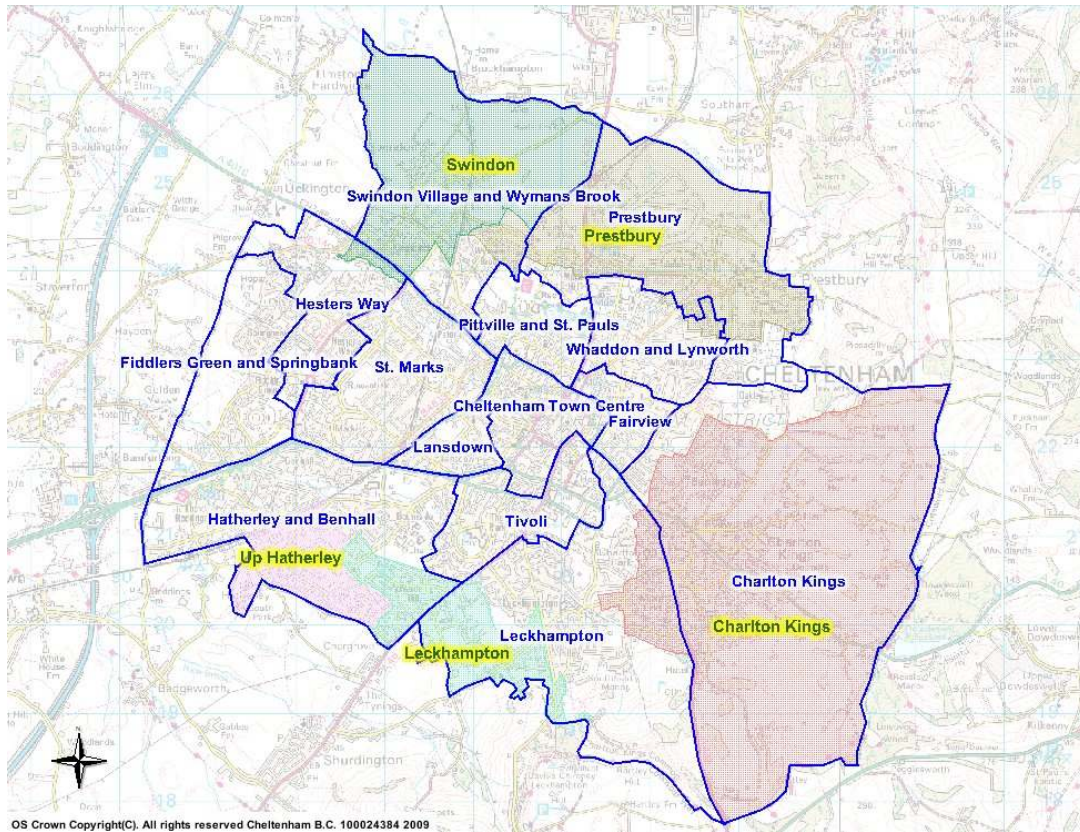


Map of Cheltenham NCGs

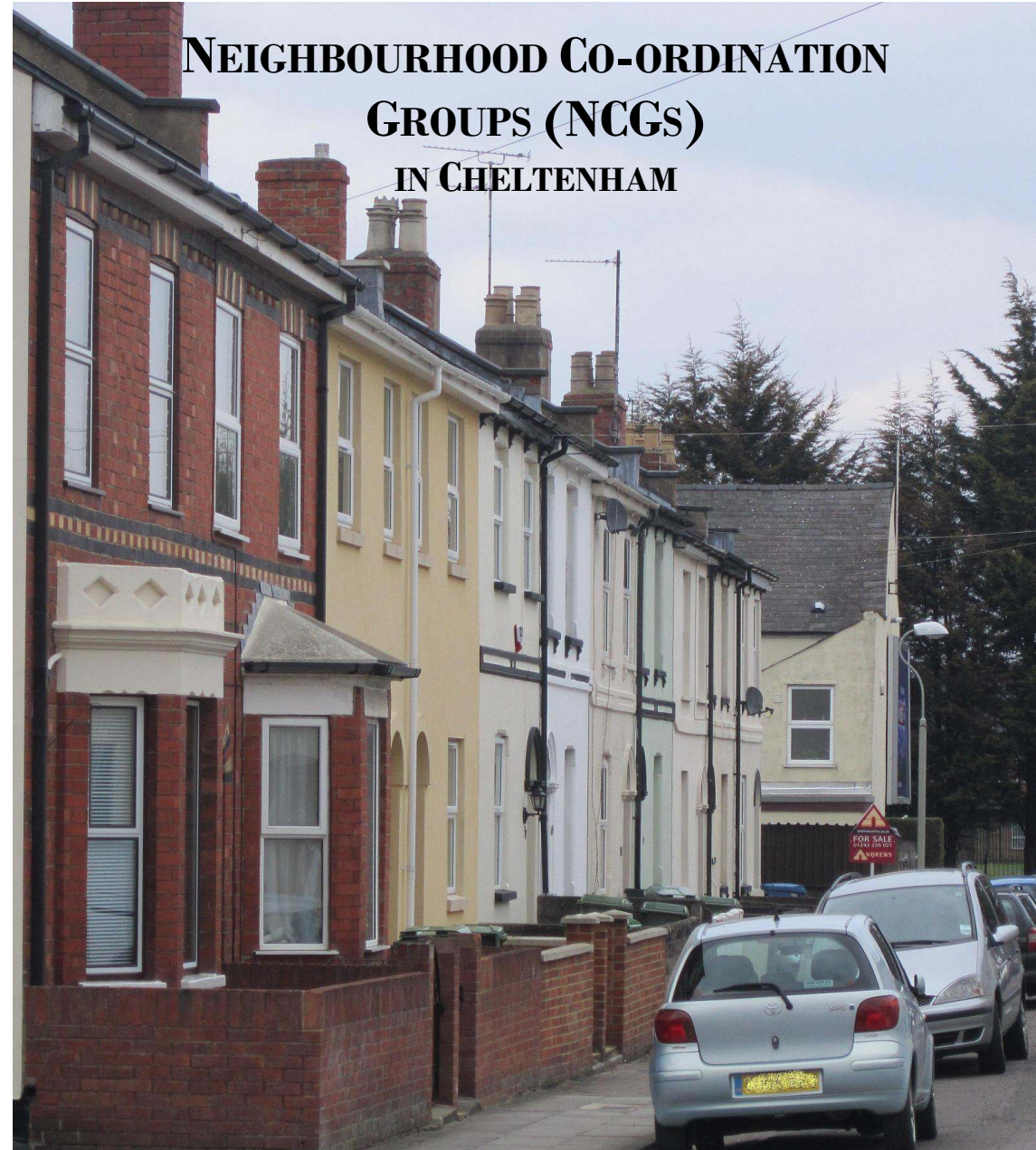


Shaded areas show parish council boundaries.

Guide produced in July 2013 by: Andrew Davies, Gloucestershire Constabulary and Helen Down, Cheltenham Borough Council.



NEIGHBOURHOOD CO-ORDINATION GROUPS (NCGs) IN CHELTENHAM



Meetings in Cheltenham SOUTH Local Policing Area

CONTENTS

- 3 What is an NCG?
- 4 Who attends NCG meetings?
- 4 The purpose of the groups
- 6 Working with a Neighbourhood Co-ordination Group
- 8 Making your community part of the solution
- 9 Information about NCG 'host' organisations
- 10 Information about different organisations
- 14 Details of meetings in Cheltenham South Local Policing Area
- 15 Details for meetings in Cheltenham North Local Policing Area
- 16 Map of Cheltenham Neighbourhood Co-ordination Groups



Group Name	Contact details	Frequency
Leckhampton NCG	Keith Peacey, Leckhampton Village Hall: Keith.peacey@gloucestershire.pnn.police.uk www.leckhampton-ncg.co.uk/	Meets twice a year
Charlton Kings & Battledown Community Meeting	Cllr. Rob Williams, Charlton Kings Parish Council: rob_williams@tiscali.co.uk www.charltonkingsparishcouncil.gov.uk/ckab-nmf	Meets 3 times a year
Hatherley and Benhall NCG	PC Ian Miles ian.miles@gloucestershire.police.uk	Meets twice a year
Tivoli NCG	PC Ian Miles ian.miles@gloucestershire.police.uk	Meets twice a year
Town Centre NCG	Bernice Thomson, West End Partnership Bernice.thomson@cwep.co.uk 01242 692112	Meets quarterly
Lansdown NCG	PCSO Trevor May Trevor.may@gloucestershire.police.uk	Meets quarterly
Fairview NCG	Kim Graham Kim.graham@gloucestershire.pnn.police.uk	Meets quarterly

If you are interested in becoming involved in your local NCG, please contact the co-ordinator for more details.

