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**Attendees**

Robin Thompson	Chair, Shropshire Partnership	RT
Carolyn Healy	Shropshire Partnership	CH
Ruth Turner	Shropshire Partnership	RLT
Darren Norman	Sevenside Resident Inspectors	DN
Susan Dell	Sevenside Housing	SD
Kim Ryley	Shropshire Council	KR
Mike Hyatt	Shropshire Council	MH
Martin Whitelegg	West Mercia Police	MW
Robin Bennett	Police Authority	RB
Clive Wright	Shropshire Council	CW
Phil Wright	Jobcentreplus	PW
Carl Moss	Environment Agency	CM
Rosemary Abbiss	Association of Local Councils	RA
Simon Hey	Greenacres Primary School	SH
Paul Raymond	Shropshire Fire & Rescue Service	PR
Rod Thomson	Shropshire County Primary Care Trust	RT
Keith Barrow	Shropshire Council	KB
Sonia Roberts	VCS Assembly	SR
Ioan Jones	Shrewsbury Town Council	IJ
Vernon Bushell	Shrewsbury Town Council	VB
Roy Whittal	Hope Church	RW
Helen Herritty	Shropshire County Primary Care Trust	HH
Barbara Stafford-Carins	Shropshire Council	BSC
Caron Morton	Clinical Commissioning Group	CM
Dawn Lewis	Shropshire Council	DL
Leeona Marsh	Youth Parliament	LM

**Apologies**

Leigh Griffin	Shropshire County PCT
David Taylor	Shropshire Council
Pete Lightwood	West Mercia Police
George Candler	Shropshire Council
Chris Edwards	Shropshire Council
Tom McCabe	Shropshire Council
Ian Drysdale	Shropshire Council
Mandy Thorn	Business Board
Jane Williams	Probation Services
James Ellsmoor	Youth Parliament

Item	Action
<p><b>1. Welcome, introductions and apologies</b></p> <p>RT welcomed everyone to the meeting. Attendees were asked to introduce themselves.</p> <p>Apologies were noted (see above).</p>	
<p><b>2. Minutes of the last meeting</b></p> <p>Minutes of the Leaders Board meeting held on 5 October 2011 were agreed as a true and correct record.</p>	
<p><b>3. Matters arising</b></p> <p>CH advised that budget information regarding Harlescott would be tabled at this meeting.</p> <p><u>Changes to membership</u></p> <ul style="list-style-type: none"> <li>▪ Caron Morton (Clinical Commissioning Group)</li> <li>▪ Carl Moss (Environment Agency)</li> <li>▪ Phil Wright (Jobcentreplus)</li> </ul> <p>Research &amp; Intelligence Business Plan – item outstanding due to the fast turnaround in meeting times. CH to follow up after the meeting.</p> <p>Leadership Academy – item outstanding due to fast turnaround in meeting times. CH to follow up after the meeting.</p>	<p>CH</p> <p>CH</p>
<p><b>4. Community Budgets update</b></p> <p>KR introduced the paper which highlighted progress made to date with Community Budgets.</p> <p>A emergency meeting of Leaders Board was called on 27.10.11 where the two proposals for Community Budget were discussed:</p> <p><u>Neighbourhood level</u> – focus is about giving people more power over local services and budgets in a neighbourhood and aligning these with other resources such as volunteering, community groups, community assets and social finance initiatives.</p> <p><u>Whole place</u> – focus is to ‘prove the concept’ that a single public service budget for place can work. Only two areas will be selected</p>	

as pilots.

It was agreed to bid to be a whole place community budget pilot.

Deadline for submitting the bid is 5pm on Thursday 10 November. It was noted that if Shropshire was unsuccessful it still had an opportunity to be selected as part of a Challenge and Learning Network to act as a sounding board and influence the work of the pilots. KR emphasised that this in itself was a fantastic opportunity to take away learning that would prove beneficial before the pilots are rolled out nationally in 2013.

10.20 am – Caron Morton joined the meeting.

#### 5. **Harlescott Place Based Intervention Pilot**

CW gave an overview of the PBI pilot project and outlined the purpose of the meeting. Partners were asked to consider specific issues affecting people in the areas and how they can work together to integrate services. He highlighted the need to do things better for local people ('Better Faster Cheaper').

Data had been collected on the area and was displayed in the meeting room.

