

Service being assessed	Neighbourhood Management and Community Development
Who will be involved in completing this assessment?	Rob Gregory, Service Manager Corporate Strategy, Communities and Partnerships
Date of Review	8 August 2011
Date of Next Review	August 2012
What is the purpose of the service?	To provide neighbourhood-based facilitation to resolving community issues and improving the quality of peoples' lives in the Borough.
Is this assessment being undertaken because of changes to the service? If so what are they?	Assessment being undertaken as part of Council's annual review of equalities information.
<p>The purpose of this review is to understand how services can help the Council to meet its duties under Equalities legislation. The duties can be summarised as</p> <ol style="list-style-type: none"> 1. Eliminate discrimination 2. Advance equality of opportunity 3. Foster good relations between different parts of the community 	<p>In the Borough's three most deprived neighbourhoods, neighbourhood boards provide a dedicated and co-ordinated way of addressing community needs, which are informed through ongoing community engagement in a number of dynamic and creative ways. Community engagement methods are tailored around the target communities recognising the needs to engage with different groups in different ways. The neighbourhood management approach invests heavily in community capacity building to ensure a range of community voices are heard and communities are supported to solve their own issues, this particularly relates to under-represented groups on existing decision-making bodies, such as travellers, young people, BME communities and those with basic skills needs.</p>

<p>How does this service help the Council to do this, in particular in relation to the categories specifically mentioned in legislation - Race, Gender/Sex, Disability, Age, Religion/Belief, Gender Reassignment, Sexual Orientation, Pregnancy & Maternity and in respect of Duty 1 only – Marriage and Civil Partnerships?</p>	<p>Community gatherings and engagement activities follow a clear code of conduct relating to equalities and community cohesion to ensure that these issues are championed by community groups and activists at a neighbourhood level. Training and capacity building in these issues is offered to community leaders and activists.</p>
<p>How will you know that service is working as it should?</p>	<p>Engagement from those identified sections of respective communities which are currently under-represented, captured through community development monitoring.</p>
<p>What data have you used to help you make this assessment?</p>	<p>Existing community consultation data collected by the 3 neighbourhood boards. Community Development Monitoring which identifies type of community group and issue being supported at a neighbourhood level.</p>
<p>Is there any additional data that you need to collect to help in continuous improvement?</p>	<p>Further community needs information needs to be captured for the rural parishes (some of this will be available through the community development work conducted by Norfolk Rural Community Council) and remaining urban neighbourhoods.</p>
<p>How have you ensured that this service has been designed from a customer's perspective and how have you involved customers in that process?</p>	<p>This service area is shaped by local residents and attempts to facilitate the translation of community needs into both corporate and partnership activities, whilst reconciling this with local, regional and national policy agendas.</p>

<p>Has any other consultation been carried out, including to ensure that we have taken into consideration the needs of those not currently using the service?</p>	<p>No.</p>
<p>What is, or what do you expect to be the impact of the way you work on different parts of the community, including those covered by equality legislation?</p>	<p>Who benefits? The people who live in the Borough.</p> <p>Who should be expected to benefit but don't – Why not? Not applicable.</p>
<p>On the basis of what you have found out, which of these options will you now follow</p>	<ul style="list-style-type: none"> • No major changes • Adjust the policy • Continue the policy • Stop and remove the policy <p>This is a review – not a new policy or service. As and when it is proposed to change the service or policies, new assessments will be completed.</p>
<p>What now needs to be done and by who?</p>	<p>Ensure neighbourhood management gathered community intelligence is included in ward profiles.</p>
<p>Signed off by</p>	<p>Rob Gregory, Service Manager Corporate Strategy, Communities and Partnerships</p>