



Neighbourhood Action Team

Purpose of Briefing

To provide details about establishment of the new Neighbourhood Action Team.

Background

The Neighbourhood Action Team was created in response to the Rethinking Haringey initiative. It has brought together the functions that were formerly carried out in separate teams within Frontline Services as follows:

- waste contract monitoring and management;
- street enforcement, including the stray dog function; and
- highways cyclical safety inspections and small 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 one or possibly two of the functions can become proficient in all three of the functions required of the Neighbourhood Action Team. This training and development is presently on-going.

The Neighbourhood Action Team

The essential function of the Neighbourhood Action Team is to provide a visible on-street presence within the communities of Haringey and to resolve persistent street-based problems that matter to local people, for example fly-tipping, littering or highways offences. They will do this by taking direct action themselves or by commissioning actions from contractors and other stakeholders - such as Veolia, Volker Highways, Safer Neighbourhood Teams and Homes for Haringey - to produce sustainable and lasting solutions.

Very often it will be necessary to bring together combinations of contractors and stakeholders to solve some particular types of problem and the Neighbourhood Action Team Officers will be the conduit for making this happen. In the process of doing this Neighbourhood Action Team Officers will build up a network of links with local residents, resident associations, ward Councillors and other stakeholders. It is intended that Neighbourhood Action Team Officers will become recognised and valued ambassadors for the Council with a reputation for getting things done and that ward-based action plans will be developed that reflect the needs and concerns of local people.

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

- three Neighbourhood Action Teams - each comprised of a Team Leader and five Officers - undertaking all three of the functions, these teams are broadly linked to areas and wards 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.

There are more wards in the borough than Neighbourhood Action Team Officers within the new structure so it is not possible to have individual Officers linked to every ward, so some

Officers will have links to two wards. We have analysed the geographical spread of historic complaint and satisfaction levels across all three functional disciplines. In areas of the borough where demand for Neighbourhood Action Team activity is expected to be highest there is one Officer linked to each ward in those areas. Where demand for Neighbourhood Action Team activity is expected to be lower, there is one Officer linked to two wards in those areas. The demand for Neighbourhood Action Team activity is being constantly monitored and adjustments to these ward links can be made if required.

There are two maps attached that provide the names, contact details and links to wards and areas for Officers in the Neighbourhood Action Team. The first map called 'NA Areas and Team Leaders' shows the areas covered by each of the Neighbourhood Action Teams and contact details for Team Leaders. The second map called 'NA Officer ward links' shows the names and contact details of the Neighbourhood Action Team Officers linked to each of the wards in the borough. These contact details include land line and mobile telephone numbers to help Members contact Officers directly should they wish to do so. These contact details will also be made available to prominent stakeholders.

Also attached is a structure chart that shows how the Neighbourhood Action Team has been established within the new Single Frontline Service.

It should be noted that whilst Neighbourhood Action Team 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 Neighbourhood Action Team is currently based at Technopark in Tottenham.

Operational Effectiveness

Since 17th October there has been a significant focus on training and development to build up individual 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 new functions.

It will take some time for Neighbourhood Action Team Officers to become fully proficient in the full range of functions that they are now responsible for. However, they are already handling enquiries for the full range of their new functions drawing on advice and guidance from experienced colleagues where necessary. Initial examples of the positive work now being undertaken by the Neighbourhood Action Team are:

- Gourley Place, where joint working with Parking, Traffic Management and Veolia has led to improvements in parking behaviour and reduced flytipping; and
- Lawrence Road, where joint working with Planning Enforcement, local landlords and Veolia has led to improvements in cleanliness of the street and surrounding private land.

A full public launch of the Neighbourhood Action Team is planned for January. Contact between ward Councillors and Neighbourhood Action Team Officers is positively welcomed and encouraged.

Michael McNicholas, Neighbourhood Action Team Manager 22nd December 2011