Meetings in Cheltenham NORTH Local Policing Area

Group name	Contact details	Frequency
Hesters Way, Fiddlers Green & Springbank NCG	Andy Hayes, Hesters Way Partnership andyhayes@hwnp.org.uk 01242 548294 www.hwpartnership.org.uk/neighbourhoodcoordination.html	Meets quarterly
Elmfield & Wymans Brook PACT	PCSO Michael Edwards Michael.edwards@gloucestershire.police.uk	Meets 3 times as year
St Marks NCG	Andy Hayes, Hesters Way Partnership andyhayes@hwnp.org.uk 01242 548294 www.hwpartnership.org.uk/neighbourhoodcoordination.html	Meets quarterly
Whaddon & Lynworth	Anna Reeves, Oakley Regeneration Partnership 01242 516960 anna@oakleyneighbourhoodproject.org.uk	Meets 3 times a year
Pittville	Sgt Sally Cheek sally.cheek@gloucestershire.police.uk	Meets 3 times a year
St Pauls	Les Thurlow, St Pauls Road Area Residents Association LESTHURLOW@aol.com	Meets 3 times a year
Prestbury	Sgt Sally Cheek sally.cheek@gloucestershire.police.uk	Meets 3 times a year

WHAT IS AN NCG?

NCGs were originally established, managed and chaired by the Police in response to the development and demands of Neighbourhood Policing. However, communities have increasingly wanted to meet together to talk about the whole range of issues that they face, not just those that rely on the Police to help resolve. Whilst the active participation of local Police teams remains central to the effectiveness of any Group, there is an increasing trend for these groups to be supported by other local partners, particularly by community organisations and for there to be an independent Chair and secretariat to organise meetings and report back to their communities.

These groups have been called a variety of names including Neighbourhood Coordination Groups, Neighbourhood Panels, and Community Meetings. Although their names may vary, the purpose has always been to identify the issues that most affect a local community and to then work with that community and local partners to provide long term solutions.

To be able to identify the issues that most affect a particular community, representatives of the group will engage with their community and prioritise the most pressing matters that will be researched and addressed at subsequent meetings. Meetings are not designed to be a forum for “ambushing” attendees with new issues.

If you have a particular concern that you feel should be raised at a forthcoming meeting, please take the time to speak to one of the partners so that the matter can be investigated before being discussed at a meeting. Contact details can be found at the back of this document.

WHO ATTENDS NCG MEETINGS?

The partners involved in each group will vary from group to group, but usually include County, Borough, and Parish Councillors, key Cheltenham Borough Council officers, the Gloucestershire County Council Area Lead Officer, members of the relevant Local Policing Team, the local housing officer or estate wardens, local voluntary sector organisations and members of the local community. Local Neighbourhood Watch coordinators are also important members of any group.

Partners from a range of other public, private and voluntary sector organisations and individuals with particular knowledge or expertise are aware of these groups and will support the work to tackle the issues as and when requested to do so.

Members of the public are welcome to attend most NCG meetings and ideally, many community members would take part in meetings to express their own concerns and to offer support. However, experience has shown that, perhaps unsurprisingly, people are generally content to trust community representatives to lead change and develop new ways of doing things.

If you wish to raise an issue that is not on an agenda but is causing you concern, please talk to a member of your group so that it can be raised at a future meeting if appropriate.

Nevertheless, when an issue of great immediate public interest arises such as a threat to bus services, an inappropriate local development proposal or a specific crime-related concern, the community as a whole will demand the opportunity to meet and put its views to the representatives of local service providers.

Police and Crime Commissioner

The Office of the Police and Crime Commissioner (OPCC) fully supports the NCG approach and the resolution of local issues that benefit our communities. One of the key roles of the OPCC is to engage with the communities of Gloucestershire and the NCG provides the opportunity and network for this to happen. Information gained from these meetings can then inform the work of the OPCC and assist in the delivery of the Police and Crime Plan.

Richard Bradley , Commissioning Development Manager,
OPCC Gloucestershire

Cheltenham Partnership

“In 2011 the structure for partnership working in Cheltenham was reviewed so that it could better support the Borough Council and other partners in commissioning. There is no longer a dedicated community safety partnership; instead community safety is a shared priority across the new partnership structure.

