of private rented properties and HMO's whereby high turnover of residents can create challenges with waste disposal. Other areas of focus have been Clarendon Park and other open spaces where fly tipping occurs.

Specific streets discussed at the forum have included Beeley Street/Rowley Street/Coniston/Blandford Street, all of which are repeat locations for side waste. The team have actively attended walkabouts with partners and Councillors, as agreed at resilience forum meetings and from these areas for enforcement and education have been identified.

A recent issue that has been raised at the meeting has been the issue of rat infestations around the Pendleton area, the Broadwalk and greenspaces around the high-rise properties being problematic. A subgroup of the forum will convene to discuss the partnership approach to addressing this with input from housing providers.

### **Public health**

Public Health still provide updates on Covid to ensure that partners to fully understand the picture at city, neighbourhood and ward level. In previous months this has enabled useful discussion about any trends or hotspots and focussed the work of the Health Improvement Teams and CVS outreach and engagement. The role of public health teams at resilience forums has more recently focus upon health campaign promotion and how to reach underrepresented groups in areas where the demographic has changed, for example in

Pendleton, Charlestown and Ordsall where regeneration is taking place and communities are changing.

### **Health Improvement**

Health Improvement Teams are now delivering a full programme of activity within the locality, moving away from Covid related outreach and engagement. Currently activity includes tackling social isolation, weight management, family nutrition and public engagement sessions offering general health advice.

### **Housing providers**

**Housing providers represented at the Quays, Ordsall and Pendleton/Charleston Forum are;**

- Pendleton Together
- Salix
- Great Places

These partners are central to various aspects of problem solving, specifically antisocial behaviour, crime, youth and community engagement.

### **Youth Services and Salford Community Leisure**

Given that the locality has a separate youth partnership forum, the lead officer for youth outreach attends Resilience forum meetings. The forum guides where youth outreach has taken place within the locality. This is a reactive service that enables evening outreach to be delivered where needed. A recent example is where the team have assisted with the ASB hotspot at Regent Square, Ordsall.

Salford Community Leisure are also linked into the meetings as a means of providing updates on availability of leisure services across the locality and planning around term time and holiday activity provision. The locality has hosted a community led violence reduction pilot in recent months and input from NRF members have guided how this funding has been invested in projects aimed at young people 11 – 25 years of age. All youth delivery partners have contributed to the production of a timetable of term time and holiday activity programmes. These are shared widely via social media and weekly bulletins.

### **Prevent and cohesion**

Salford City Council prevent and cohesion team attend forums to provide update on campaigns, public engagement and training available. Campaigns include hate crime awareness week and Black history month. Any feedback from public engagement undertaken is shared with NRF members, for example recent consultation at Gateways around hate crime reporting. The team also highlight where there has been a significant increase of extremism and /or far right activities in the city to enable partners to monitor tensions amongst communities.

### **Inspiring communities together (ICT)**

ICT are a charitable incorporated organisation operating in Pendleton, Pendleton, Weaste and Seedley. They undertake community development activity and have started to assist in delivering community based projects to engage people in their local environment. They are active in the Charlestown area where we have challenges with side waste amongst gated

communities. This work compliments that of our Environmental Services officers who undertaken education in hotspot areas. ICT attend the forum and the meeting guides the work of the team.

### **Salford Shopping City**

The centre manager has been a regular attendee at the resilience forum throughout Covid and to present day. The team at the centre have assisted with public engagement and crime prevention, sharing CCTV images and intelligence with GMP on offenders who frequent the centre. The team have also linked community organisations to vacant spaces/units if required.

### **Salford University**

The university is a new partner at meetings but very much a vital one where personal safety, health and other campaigns are concerned. The team have worked closely with partners to address recent youth related ASB issues through information sharing and by proactively sharing CCTV to help identify those involved. We have begun to work with the university on campaigns such as 'Don't drink and drown' and a 'Good night out'. Through the university, we are also extending environmental education to students who reside in HMOs in the city.

### **Ward Walkabouts – City Mayor, Chief Executive and Ward Councillors**

During the year, the Neighbourhood Management Team and local Councillors have led walkabouts around the area, attended by the City Mayor and Chief Executive.

In the Ordsall area, two walkabouts have been undertaken and the entire ward has been covered through these visits. Issues addressed as a result have been overgrown trees obscuring street lighting and contributing to ASB, environmental issues, communications detailing good news stories eg, new affordable house building and identifying potential uses for vacant buildings.

In the Pendleton and Charlestown area, one walkabout has been undertaken with the City Mayor and Chief Executive however several have been undertaken on a neighbourhood basis with GMP, housing providers and councillors. These have been important in improving the visibility of officers in areas where serious acquisitive crime has been high. All walkabouts in this area have identified environmental issues and community safety concerns which have been addressed as a result.

