



Haringey Council

Neighbourhood Action Team

Purpose of Briefing

To provide details about establishment of the Neighbourhood Action Team (NA Team).

Background

The NA Team was created in response to the Rethinking Haringey initiative. It has brought together the functions formerly carried out in separate teams as follows:

- waste contract monitoring and management;
- street enforcement, including the stray dog function; and
- highways cyclical safety inspections and highways maintenance.

The team came into being on 17th October 2011. Since then, a period of training and development has been undertaken so that officers with experience in only one function can become proficient in all three of the functions required of the service. This training and development is on-going.

The NA Team

The essential function of the NA Team is to provide a visible on-street presence within the communities of Haringey. NA Officers will be responsible for addressing and resolving street-based problems that matter to local people. They will do this by taking direct action themselves, and by commissioning actions from contractors and other stakeholders such as Safer Neighbourhood Teams and Homes for Haringey, to produce sustainable and lasting solutions. In the process of doing this NA Officers will build up links with local residents, resident associations, ward Councillors and other stakeholders and it is expected that ward-based action plans will be developed that reflect the needs and concerns of local people.

The NA Team is managed by Michael McNicholas and is comprised of four teams as follows:

- three NA Teams - each comprised of a NA Team Leader and five NA Team Officers - undertaking all three of the functions, these teams are broadly linked to areas of the borough based on Area Committee boundaries; and
- one Tactical Enforcement Team with specific responsibility for dealing with difficult enforcement matters and trade waste enforcement, this team is also responsible for the stray dog service.

Because there are more wards in the borough than NA officers within the new structure, it is not possible to have an individual NA officer linked to every ward, so some NA officers are required to cover two wards. We have analysed the geographical spread of historic complaint and satisfaction levels across all three functions. In areas where demand for NA Team activity is expected to be highest there is one NA Officer linked to each ward in those areas. Where demand for NA activity is expected to be lower, there is one NA Officer linked to two wards in those areas. The demand for NA Team activity is being constantly monitored and adjustments to these ward allocations can be made if required.

It should be noted that whilst NA Officers will have links to wards, they will be required to work elsewhere in the borough to support initiatives such as litter patrols, the flytip strategy and fortnightly collection roll-outs.

The NA Team is currently based at Technopark in Tottenham.

Training

Since 17th October there has been a significant focus on training and development to build up levels of technical knowledge and practical skills to the standards required for all of the functions. This training has been a combination of formal, certificated externally provided training as well as internal training where officers experienced in one of the three functions share knowledge and experience with officers who need to learn their new functions.

It will take some time for NA Officers to become fully proficient with their full range of responsibilities. However, NA Officers are already handling enquiries for the full range of their new functions drawing in advice and guidance from each other when required. A full public launch of NA Teams is planned for January or February at which point details of the NA Officers and ward links will be provided for the borough. We will provide information about the NA Officers and ward links for Muswell Hill at the Area Committee on 12th January 2012.

Michael McNicholas, Neighbourhood Action Team Manager 16th December 2011