

## EAST SUNDERLAND AREA COMMITTEE

### AGENDA

Monday 16<sup>th</sup> June, 2020 at 5.30pm

This meeting will be held remotely. Joining details will be emailed to all participants.

The meeting will be livestreamed for the public to view on the Council's YouTube channel, 'sunderlandgov' at :-

<https://youtu.be/-C3czM60ppU>

### Membership

Cllrs E. Gibson (Chair), C. Marshall (Vice Chair), S. Bewick, M. Dixon, M. Essl, H. Fagan, N. Hodson, P. Hunt, B. McClennan, M. Mordey, R. Oliver, J. Potts, L. Scanlan, A. Wood and P. Wood

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1. (a) Chairman's Welcome; (b) Apologies for Absence; (c) Declarations of Interest; and (d) Minutes of the last meeting held on 16 <sup>th</sup> March 2020	1
2. Supporting our Communities and Finalising Neighbourhood Investment Plans  (copy attached)	6

\* Denotes an item relating to an executive function

**ELAINE WAUGH**  
Assistant Director of Law and Governance

8<sup>th</sup> June, 2020

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**At a meeting of the EAST SUNDERLAND AREA COMMITTEE held in the CIVIC CENTRE, SUNDERLAND on MONDAY, 16<sup>th</sup> MARCH, 2020 at 5.30p.m.**

**Present:-**

Councillor E. Gibson in the Chair

Councillors Bewick, M. Dixon, Essl, Fagan, Hunt, Marshall, McClennan, Mordey and A. Wood

**Also Present:-**

Matthew Jackson - Governance Services Officer, Sunderland City Council  
Julie Maven - East Area VCS Network Representative  
Nicol McConnell - Area Community Development Lead, Sunderland City Council  
Allison Patterson - Area Co-ordinator, Sunderland City Council  
K. Ramanathan - East Area VCS Network Representative  
Sarah Reed - Director of People, Communications and Partnerships, Sunderland City Council

**Chairman's Welcome**

The Chairman welcomed everyone to the meeting.

**Apologies for Absence**

Apologies for Absence were received on behalf of Councillors Hodson, Oliver, Potts, Scanlan and P. Wood together with Joanne Cooper, Trish Cornish, Shaun Makin and Jamie Southwell.

**Declarations of Interest**

Item 6 – Area Budgets: Neighbourhood Fund and Community Chest

Councillor Marshall declared that she was chair of the management committee of the Box Youth Club and of Doxford CA.

Councillor Hunt declared that she worked for Ryhope CA.

Councillor McClennan declared that she had attended meetings in respect of the East End and Hendon Festival.

## **Minutes of the Last Meeting of the Committee held on 10<sup>th</sup> December, 2019**

1. RESOLVED that the minutes of the previous meeting held on 10<sup>th</sup> December, 2019 be confirmed and signed as a correct record.

### **VCS Area Network Progress Report**

Julie Maven provided the Committee with an update on the work of the VCS Area Network since the last meeting of the Committee. There had been two network meetings since the last Area Committee, both had been well attended and a number of presentations had been received including from the Global Café, Media Savvy, Dying Matters and the Phoenix Project.

There would be quarterly meetings held between the VCS Network representatives and Ms McConnell.

The quarterly meetings were welcomed by Members however concerns were raised that it might not be frequent enough to ensure that any groups which were in crisis situations were able to be supported. Ms McConnell advised that the most suitable approach had been considered and there would be a workshop held for all VCS organisations to inform them of the proposals. Any groups which required urgent advice or assistance could be worked with outside of the meeting schedule.

Concerns were raised that some groups might not be able to survive being closed for an extended period of time as a result of the Covid-19 outbreak. There were concerns that there would be an impact on funding if organisations were not able to deliver activities they had received funding for. Ms McConnell advised that she had contacted all of the VCS groups in the area to find out what action they were taking. It was felt that organisations should cancel activities if they considered this to be the right thing to do and this would not affect any funding they had been provided by the Council.

2. RESOLVED that the update from the East Area VCS Network be noted.

### **Northumbria Police Update**

There was no representative of Northumbria Police present at the meeting as due to the Covid-19 outbreak the Neighbourhood Inspector had been instructed not to attend any external meetings.

