

FELLOW

## REPORT OF THE EXECUTIVE MEMBER FOR NEIGHBOURHOODS AND CUSTOMER SERVICES

Lead Accountable Body Status (implementations relating to Adult Learning further to the Learning Revolution White paper)

From August 2011, the Skills Funding Agency (the body which has recently replaced the Learning and Skills Council) plans to channel all the available budget to support informal adult learning in a local area through identified Lead Accountable Bodies. Accepting this role in their geographical area would enable local authorities to better position their resources, alongside the existing resources of the Skills Funding Agency, as part of a local learning infrastructure. This in turn would help to promote the wider personalisation agenda across a number of fronts and enable other local services, such as libraries, to play an important role in supporting Lead Accountable Bodies to broaden choice for local people. It is expected that new arrangements will be operational for the planning of the academic year commencing August 2011 so that the Skills Funding Agency can allocate funding for each local/ sub-regional area to deliver their agreed plan. In April 2010, Blackburn with Darwen registered its interest to be granted Lead Accountable Body status with the Skills Funding Agency.

### Customer Services

Customer Services have had initial discussion with DWP to consider participation in the national Tell Us Once programme. This programme will initially focus on life events e.g. births and deaths with a view to developing a process whereby customers can notify one single point of contact. The initial point of contact will then be responsible for notifying other providers (via an IT solution that is in development) and this will reduce the amount of contacts a customer has to make and ensure that records are kept up to date, BWD believe there are still some challenges that have yet to be addressed i.e. duplication of notifications and although fully committed to the concept will only retain a watching brief at this point in time.

### Community Transport

Customer service are continuing to handled booking for community transport and despite the loss of one of the service providers (Community Wheels) they have managed to accommodate the majority of booking using other service providers. It is early in the process but we expect business as normal.

## Neighbourhood Boards Planning Cycle

**Proposal:**

To bring the Neighbourhood Plan, planning cycle into alignment with other public sector planning time frames and to improve ward level engagement.

**Benefits:**

By aligning the planning cycle with other public sector bodies, the priorities identified by residents in the neighbourhoods can be given full consideration when public sector and departmental budgets are being set for the new financial year 2011.

**Timeframe:**

Proposed time frame to be taken to Neighbourhood Boards and Area Agency Partnership in May & June 2010

<b>Neighbourhood Plan Engagement &amp; Consultation process</b>	<b>Activities</b>	<b>Timescale</b>
Public/ resident engagement	Within each neighbourhood area there are a variety of fun days, festivals, fetes and carnivals. It is proposed that a survey/questionnaire is designed and to be used as a way to capture the opinions and views of local residents. The benefit of this is that the NB's will be seen to be proactive and engaging with those who would not normally come to meetings.	June – August 2010
	To capture a more in depth analysis of the survey, a series of ward based focus groups would take place. These would be made up from existing CA's and other community based organisations.	August - September 2010
	To capture any gaps in engagement in terms of equality a further set of focus groups will be set up e.g. young people, over 50's, BME etc..	August - September
	The survey will also be put onto the BWD & LSP website	
Governance engagement to agree the priorities	A joint meeting of the AAP & NB would take place to receive feedback from the consultation and to agree priorities going forward. A policy input to be produced	September 2010

	highlighting the story of place for each area.	
	A Neighbourhood Voice event would be held to feedback the findings from the consultation and to reflect back the NB plan priorities for 2011	Late September 2010
Plan priorities and actions to be agreed by departments and services	Draft plan priorities and actions to be signed off by Directors and by LSP Neighbourhood Forum. Budgets to be allocated.	October – November 2010
Neighbourhood Plan printed and distributed	Final changes made to the plans and signed off by Neighbourhood Boards. Plans printed and distributed house to house	March 2011