Presentations/talks were heard from Shrewsbury Town Councillor Cllr Jones and Shropshire Councillor Cllr Bushell. The following points were made:

- Harlescott is a good community but a majority of people cause problems for the rest of the community
- Unemployment is a generational issue
- The main problem is engaging with the small pockets of the community who don't trust public services
- There is a need for better communication (using press to publicise the good that the community is doing)
- Public Services need to stay engaged with the community
- Public Services need to pull together

Darren Norman Chair of Severnside Resident Inspectors gave an evidence based presentation titled 'What Residents Think' (for a copy of the presentation please contact Ruth Turner [ruth.turner@shropshire.gov.uk](mailto:ruth.turner@shropshire.gov.uk), 01743 252269).

Key points from the presentation included:

- All residents contacted took part in either telephone or face to face survey (this shows willingness to be involved in community matters)
- Residents are often unsure of which public service to ask for help/guidance

- Litter and drugs are the main problem in the area
- 60% of residents are unemployed or on long-term sick, they rely on state benefits
- Only 10% are in education or training
- Behaviours are learned and passed on from generation to generation so that worklessness for examples, becomes the norm
- Landlord agencies and Public Sector agencies only get involved when there is a problem in the area
- Residents most value their families and homes
- Looking forward – focus group of residents could be formed

11.00 am – Dawn Lewis and Leeona Marsh joined the meeting.

A group discussion took place about engaging the community and the problem of litter and dumping in the area and how it was vital to 'solve the cause not the symptom'. It was stated the Council can keep spending money on collecting litter but this will not stop the litter from being dropped. There is a need to engage the community to challenge current behaviours and instil a greater sense of individual responsibility. Local residents need to be the people to lead on this.

CM stated that the issue of littering comes down to self-esteem and personal respect, 60% of residents are unemployed and this has a major impact on low self-esteem.

Paul Raymond tabled maps of the area showing statistics for fires in Shropshire and the Harlescott area. It was noted that the majority of house fires are not reported. Indicating that families who live in this area have other higher priorities than fire safety (learned negative behaviour).

RThom stated that it was unrealistic to expect the community to be engaged all the time; they need to be able to step up and step down at key times, e.g. snow.

KR talked about the need for personal responsibility and removing barriers and the need for public service to be focused in a different way.

Simon Hey, Head Teacher Greenacres Primary School gave a verbal presentation, were the following points were made:

- Greenacres has the highest take up of free school meals
- For some children – life is dominated by drugs, drinking etc, therefore they come to School tired, concerned, hungry etc
- Children are not always the parents priority
- The School offers Breakfast Club and after School Club –

which have very high attendance. Children want to attend the Clubs and be engaged in School activities

- Children from complex families see the School as 'light' and homes as 'dark'
- Children's needs are being dealt with at the School but not at home
- The School as a Nurture Group – it works with both the parents and children and provide advice and mentor sessions
- Need to deal with the parents needs before the needs of the children can be met
- Careers and aspirations – need to start planting the seed at Primary School
- Parents don't like to be judged and told what they should be doing
- Not all families with complex needs are the same – some parents want to make a difference and change and others won't engage
- There is a feeling amongst the community that there is no need to report issues to the Public Services as nothing will be done – they have lost faith and trust
- The School employs local residents as support staff
- CSO's in the area are excellent. The area is safer than it was 10yrs ago

#### Neighbourhood tour

Leaders Board members went on group visits to two local sites:

- Grease Monkeys
- Riversway Centre

Whilst on route and once they arrived at the sites Leaders Board members were asked to think about the area from the local residents view (walk in the customers shoes):

- What are the key issues locally?
- What difference has your service made?

A summary of responses is attached.

#### Next Steps

CH talked through the paper and next steps.

Leaders Board members approved the following as the next steps for this and other Place Based Initiative Pilots:

1. A small, cross sector, cross agency problem solving team is established that will work with services users to co-design, prototypes and implement new ways of working
2. The problem solving team includes local councillor, VCSA organisations and local businesses as appropriate
3. The team is empowered to operate in the most appropriate

way with the aim of achieving better results, faster and at lower cost

4. The team has permission to break organisation procedures as long as this is notified to the relevant partner organisations
5. The team cannot do anything that is unlawful
6. An action learning approach is operated by the team
7. The team reports to the Central Area Director who in turn reports to the Leaders Board. Reports are frequent and short focussed on key learning points, identifying any barriers to success and next steps
8. The team operates as a Task & Finish Group for approximately 2 weeks full time or 4 weeks part time

A group discussion took place where the following points were made:

- Communities need to be supported to be more resilient and less reliant on public services in the future
- The measure of success of the project will be in the engagement of local people and the differences made
- **Action** - Small focus team to be set up to include key public agencies, VCS, Severnside to work with local people to co-design and trial new ways of working to tackle the difficult issues in this area. The learning from the project will be applied to other areas of deprivation.

CH

Meeting closed at 1.05 pm