### **Tyne and Wear Fire and Rescue Service Update**

There was no representative of Tyne and Wear Fire and Rescue Service present at the meeting as due to the Covid-19 outbreak the Station Manager had been instructed not to attend any external meetings.

### **Neighbourhood Investment Plans**

The Executive Director of Neighbourhoods submitted a report (copy circulated) which advised Members of the next steps, subject to Cabinet approval of the Article 10 plan, of the neighbourhood investment plans.

(For copy report – see original minutes)

Ms McConnell introduced the report and provided Members with the background to the proposals as well as providing an update on the outcomes of the resident engagement that had commenced in September 2019. A detailed breakdown of the consultation outcomes had been used to directly inform the development of the Neighbourhood Investment Plan and the themes identified were set out in section 4 of the report. The detail of the delivery plan and activity tracker was set out in section 5 of the report; the full delivery plan was anticipated to be presented to the June 2020 meeting of the Area Committee.

3. RESOLVED that:-
  - a. The Neighbourhood Investment Plans, subject to Cabinet approval, be noted.
  - b. The delivery of the priorities within the East Sunderland Neighbourhood Investment Delivery Plan which would be presented to the People and Place Area Boards prior to the June 2020 Area Committee be agreed.

### **Place Board Interim Update Report**

The Chair of the East Sunderland Area Place Board submitted a report (copy circulated) which provided the Area Committee with an update on the Place Neighbourhood Plan.

(for copy report – see original minutes)

Ms McConnell presented the report and advised Members of the work that had been done by the board which included the influencing of the Highways Maintenance Programme 2020/21.

4. RESOLVED that the Highways Maintenance Programme 2020/21 as set out in Annex 2 be agreed.

### **People Board Interim Update Report**

The Chair of the East Sunderland Area People Board submitted a report (copy circulated) which provided the Area Committee with an update on the People Neighbourhood Plan.

(for copy report – see original minutes)

The Chair of the People Board, Councillor Marshall, presented the report and advised Members of the work that had been done by the board which included the Street Pastors Safe Haven Project update; the work done around More Males and Positive Parenting; and the CLLD programme.

5. RESOLVED that the updates against the Health and Wellbeing Area Priority be noted.

### **Area Budgets: Neighbourhood Fund and Community Chest**

The Assistant Director of Community Resilience submitted a report (copy circulated) which provided the Committee with a financial statement as an update on the position on progress in relation to allocating Neighbourhood Fund and Community Chest.

(For copy report – see original minutes)

Ms McConnell presented the report and advised Members of the applications for Neighbourhood Funding totalling £141,310 for consideration by Members at this meeting which were set out in paragraph 2.6 and in annex 1. The available budget was £140,404 which left a gap in funding of £906 however it was proposed to use an underspend element of the budget from the East Rangers (Phase One Scheme) to increase the allocation budget which would enable the Area Committee to approve all of the project proposals.

There had been Community Chest awards made which were set out in annex 2 to the report and paragraph 3.1. since the publication of the agenda there had been further allocations and the remaining Community Chest balances stood at:

Doxford Ward - £0  
Hendon Ward - £0  
Millfield Ward - £1345  
Ryhope Ward - £0  
St Michael's Ward – £0

Members gave consideration to the report and it was:-

6. RESOLVED that:-
  - a. The recommendations set out at paragraph 2.6 and annex 1 be endorsed.
  - b. The financial statements set out in tables 1 and 2 be noted.

The Chairman thanked everyone for their attendance and closed the Meeting.

(Signed) E. GIBSON,  
Chairman.

**16 June 2020**

**REPORT OF THE EXECUTIVE DIRECTOR OF NEIGHBOURHOODS AND CABINET  
MEMBER COMMUNITIES AND CULTURE**

**SUPPORTING OUR COMMUNITIES AND FINALISING NEIGHBOURHOOD INVESTMENT  
PLANS**

**1. Purpose of Report**

- 1.1 To advise East Sunderland Area Committee of the next steps, following Cabinet approval in March 2020 of the Article 10, area Neighbourhood Investment Plans, taking into consideration the additional priorities required to support Sunderland through to recovery post COVID-19.

