

# Neighbourhood News

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## Introducing Neighbourhood Management

Neighbourhood Management is a new way of working that gives local people the power to make changes in how their neighbourhood is run.

Neighbourhood Management is not another regeneration initiative for the area - the Market and Coastal Town initiative already has that covered - though it will be working with the MCTi. Neither is it a funding body that will give out money for projects - though some projects are sure to develop along the way. It is a programme that aims to improve quality of life by ensuring that local residents are a part of the decision making process in partnership with the service providers; helping to find tailored solutions to meet the particular needs of the three communities.

### What's next?

It's time to get the programme going! We've been sifting through the many consultations that have already been

carried out in this area, and have been looking at the results of the MORI poll carried out earlier this year which asked 1 in 14 residents for their views on service provision in the area. From this we have been able to identify the issues that local people have said need some work straight away. They are:

- Housing and Health
- Young people, sport and recreation
- Education and jobs
- Community safety
- Access to services
- Clean and environment

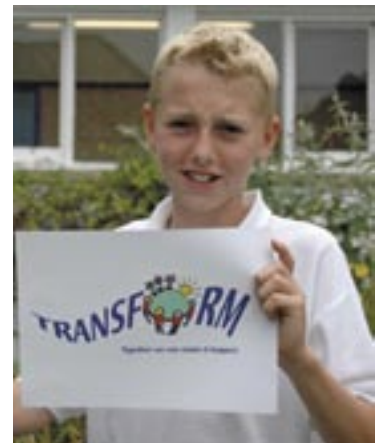
We'll be setting up a "round-table" for each of these themes and inviting the relevant service providers and interested residents to work out some solutions and improvements on each issue.

These solutions will be written into Transform's Neighbourhood Management delivery plan, which will be completed by October 2004.

## Transform gets a new logo!

Transform now has a new logo thanks to children from Ilfracombe Junior School, Combe Martin Primary School and Bratton Fleming Primary School.

The children were asked to design a logo for the Neighbourhood Management Programme that showed change and people working together. The entries to the logo competition were so good that the Transform team chose designs from two children, Jessica Gear Pugsley of Ilfracombe Junior School and Lewis Darch of Combe Martin Primary, and made the artistic pair the joint winners. Jessica had written the words "together we can make it happen" around her logo and the Transform team has adopted this as the tag-line for the programme.



Winners (left) Jessica Gear Pugsley, and (right) Lewis Darch.

## Police involvement in Transform is good news for area

Thanks to the Neighbourhood Management programme, North Devon will soon be gaining its first Police Community Support Officer (PCSO). Paul Davies writes:

As Sector Inspector for the North Devon Coastal area, I am very involved with the Neighbourhood Management Pathfinder Programme - and this can only benefit Community Safety issues within our local communities. As a result of police involvement with the programme, the local police have been chosen to conduct a Community Cohesion project, one of only 6 pilots nationally and the only one within the South West.

As a small part of this project we will shortly be recruiting the new Police Community Support Officer (PCSO), the first within North Devon.

PCSOs play a vital role in helping to reduce crime and the fear of crime. They provide a highly visible policing presence and contribute to community safety by tackling anti social behaviour, checking for



*Sector inspector Paul Davies*

truancy, confiscating alcohol from underaged youths, checking CCTV footage, dealing with abandoned and unlicensed vehicles, issuing fixed penalty notices for dog fouling, littering etc and providing crime prevention advice. Our PCSO will look similar to a police officer and will be clearly identifiable as an employee of Devon and Cornwall Constabulary.

Fear of crime swiftly emerged as a major concern for people in all three communities, although crime statistics show that crime rates are actually declining in this area.

The pilot project we are to run can only be of benefit to our local area. I do not believe we

would have been chosen had `Transform` not already been here. This shows the benefit Neighbourhood Management can have within the local community and the commitment of your local police to positively contribute, in partnership, to the programme.

*Paul Davies*

## Transform keeps the wheels turning



*Anna Allford, the treasurer of the Voluntary Car Service*

Transform is able to give immediate support to a few urgent projects in the three communities. A couple of these are in the pipeline and we hope to have some good news to report soon, but in the meantime one community already has something to celebrate.

The Combe Martin and Berrynarbor Voluntary Car Service takes local people without access to a car to their health appointments. The service has an annual grant from Devon County Council, but that's not enough to keep the service going and every year Treasurer Anna Allford has to find extra cash to pay the expenses of the volunteer drivers.

Transform, Combe Martin Parish Council and the Friends of Combe Martin Health Centre have found the money to keep the cars running this year – with Transform contributing £700 towards the service.

However, for Transform this is not the end of the story. A one-off payment can sort things out today, but Transform is not a funding organisation and to prevent an annual headache for Anna Allford and the residents who rely on the car service, a long term future for the scheme needs to be secured. Transform would like to be part of that solution.

