

# Case Study 3

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National  
Empowerment  
Partnership

**Neighbourhoods<sup>NW</sup>**  
The power to improve your neighbourhoods



North West Improvement and Efficiency Partnership



LOCAL GOVERNMENT  
INFORMATION UNIT

north west  
together **we can**

A simple white smile icon consisting of a curved line.



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## But the areas of concern were ....

- How do we continue this process after NDC
- Dependency culture
- Lack of local knowledge
- A culture that someone else will do it
- Lack of understanding of services



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## What we ended up with.....

- A tool for Neighbourhood Management
- Better partnership working
- Areas that were not joined up highlighted
- Real community development and empowerment
- Realisation that the community have a part to play and are part of the problem and the solution
- Partners and residents encouraged to monitor services
- Service levels in black and white adding to accountability



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## More than just a glossy booklet

- Partners must take it seriously and embed the agreement into daily activity
- The community must buy into it, this will only happen if we keep them involved
- Monitoring and accountability must ensure delivery
- We must not make false promises
- We must manage community expectations
- It must be renewed/refreshed regularly
- Mechanism about gathering evidence after NDC



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# The community's role as an effective mechanism to involvement

- Local champions
- Monitoring the agreements
- Street reps
- Developing the agreements with partners
- Helping to consult
- Spreading the word
- Community Group Network



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## The 'good' perceptions

- Multiply services at no added cost
- Better quality of service with the 'no wrong door' approach to residents
- A tailor-made service in the charter area
- A safer area



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# We can't change the world but we can change perceptions

- 'more services working in the area since the agreements'
- 'more police on the streets'
- 'the community are the ones who make the mess'
- 'it hasn't solved all our problems but we now know where to report things'

Thematic statistics don't measure

- Community cohesion
- Resident involvement
- Changes in 'being a good neighbour'