**2. Background – Area Neighbourhood Investment Plans**

- 2.1 The Council's constitution states that Area Committees will lead the delivery of local area plans (now known as Neighbourhood Investment Plans), which include the main priority themes for improvement of the area, following approval by the Cabinet. The five area Neighbourhood Investment Plans (North, Coalfield, East, West, Washington) are Article 10 plans.
- 2.2 The area Neighbourhood Investment Plans, were approved by Cabinet on 24<sup>th</sup> March 2020, and will now be directly aligned with the Area Committee priorities and delivery plans moving forward. The plans are also aligned to the City Plan. The plans focus on capital improvements and investments as well as service and neighbourhood solutions.
- 2.3 As previously agreed, residents, elected members and partners will be able to easily track progress via the Neighbourhood Investment Delivery Plan Activity Tracker, which will be available on the Council's website. This tracking facility will enable everyone to be aware of the action taken and developments / investments within their local neighbourhood.
- 2.4 Through the delivery of the Neighbourhood Investment Plans, alongside a bespoke and intensive communications campaign, Sunderland has a real opportunity to transform its Neighbourhoods, developing a joint pledge alongside communities and partners to regenerate and create more resilient communities and to influence and enable positive community behaviours. Area Committees will continue be at the heart of this transformation journey.

**3. COVID-19**

- 3.1 As we commenced a new year, 2020, no-one could have anticipated the impact the Coronavirus (COVID-19) would have across the world. The COVID-19 pandemic was like no other ever experienced in our lifetime, however the British people came together as they always do during a crisis. On Monday 23<sup>rd</sup> March 2020, the Prime Minister declared to the nation that we must work together, stay at home to stay safe and protect the NHS.
- 3.2 From Tuesday 24<sup>th</sup> March onwards, our communities mobilised themselves like never before, looking out for each other and working together to support our most vulnerable.



- 3.3 Elected Members, alongside officers from across the Council, key partners and our Voluntary and Community Sector quickly and pragmatically established Area Community Hubs. These hubs coordinated support to our residents, ringing them to check on their welfare if they were shielded, knocking on their door if we were unable to contact them by phone. A leaflet was posted through the letter box of every household, advising residents how to ask for help and also how to offer their help and support.
- 3.4 Area Committees were kept up to date on delivery of the Community Hubs via a weekly briefing (Annex 1). The weekly performance monitoring enabled the Community Resilience service to ensure it was supporting residents most in need and mobilising resources as required. The partnership working within the community hubs between the Area Arrangements Service, Customer Service Network, Voluntary and Community Sector Network, GP Alliance, Sunderland Care and Support, Together for Children, Sunderland CCG, Sunderland Public Health, Gentoo, Northumbria Police, Pharmacy network and Foodbanks and Welfare Rights, enabled each of the partners to maximise their resources efficiently for the benefit of all residents.
- 3.5 Staff from within the hubs communicated every day using telephone conferencing facilities as well as email and Microsoft Teams. Volunteers were coordinated through the Council's Volunteer Platform; residents initial contact was managed through the Customer Service Network and resources allocated throughout the city by the Area Arrangements Team alongside their Voluntary and Community Sector network partners.
- 3.6 The majority of the Voluntary and Community Sector were pragmatic and dynamic, mobilising themselves immediately to support communities. Area Committee may wish to consider how it will show its gratitude to the sector as the city moves forward into recovery. The sector was supported with small grants from the Council both as part of the Council response and also through some Community Chest grants. Through the regular dialogue with the sector we are aware that many organisations are under financial pressure for a range of reasons including loss of income from activities. The Council introduced a Local Support Scheme to offer funding to those organisations who were unable to access support through national arrangements and will continue to maintain contact with organisations to understand their future position.