In the new structure, there is a Positive Participation Partnership, which brings together representatives of different communities to put together a regular needs analysis for Cheltenham and to support the building of strong communities. One of the chairs of the 14 Neighbourhood Co-ordination Groups in Cheltenham attends this meeting on behalf of the others to provide information from the NCGs and to feed back information. “

Richard Gibson, Strategy and Engagement Manager,
Cheltenham Borough Council

Cheltenham Borough Homes

“One of Cheltenham Borough Homes’ core objectives is to strengthen communities to make them places where people want to live. As the managing agent for Cheltenham Borough Council’s housing stock, therefore the largest social housing provider in Cheltenham, we find working with partner agencies and local residents through proactive meetings such as the Neighbourhood Co-ordination Group invaluable.

The NCGs identify issues at a very local level; the issues are resolved through strong partnerships of local stakeholders and with the successes celebrated by and for, the benefit of the local community. CBH will remain a proactive partner in delivering the NCG programme.”

John Bearcroft, Neighbourhood Services Manager

Other housing providers in Cheltenham

Other housing providers in Cheltenham also value the opportunity to work with partners and local residents through the neighbourhood co-ordination groups. Covering numerous local authority areas means it is not always possible to send a representative to meetings, but they are keen to work with NCGs to resolve local issues and improve the local area.

Cheltenham Neighbourhood Watch Association

Nationally, the aim of the new UK Neighbourhood Watch Trust is to promote home security and community cohesion. In Cheltenham, police and communities work together to reduce crime and the fear of crime, build safer communities and improve the quality of life. There are 412 Neighbourhood Watch Schemes in Cheltenham. Neighbourhood Watch members attend a number of the Neighbourhood Coordination Group meetings to assist in the problem solving process.

PURPOSE OF THE GROUPS

Benefitting your community

The NCGs have always been intended as a method of providing long term resolutions to local issues. It is these issues such as Anti-Social Behaviour, poor footpath maintenance, and lack of facilities for young people, that can often blight local communities and when resolved, local residents will have a better quality of life and local partners will be better able to manage and direct their resources to areas most in need.

The Police Reform and Social Responsibility Act

The Police Reform and Social Responsibility Act 2011 (S.34) places a legal obligation on the police to hold regular neighbourhood meetings between the police and the people of that neighbourhood.

The Neighbourhood Co-ordination Groups provide such a meeting in every part of the Borough, where residents can get together with Police and other service providers to discuss and take action in their local community.



WORKING WITH A NEIGHBOURHOOD COORDINATION GROUP.

Areas covered by each NCG

The Neighbourhood Coordination Group areas are primarily based on the 14 communities originally conceived by the police when neighbourhood policing was developed in 2007. The boundaries of some of these communities align with existing political and Parish boundaries, although others do not. For more information please see the map at the back of this document.

Each Neighbourhood Coordination Group takes a pragmatic approach that sees slight changes to the official boundaries if such a change would benefit the local community.

What about the larger geographic areas?

Some meetings cover large geographic areas such as Hatherley and Benhall. In these areas experience has shown us that Neighbourhood Coordination Groups cannot always represent all of the different communities within their defined boundary. If this is felt to be the case, smaller Neighbourhood Coordination Groups can perhaps be set up to represent communities not adequately covered by the existing meeting. There is, however, a limit as to how many smaller groups can be established and supported by partners. It may be that the best method for supporting a community is to help existing neighbourhood meetings to undertake a process similar to that of the NCG.

Frequency of NCG meetings

The meetings are held every three to six months depending on what suits that particular community and that particular time and the current range of issues that need to be addressed.

Cheltenham Borough Council

“Cheltenham Borough Council fully supports the NCG process as an important means of working with communities, especially as there are meetings in every area of the borough. Many of the issues raised at meetings have needed CBC action, to do with the management of local parks, parking, street cleaning and anti social behaviour.

Council officers attend all of the meetings along with elected members and make sure that the Council is responding to priority issues and concerns.

The council has funded several local organisations to take over the running of their local meetings from the Police.”

Jane Griffiths, Director of Commissioning

Cheltenham Local Policing Area

“The Constabulary regard the Neighbourhood Coordination Groups as providing a vital link between the Communities and their local policing teams. By working with our communities and alongside our partners tackling the issues that cause our communities the most concern we believe that we can make a positive impact on the lives of our residents. Our Local Policing Teams support and work with the Neighbourhood Coordination Groups engaging with local residents to understand their concerns, work with NCG's, partners and local residents to proactively deal with issues, and build sustainable long-term solutions.

