



# Roman Way Estate Neighbourhood Study Summary

## Background, Aims and Objectives

Roman Way Estate Community Interest Company was formed in 2008. The Company is working through the Right to Manage process to establish a Tenant Management Organisation for the estate. This arrangement will enable the Company to act as an agent for the Local Authority, and to manage selected Housing Services (for example, repairs) on behalf of the local community.



In conjunction with this, the group was successful in its application to Tenant Empowerment Programme for a grant to conduct a Neighbourhood Study for the area, as an extension of this work. The Neighbourhood Study considers the delivery of other services not covered by the Right to Manage process. It enables the group to formally explore Neighbourhood Management opportunities with its partners, so that services can be delivered in a way that meets the aspirations of the local community.

**The principal aim** of the Neighbourhood Study was to provide an opportunity to reflect on existing service delivery and analyse current working practices and consider opportunities for neighbourhood management within Roman Way estate.

**The study had six key objectives**, which form the main chapters of the full report:

1. Discover the main issues for residents
2. Map responsibility for service delivery in relation to those issues
3. Find out what standards are used in setting and monitoring those services
4. Analyse opportunities that exist for residents to have more influence
5. Explore appropriate governance structures
6. Explore barriers to achieving greater resident influence.

**The full report contains:**

- An overview of Roman Way estate;
- An explanation of the methodology used;
- A Baseline analysis of the area;
- Results of consultation undertaken during the course of the Study;
- Mapping of relevant service provision in the area, and of service standards;
- An analysis of opportunities that exist for residents to have more influence;
- Consideration of barriers that may prevent greater resident influence being achieved; and
- Conclusions and recommendations for the way forward.

## Identifying the Issues and Priorities

Through the production of a statistical baseline, analysis of previous consultation results and an up-to-date consultation within the estate, the priorities of the estate were identified as:

- Waste, litter and the environment
- Appearance and Maintenance of the Estate
- Housing, repairs and maintenance
- Crime and anti-social behaviour
- Traffic and Parking

The consultation, carried out through clustered door knocking sessions and invitations to local focus groups that were held every day over a week, produced varied results across the estate. The maps below show the priorities identified by location; a darker colour indicates that more residents living in that area identified that issue as a concern.



The consultation week ended with a resident-led community clean-up day where representatives of several agencies, including two departments within the Local Authority, Local councillors, MP and Police attended to help.



## Opportunities for Resident Involvement

Two resident-led organisations exist within the estate. Roman Way Estate CIC will be the tenant management organisation, managing Council properties; and Roman Way Residents' Group is a wider residents group that is active in lobbying across a range of issues. Both groups have good relations with a number of key agencies and Council departments operating in the area. In addition, a Neighbourhood Tasking Group meets every six weeks to pick up on local issues with partner agencies.

Roman Way Estate's Neighbourhood Tasking Group has the potential to extend its work into the negotiation and management of neighbourhood area agreements that could see services of a priority to the local community delivered and managed at a local level. Neighbourhood Area Agreements (NAA) could either function for regular services or, where it makes sense for these to be run centrally, for one-off of special services to be organised and managed by the agreements, for example special waste management events, and anti-social behaviour initiatives.

NAA's would connect with the priorities identified in the Constituency Strategic Partnership's Local Area Agreement and would need to be agreed with Constituency Theme Groups.

Other opportunities for resident involvement would see the Neighbourhood Tasking Group formally constituted with a protocol agreed for partnership working. This group could oversee opportunities for involvement within individual services suggested within the full report, like piloting and evaluating new procedures from the Regulatory Service team (see chapter six of full report).

## Case Study

Witton Lodge Community Association (WLCA) in Perry Common, North Birmingham, received funding from the Home Office for a trial in which they took on responsibility for the management of the green space in their local area. As part of this, WLCA was able to negotiate alterations to the specifications for service delivery for the green space, in line with the needs and aspirations of the neighbourhood.

With access to detailed service specifications, WLCA was able to identify that a contractor was being paid to empty three dog bins in the locality, when in fact there were only two. In another instance, residents noted that street sweepers were regularly only sweeping one side of the cul de sacs. The residents were equipped to be able to contact the right department and to bring about change.

After the success of these trials, WLCA has moved on to be involved in a pilot Neighbourhood Area Agreement with the Council, with the aim of increasing resident influence in the management of services delivered in the area. Funding was obtained from the City's Local Area Agreement, to enable WLCA to deliver some local services in three key theme areas: Safer & Stronger Communities, Children & Young People, and Healthy Communities. Initial results suggest that the pilot has been very successful, particularly in the 'Safer & Stronger Communities' theme.

## Recommendations and Next Steps

Out of the Neighbourhood Study, the following recommendations have arisen:

### 1. **Completing the Report**

It is recommended that the Group take note of the research and recommendations that make up this report and make it available as widely as possible, including to Constituency Strategic Partnership (CSP).



### 2. **Develop a Neighbourhood Charter:**

It is recommended that the Tasking Group works to put together a Neighbourhood Charter for the estate; a document that can be delivered to residents and which gives details of the standards residents can expect from the services delivered in their area.

### 3. **Develop a Partnership Body:**

It is recommended that the Neighbourhood Tasking Group be constituted and formalised, and that Terms of Reference for the group be drawn up, along with a partnership protocol agreement. This would ensure a clear understanding of the group's aims and objectives and accountability for all concerned.

### 4. **Develop Pilot Local Initiatives**

It is recommended that the tasking group explore the establishment of pilot initiatives that will continue to explore the principles of neighbourhood management within the estate. For example, the encouragement of the Street Champions programme within the area would engage residents with issues in the area and equip them to take effective action on two of their priorities (waste management and maintenance of the estate).

### 5. **Begin Discussions with Local Services Team**

It is recommended that the report be used as a basis to start discussions with the Local Services Team and CSP over the development of Neighbourhood Area Agreements and local commissioning models.



## Contact Details for Further Information

### **Kate Pearson and Daphne Francis**

Address: Anthony Collins Solicitors, 134 Edmund Street, Birmingham B3 2ES

Telephone: 0800 0234 807

E-mail: [kate.pearson@anthonycollins.com](mailto:kate.pearson@anthonycollins.com)