#### **4. Resident Engagement**

- 4.1 Understanding the views of residents was vital to inform the development of the Neighbourhood Investment Plans. In September 2019, Sunderland Council launched the Let's Talk Sunderland Engagement Strategy, demonstrating its commitment to strengthen, consistently, engagement with residents – the strategy has been adopted for all resident engagement undertaken by the Council moving forward. It was first used for the resident engagement required to develop the Neighbourhood Investment Plans.
- 4.2 The brand 'Let's Talk Sunderland' was used to promote the Neighbourhood Investment Plan consultation as widely as possible across the city, offering the opportunity for all residents to get involved and share their views. This was the first-time resident engagement of this magnitude had been arranged by the Council. The consultation was undertaken alongside focused and themed consultation in relation to health, housing, young people, neighbourhood solutions, investment, crime and anti-social behaviour.
- 4.3 The detailed breakdown of the resident consultation undertaken at an area / neighbourhood level, supported by partners including the voluntary and community sector and elected members directly informed the Neighbourhood Investment Plans.

- 4.4 It is proposed to undertake further resident engagement, as we move through the recovery phase for COVID-19. This resident engagement will enable the Council and its partners to speak with residents about how they are feeling, where they believe the key priorities now fit and how we can move forward as a city, at a neighbourhood level, to re-build Sunderland's resilient communities for the future. It is important to note that this will not be a lengthy consultation and will be completed using information and contacts we already have in place and through social media.
- 4.5 Each of the area Community Hubs has developed a significant resident database through its community delivery work and it is therefore possible to utilise this database to make further contact with residents. The staff, across all partners, including the voluntary and community sector aim to speak to all residents they have supported, to ask them the following four questions:
- What do you believe is the number one priority for Sunderland to support its residents, post COVID-19?
  - How can we enable residents to feel safe and to improve their overall health and wellbeing?
  - Prior to the pandemic Sunderland had engaged with residents to establish investment plans, those plans included cleaning up neighbourhoods, improving health and wellbeing and strengthening the voluntary and community sector – do you believe these priorities are still important?
  - Would you like to support your neighbourhood by volunteering (or continuing to volunteer)?
- 4.6 These questions will be asked during community hub resident telephone calls and door knocks which are taking place daily, therefore additional resources will not be required. They will also be asked directly to those residents who participated in the previous engagement and provided their contact details. The consultation will also be available on line via social media using both the Council and Area Facebook Pages and the Council's website. The consultation will continue to be branded Let's Talk Sunderland.

## **5. East Sunderland Neighbourhood Investment Plan - Themes**

- 5.1 Following approval of the Neighbourhood Investment Plans by Cabinet on 24<sup>th</sup> March 2020, the main themes for the East Sunderland Neighbourhood Investment Plan are as follows, as requested by the residents from the area:
- Traffic, transport and infrastructure
    - Reduce potholes and improve pavements and drainage systems
    - Tackle dangerous parking and a lack of parking bays
    - Reduce speeding and dangerous driving
  - Support the development of a thriving city centre, and local shopping centres
  - Create safer streets
    - Improve lighting and CCTV coverage to create safer streets
    - Take a stronger stance against nuisance neighbours

- Challenge housing issues around private hostels, empty houses, rogue landlords and tenants not getting vetted
- Reduce crime, ASB and youth disorder
- Re-introduce a modern take of Neighbourhood Watch – not just reporting issues and listening to stats, but encourage community spirit and action i.e. Neighbourhood Spirit
- Invest in the voluntary and community sector
  - Specifically crisis or core running costs
  - Deliver more communities activities and events that bring people together
  - Celebrate heritage, culture and diversity in our neighbourhoods
  - Provide digital facilities in and for the community
  - Prevent poverty – fuel, food, furniture, cloths, etc.
  - Contribute and support mental health and wellbeing opportunities
- Improve the feel and look of neighbourhoods
  - Improve Parks, planters and shrub beds
  - Provide more benches and bins
  - Carry out deep cleans to remove broken glass, graffiti, litter, dog fouling, fly tipping, drug paraphernalia on the streets
  - Clean up the environment by reducing noise and smell pollution, and increase pest control
  - Increase recycling opportunities
  - More enforcement (wheelie bin waste, dog fouling, littering, fly tipping, planning, parking, etc.)