## Why have these communities been picked?

One size does not fit all. Every neighbourhood has its own issues and a housing policy designed for Birmingham will probably not work in Ilfracombe! Central Government is keen to find ways to customise services to meet the needs of local people but to do this it has to involve local people in a complete revolution in local service provision. That's where the Neighbourhood Management programme comes in.

Twenty Neighbourhood Management "Pathfinder" programmes have already started around the country, but these are all in urban areas. Government was keen to see how the programme would work in a rural and coastal area, so in November 2003 Government Office for the South West invited the Community Alliances to submit a proposal for Ilfracombe and neighbouring parishes, where access to services and service provision is a real issue.

### **Ilfracombe, Combe Martin and Bratton Fleming?**

Ilfracombe alone was not large enough to be the recipient of the Pathfinder programme, so it had to join with other areas with the greatest need... and according to Government statistics that means Combe

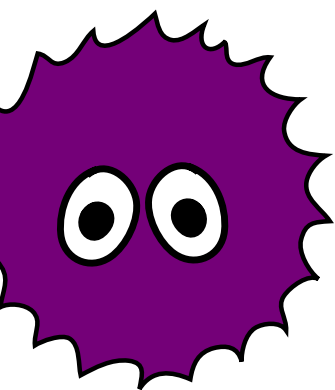
Martin and Bratton Fleming.

Being so remote, Bratton Fleming has a major issue with regards to access to services which means that without a car it is extremely difficult for residents to reach a doctor, and for young people to find things to do. Combe Martin was noted to have particular needs as regards education, skills and training. Ilfracombe has good access to services but health is a real issue. However, just because these three areas have been picked it doesn't mean that neighbouring communities will miss out. The same service providers work across the area so it is inevitable that progress made in these communities will have a knock-on effect across the area.

### **The three communities**

Having three distinct communities presents us with a challenge, but it was also one of the reasons the bid to join the programme was successful. Whilst the three areas are very different and have their own specific needs and aspirations, a number of common issues are also emerging so the programme will be able to make a difference across the whole area.

## Transform gets out and about



We had a great time meeting local people in Ilfracombe Farmers' Market, the Combe Martin Strawberry Fayre and the Bratton Fleming Festival this June.

It was good to hear people's views on their priority issues in the area and to be able to answer some of their questions.

Some of the common issues raised were litter, traffic and parking, and housing issues. Keeping our area "safe and clean" and housing have already been made top priority by Transform and we hope to have some good news to report soon.

If you missed us, don't forget you can get involved in one of the theme groups.

If you'd like Transform to visit your community group so you can find out how the programme can make a difference to you, or find out more about Transform, please give Gary or Jo a call.



*Jo Ash talks to Combe Martin residents at the Strawberry Fayre. Did you pick up a bug or balloon?*

# Contacting Transform

## We're here - come and see us!

The main Neighbourhood Management office is on the High Street in Ilfracombe, but the Transform team wants to be as accessible as possible to everyone from the three communities.

Gary and Jo have now set up a base in the Village Hall in Combe Martin and will

be there every Tuesday morning – do drop in to see them or arrange a meeting for another time in the week.

The team does not yet have a base at Bratton Fleming, but hopes to have one by the time this newsletter is printed. Please call the office for the latest update.

## Check out the webforum – have your say

Don't think we're working fast enough? Keen to have your say? Then log onto the webforum on the Transform website at [www.transform-northdevon.org.uk](http://www.transform-northdevon.org.uk). We're planning to make this a lively forum so get on line fast to see what others are saying about the issues in the area.

You can also find all the latest news about Transform and the Neighbourhood Management Programme, including the results of the MORI poll, the collection of information from the consultations and the dates, agendas and minutes of all the meetings.

## The MORI poll results are now available

In January 2004 the market researchers MORI and NOP asked 1 in 14 people in the programme area what they thought about local services. The results have just come through and they make interesting reading.

The top priorities identified by local people for the area are:

- development of the local shops and supermarkets; improvement of sports and leisure facilities; development of facilities for teenagers; and enhancement of the general

appearance of the area.

- Residents expressed concerns with respect to teenagers hanging around on the streets, which strengthens the view that there is a lack of facilities for people of this age group.
- There are also high levels of dissatisfaction with the lack of facilities for young children and for social and leisure purposes.
- Litter, rubbish, vandalism and graffiti are highlighted as problems within the area, which again supports the concerns that residents have in relation to the general appearance of the area.
- Over two fifths of the residents find that local services are "hard to get to".
- The majority of residents do not feel that they can influence the decisions of local organisations.

You can read the whole report on our website [www.transform-northdevon.org.uk](http://www.transform-northdevon.org.uk). Tell us what you think – is this an accurate picture of life in the area?

The team is also compiling information from the many consultations that have already taken place in the area, and you can find a summary of this on the website as well.

## Contact Transform



**Gary Smith**  
Neighbourhood  
Manager



**Jo Ash**  
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Officer and  
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*Residents are dissatisfied with the lack of facilities for children and young people.*

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