

## **Neighbourhoods, and Customer Services Portfolio**

### **Portfolio Priorities**

#### **Priorities:-**

- Your Call - Neighbourhood close working with Environmental Improvement and Sustainability Portfolio to help clean up the Borough and promote positive behaviour
- Ward Solutions and Neighbourhood services i.e. through Shared Neighbourhood Teams helping to build resilience in communities by providing prevention as a front line intervention before more expensive costs of troublesome families etc.
- To protect young people through targeted action on alcohol and tobacco age restricted products.
- Welfare Reform and impact customer facing teams
- Customer Services review
- Community Safety Partnership reforms and move to Police Crime Commissioning model.

#### **Risks:-**

- Council budget reductions seeing some services reviewed or no longer delivered. High service expectations and lack of capacity within the community to take up reduced/ceased services
- Managing the benefits changes including adequate support for residents and communities in the form of information, advice and guidance
- Income levels are not achieved e.g. Council Tax
- Inability to engage residents and communities in participating and changing behaviour