5.2 Delivery of the priorities and tracking achievement of outcomes, informing residents and partners, over the coming years, will be crucial to maintain the momentum secured through the resident engagement undertaken to develop the plans.

5.3 However, it is vital that first we take the opportunity to engage with residents, as highlighted within item 4 within this report, to ensure these priorities are still fit for purpose moving forward and that the Neighbourhood Investment Plans strengthen communities and the sector and make our residents even more resilient.

## **6. Neighbourhood Investment – Detailed Delivery Plans and Activity Tracker**

6.1 Following the additional resident consultation throughout June, Neighbourhood Investment Delivery Plans will be finalised. The delivery plans will include the following and will be presented at an extraordinary Area Committee in early July 2020:

- Investments (capital and revenue) to address issues raised through resident consultation
- Service solutions to address issues raised through resident consultation
- Large-scale investments including leisure and housing
- External funding opportunities
- Cultural services and activities
- Highways Infrastructure
- Environmental Services and low carbon commitments
- Community offer and capacity
- Health and Wellbeing
- Digital Neighbourhoods
- Jobs and skills growth
- Financial wellbeing

- 6.2 Residents clearly stated during the Let's Talk consultation that they wanted to know more about what the Council was doing within neighbourhoods on a day to day basis. The Neighbourhood Investment Delivery Plans must therefore be available to view via the Council's website. Residents will be able to track delivery of priorities as well as investment within the neighbourhoods from across Council services. This tracking facility will not only keep residents informed but also enable them to see where they could also get involved to support community efforts or projects.

## **7. Area Community Hubs**

- 7.1 As identified earlier the Area Community Hubs have been hugely successful in delivering the response to COVID-19 and particularly in relation to working with partners and more specifically working with VCS. We will ensure we capture the positives of this approach and strengthen this in our future delivery arrangements to enable the Neighbourhood Investment Plan Delivery Plans to be delivered efficiently for the benefit of all partners and residents.
- 7.2 The residents of Sunderland must also play their part – just as they have done over the last few months. The community spirit across our neighbourhoods, which kept the city going during the pandemic's darkest days, will strengthen the outcomes of the Neighbourhood Investment plans - residents must be able to support as well as inform delivery.

## **8. Recommendations**

- 8.1 Note the contents of the report and acknowledge the work undertaken through the Area Community Hubs to support residents during the COVID-19 pandemic.
- 8.2 Agree to support further resident consultation to finalise the detailed priorities for the East Sunderland Neighbourhood Investment Delivery Plan, which will be presented to Community and Neighbourhood Boards prior to early July 2020 extraordinary Area Committee.

# East

## Covid 19 - Area Community Virtual Hub Weekly Partner Performance report

25-31 May 2020



### Partners working collaboratively:

Sunderland City Council – Area Arrangements, Customer Service Network, Welfare Rights and Foodbanks, Council Tax, Enforcement and Environmental Services; GP Alliance, Northumbria Police, Gentoo, Voluntary and Community Sector Network



409

Number of calls received into the Covid 19 Campaign Line **FROM SUNDERLAND RESIDENTS** (including referrals from partners including GP Alliance, Gentoo etc)



4

Number of contacts received into the Covid 19 hubs via the Council website and online form, **FROM EAST RESIDENTS** (including referrals from partners including GP Alliance, Gentoo etc)



225

Number of volunteers registered on Covid 19 Volunteer Platform for **EAST**. All Volunteers received a thank you email from the Council, thanking them for their continued hard work and efforts. The email was well received with many volunteers keen to support in their community longer-term.



229

Number of residents receiving support from volunteers within **EAST** via the Covid 19 volunteer platform



7,177

Number of residents receiving Council Tax support across **EAST**



0

Vulnerable people in the **EAST** required additional Adult Social Care support as routine contact effective



3

Adult Social Care Parcels provided on out of hours across the **EAST**



410

residents across **EAST**, have received a door knock (welfare or shielded residents) as we were unable to contact them via telephone

## Number of Community and Voluntary Organisations supporting Covid 19 activities across EAST

- Back on the Map (Long Streets and Middle Hendon)
- Young Asian Voices (Millfield)
- Chance (East End area)
- Ryhope CA (Ryhope)
- The Box Youth and Community Project (Doxford)
- Blue Watch Youth Centre (St. Michael's)

