

Different ways of delivering council services

Introduction

This summary focuses on the following services:

1. Libraries
2. Youth Services
3. Homelessness
4. Parks & Nature
5. Play Services

It draws on innovative practice of how services can be delivered using non-traditional methods. This could be through private investment, co-location, outsourcing, charity funding and coproduction. It is not a comprehensive study, so therefore does not include all of the cutting edge developments.

1. Libraries

Co-location of libraries with other local services

- Leeds City Council One Stop Centre in Garforth
- Northamptonshire libraries co-location with Children's Centres and Financial Advice services
- Farnham Common Community Library includes a local police office and Sure Start Centre
- Lincolnshire Library Service has joined with their Museum Service to create a whole service volunteering approach.

Business Links

- Luton Library Service placed a link to Amazon.co.uk on their website. The service receives upwards of a 5% cut of the profits from all books purchased through the link
- Hillingdon Library building houses a Starbucks Concession
- Aviva runs a number of free courses at York's libraries, giving financial advice to both businesses and members of the public. They say they want to improve "the financial literacy of the people of York"
- The Leeds One Stop Centre in Garforth includes non-council services
- Newcastle-Upon-Tyne also houses a City Crèche in The City Library. Children can be booked in for whole or half days or 'dropped in' for a maximum of 2 hours.

2. Youth Services

Outsourcing Youth Work

- The Manchester Youth Fund (3) and Play Fund (1) 2013/2015 aim to provide a fair spread of services and activities for children and young people across

Manchester, particularly in areas of greatest need. Organisations have been invited to come up with new ideas and concepts to help achieve this. Commissioning of youth and play services has been brought together and successful projects will run from 1 July 2013 until 31 March 2015.

Private Investment in Youth Development

- Barclays Money Skills 'champions' is an innovative peer education project designed to build the financial knowledge and confidence of up to 5,000 young people, and equip them with the skills to share this information with their peer group. Over a three year period we hope to reach 100,000 young people through this model.

Integrated Youth Service

- Cornwall are using National Youth Agency's integrated framework to bring a diverse range of services under integration, including youth offending service, Connexions, teenage pregnancy unit, local authority youth work, voluntary sector youth provision and young people's alcohol and drug education services.

Lottery Funding

- Reczones: Tackling Youth Crime on a Neighbourhood Basis – Bolton. Lottery funded project to redevelop existing underused play areas into 'modern recreational zones, catering for formal and informal sports.

3. Homelessness

Employment & Training

- In Lambeth, the council have employed the services of Emmaus, a charity which trains and employs homeless people to repair appliances. They are also working with Age UK to carry out repairs and lock-fixing. Lambeth Council are aiming to gain some income from helping other local authorities to set up and administrate their own similar schemes. When it is necessary to give money to people, the loans come from the London Mutual Credit Union.

Social Enterprises

- Birmingham already hosts a number of excellent social enterprises which focus on Homelessness, such as 'More Than Vintage' and 'Change Café', both of which have been developed by the Birmingham based Homelessness and Alcohol Abuse charity, SIFA Fireside
- Barnet Council are encouraging social enterprise initiatives to tackle Homelessness by awarding annual grants to the general public.

4. Parks & Nature

Funding for local people to improve their local parks

- Example's include Biffa Awards, Esmee Fairbairn Foundation, and Heritage Lottery Fund.

Regenerating City Allotments

- A community allotment project has already been developed in Spark Hill

- In Herefordshire, school children are being encouraged to grow fruit and vegetables.

Mentoring & Skills Sharing

- Community Mentoring Scheme in Devon shows the positive effects of mentoring for both parties. Some older people have the knowledge necessary for gardening but are no longer physically able to carry out the more physical aspects of gardening - this may put them in an ideal position to pass their skills onto others, and help them to feel more included in their community.

Including Disabled People

- The national charity Thrive runs gardening and horticultural projects for disabled people and provides professionals with research and training. It also provides Case Studies of the individuals who have been involved in their projects.

Businesses

- New York City businesses have developed a number of Pocket Parks which utilises small spaces between buildings or on vacant buildings
- The Parks Art Deco café in Stanley Park in Blackpool offers baby changing facilities and WiFi, as well as providing music on Sunday lunchtimes
- Café in the Park has two cafes in Rickmansworth and Marlow. It is committed to community development, healthy eating and sustainability. The cafes are also available to hire for business meetings and birthday parties.

5. Play Services

Local Play

- Streets Alive, a national group, helps to build relationships within communities by providing residents with toolkits and other guidance on how to turn their streets into safe play areas for local children. Their 'Street Play Programme' and 'Streetmeet' encourages local parents to join together to help develop their street for play
- The 'No to No Ball Games' campaign in London works to encourage children's play on housing estates by providing parents with tips on how to facilitate and encourage such outdoor play
- London Play Street Play programme and The National Lottery paid for and helped to organise street parties throughout the city, including road closures, play workers or other play specialists.

Hard to Reach

- In Dudley, Play Rangers have received NHS Change for Life funding to implement play activities, and 'free play' approaches are now being used to engage hard to reach families in healthy eating activities.

Young people designing Play

- In East Hertfordshire, a group of young people were supported by the community interest company Child UK, to form the Ware Wildside Steering Group to lead on the design and development of an adventure playground. Young people were trained to consult their peers to increase the number of young people who had a say.

Volunteering

- Bristol Play Services contracted Streets Alive to hold a street party and consult adults who volunteered. When asked if they would volunteer in local children's play 19% said they would volunteer and 54% said maybe they would help sometimes
- In Berlin, there are a number of play projects which utilise a high level of volunteer support, such as children's farms and water parks
- StreetGames operates across the UK and runs a programme called Young Volunteers. It offers grants to community sports' projects with young volunteers and advice to community projects attempting to form co-operatives.

Private Investment

- In London, Thames Water has invested in the local community by developing water-based activities and attractions
- Deloitte's Social Innovation Pioneers Scheme financially supports socially innovative businesses. In the first year the selected businesses saw an average increased growth of 45% and more than 1000 Deloitte workers were involved in the scheme
- In Warwickshire WEAVE Recycle runs workshops and creates play spaces for children and families, using recycled materials.