The Cheltenham Local Policing Area and Gloucestershire Constabulary are committed to our NCG's and we will continue to actively support and work with Neighbourhood Coordination Groups.” Chief Inspector Steve Gillett

St Pauls Road Area Residents Association (SPRARA) was set up to provide an effective way of capturing and addressing the common concerns of the community. It represents residents by maintaining effective communication with the many authorities and organisations influencing life in the area. It enjoys a good working relationship with the University of Gloucestershire and supports the St Paul's Streetwatch scheme. **Fairview Community Association** has similar aims.

All of the eight organisations see involvement in the NCG as an important part of their work in championing the needs of the local community and working with partners to resolve issues and build stronger communities.

INFORMATION ABOUT PARTNER ORGANISATIONS

Voluntary and Community Sector

Many voluntary and community sector groups are involved in the NCG, through hosting them or through participating in the meetings and helping to resolve community priorities.

Gloucestershire County Council

“Gloucestershire County Council currently has 18 Area Lead Officers (ALOs), who support between two and four community meetings each across the county. Their role is to work with all partners, particularly the District Councils, Police, and be the single point of contact into the County Council. They bring issues back into and give messages out from the County Council. “

Hester Hunt, Commissioning Officer, Gloucestershire County Council

What issues are brought to a group for discussion?

Each meeting will highlight priority issues for future meetings to address, so as soon as one meeting is finished, the business of planning the next one begins. Key members of a group will research topical issues and arrange for relevant people from partner organisations to make a presentation to the next meeting. These presentations include a summary of what action has been taken since the last meeting and what further action will be undertaken. Additionally, the community can be asked directly what issues are of concern and what is affecting their quality of life between each meeting.

Examples of such engagement could include:

- Street surgeries
- Community events
- Social Networking
- Postal, internet or house to house surveys
- Engagement with existing community organisations and housing associations

Tackling local priorities

How the group tackles the issues raised does depend on the nature of the problem. In some cases, the resolution rests with the local authority and/or police. More often, what is required to achieve a long term resolution is a partnership approach involving a number of partners who are members or organisations associated with the meeting. Some issues will be identified as community priorities and will be the focus of concerted police and partner activity. Other issues will be recorded and action undertaken but on a more limited level. For the police, the resources put into the problem will be based on the risk of harm posed by that problem to that community. The higher the risk, the greater the amount of resources allocated.

Where can I find the minutes of these meetings?

The minutes of all Neighbourhood Coordination Groups' meetings should be accessible for local residents to view. Each meeting will have its own unique way of publicising the discussions and actions arising from their meetings that reflects the communities that they represent. A good place to start to find information on the Neighbourhood Coordination Groups is in the Local Policing Team pages of the Constabulary website. Contact details for each NCG can be found at the back of this document.

MAKING YOUR COMMUNITY PART OF THE SOLUTION

Support for the local communities

Many organisations involved in the NCGs, such as Cheltenham Borough Council, Gloucestershire County Council and the Police have committed to working in a “strengths based” way. This means that partners recognise that they alone do not have all of the answers and solutions to local problems; instead working in a strengths based way means working with and supporting local residents to identify, unlock and harness the assets, skills and talents in the local area.

Through the Neighbourhood Coordination Groups, partners and local residents can work together jointly to create long term solutions to issues that are causing concern. Partners are more than happy to support local residents groups to get more involved in the work of their NCGs, either through advice or through funding.

You can support the work of the Neighbourhood Coordination Groups in the following ways:

- Attend and take part in the open Neighbourhood Coordination Group meetings.
- Take the time to take part in any engagement activity organised by your local Neighbourhood Coordination Group.
- Assist the group by helping them engage with different sections of their communities
- Volunteer to take part in any of the solutions being worked on by your Neighbourhood Coordination Group – the involvement of the community helps to ensure that the solutions put in place continue to have a long term impact.

INFORMATION ABOUT NCG HOST ORGANISATIONS

Eight of the fourteen NCGs in Cheltenham are hosted by a community led organisation based within the NCG area – four by regeneration partnerships, two by residents associations, one by a parish council and one by Leckhampton Village Hall committee. The other six are organised by the Police.

The three ***regeneration partnerships*** (Hesters Way, Oakley and Cheltenham West End) are charities, managed by boards of directors, and comprising partners dedicated to supporting the regeneration of their communities.

Charlton Kings Parish Council has fifteen members, all volunteers, who represent the interests of people living within the parish. The parish council provides services itself, as well shaping policies and monitoring and challenging standards and provision for amenity services, highway activity and rights of way.