## Summary of support delivery across the EAST area

- 142 keep in touch calls were made to vulnerable people to check how they were keeping during lockdown
  - 15 keep in touch calls were made to volunteers to see how they were finding their experience and thank them for support
  - 229 residents have registered for support, with 1 waiting to be match
  - 225 volunteers have registered on the volunteering platform, 90 have been matched with individuals and are providing regular support, 124 are awaiting to be matched and 11 have changed their minds and withdrawn
- Snapshot
- CHANCE cooked and delivered two hot meals for 40 older people and shielding residents. 18 essential shops were carried out, 63 bags of vegetables and 124 food parcels were distributed. As part of the Fancy a Day Out Scheme, 100 pizza making kits to children were supplied and delivered to families on low incomes.
  - Sunderland Bangladeshi International Centre provided and delivered tasty curries to those in need
  - Blue Watch Youth Centre delivered activity packs with footballs, hula hoops, space hoppers and lots more to children and young people during the 'half-term', as part of the Fancy a Day out Programme, and hosted virtual quizzes, chill out zones and provided much needed counselling support to isolated young people.

## Crisis support referrals and welfare rights activity: council services

Our Customer Service Network (CSN) are taking calls for Crisis Support and where possible they are referring customers to a range of local foodbanks – based on where the customer lives.

The majority of CSN referrals though are made to Sunderland Foodbank (SFB) and their 8 distribution points.

Referrals to Foodbanks are made for people in financial crisis and who lack the money to buy food rather than

for those that are self-isolating etc.

CSN stopped issuing food cards and started to refer eligible customers to the foodbanks from 27 March 2020, when the CSN office closed to the public. For people unable to leave their homes to shop/use a foodbank voucher (and in financial crisis) food parcels are delivered by council staff. However, food cards can still be issued where appropriate.



Number of Food Cards issued between 26 May and 29 May (value of £0)



Number of Food Parcels issued between 26 May and 29 May which have fed over 35 people – this also includes some shielded cases



Number of CSN referrals between 26 May and 31 May to our partner foodbanks



Number of people referred between 26 May and 29 May to the Welfare Rights Service for a full welfare check

## Foodbank referrals and usage

As reported previously the council has received detailed information from Sunderland Foodbank (SFB) for about 2 years in terms of demand and activity, SFB includes 8 separate distribution points.

Both SFB and Salvation Army normally provide the majority of their help in North, East and West areas although SFB do cover all wards.

There were 8 less parcels and 1 less people fed compared to the week before (across all the foodbanks that provide figures).

- Salvation Army have moved to new recording/reporting system and are still finding it difficult to confirm figures accurately -including quantifying the number of people being fed by the parcels they have supplied

The situation is being closely monitored however and the council is still heavily involved in providing (if required) additional support to foodbanks to enable them to continue to help people in financial crisis as well as those who are self-isolating. This support has ranged from significant volunteer support at Sunderland Foodbank and assisting with stock issues for a number of other foodbanks

Area	Number of parcels	Number of people fed
Coalfield	39	92
Sunderland East, North and West combined	123	187
Washington	18	32

## Public Protection and Regulatory Services city-wide update 29 May 2020

51	Total no of requests	8	No of referrals to other agencies (inc other councils and HSE)
40	No of complaints from the public		
0	No of complaints from employees of businesses	0	No of premises are being monitored
46	No of businesses have been advised on business closure/social distancing requirements	0	No of prohibition notices
11	No of visits to premises have been made		

## Enforcement Actions taken across Sunderland for the period 25-31 May 2020

To date the following investigations/actions have been undertaken by the Community Resilience Team.	5	Section 46 Notices issued in relation to mis-presentation of residual waste
49 ASB/Noise new cases	1	Written warning
197 Request for service relating to dumping of waste (quantity of a small van loads and above), which have all been investigated and removed	2	Fixed Penalty Notices
	7	High risk victims supported
12 Fly-tipping incidents in which evidence/ witness information was retrieved and referred for investigation	1	Wellbeing referral