One walkabout has been undertaken at The Quays. This visit focused upon the quality of the waterside, environmental issues and recognition of Host as a facility for training and innovation. Since the walkabout number improvements to greening along the waterside have been addressed and the various notice boards around the area have been refurbished.

## **2. Claremont, Weaste and Seedley Neighbourhood Resilience Forum**

### **Crime and Antisocial behaviour**

There have been several community safety challenges that the forum has focused upon including;

- Youth related antisocial behaviour within parks and open spaces at Lightoaks Park, Oakwood Park, Buile Hill park and Chimney Pot Park.
- Burglary and attempted Burglary in Claremont, at various locations.
- Theft from motor vehicle in Claremont, around the Duffield Road and immediate area
- Off road bike issues in parks and at the Duchy area.

- Bogus callers targeting elderly residents

The area has a number of active Homewatch schemes and these have been an important vehicle to share community safety advice.

This forum is also attended by Greater Manchester Fire and Rescue Service, Regulatory Services, Public Health and Health improvement and their input is like that at the Quays, Ordsall, Pendleton and Charlestown forum.

### **Environmental Services**

The work to address hotspots for fly tipping, contaminated bins, side waste and unmaintained alleyways is a priority for this NRF and this was supported by a round table discussion with the city mayor and others during 2021. These challenges are across the area but particularly amongst areas of high private rented and HMO properties. Key streets are Barrfield road, Tootal road, Weaste Lane, Dodd Street, Southbourne Street, Nadine and Edmund Street Spring Gardens and Highfield road. Opportunities for education and enforcement are pursued NRF partners. Separately, the condition of Bolton Road public realm is also a priority, this area suffers from graffiti, litter and the condition of neighbouring subways are being addressed via the NRF.

### **Housing providers**

The housing providers attending the forum are predominantly Salix, Great Places and occasionally Irwell Valley Housing association. The focus of these providers is the Duchy area, Stanhope estate, Sage Place, Barff road areas such as Nadine Street where there is housing stock mixed with private sector housing. All these partners contribute to the work to address crime, quality of the environment and wider issues. An example is working with Salix to address those involved in off road biking within the Duchy area.

### **City Mayor / Chief Executive and ward Councillor walkabout**

#### **Claremont**

The walkabout focused upon open spaces and potential for new community facilities. The attendees visited the former Height Youth centre and discussed the business plan for the space and aspiration by several local community groups to raise funds to bring the space back into use. This is a priority that the NRF and Community Committee for the area supports. Environmental issues at Bolton Road and the quality of open spaces in the area – Lightoaks park and Oakwood Park were also a focus. Various actions were addressed including removal of waste, graffiti and support to Friends of the Park community groups.

#### **Weaste and Seedley**

This walkabout visited the Cumbrae Gardens and Tootal road areas to review environmental issues, highways repairs and general street scene priorities. Actions to investigate and remove waste were undertaken and Salix agreed to review highway repairs that they own. The walkabout also noted the high concentration of HMOs in the area and the need to raise awareness amongst of waste management requirements, responsibilities around gated alleyways and responsibilities of private landlords.

### **Inspiring Communities Together (ICT)**

ICT deliver essential community engagement at the Tootal, Barff and Kennedy Road areas of Weaste where we have ongoing issues with poor waste management. These are areas of predominately private tenancies where turnover is high. Chimney Pot Park is a priority for the team as they focus upon delivering community development activity and links to the Cornerstone Centre to increase usage and eventually support to a new friend of the park group.

## **Councillors Updates**

At both forums there is a stand alone agenda item to capture additional points that ward members want to raise.

In the case of the Claremont and Weaste NRF, some of these issues relate to highways concerns as this is a particular community concern in Claremont, whilst there isn't a highways agenda item at the NRF, issues to be raised at the Highways Task Group will sometimes be raised at the NRF.

Pendleton and Charlestown Councillors often share concerns raised by residents about crime and antisocial behaviour and the NRF meetings have been key in arranging a number of multi-agency walkabouts as a means of increasing community reassurance.

The Quays Councillors have found the regular updates on the partnership action plan useful in the summer months when the area is busy.

Councillors have commented upon how useful the meeting is as a means of raising issues reported by residents.

## **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.

## **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 has 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.

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.

**KEY COUNCIL POLICIES:**

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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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**WARDS TO WHICH REPORT RELATES:** Claremont, Weaste, Seedley, The Quays ,  
Ordsall, Pendleton and Charlestown