Neighbourhood services:
Why they matter and how do we pay for them?

Sustainable communities: linking the frontline to the big policy outcomes

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What I will be touching on….

- Balancing resources against political and public priorities

- Understanding the impact of spending decisions on frontline community facing services

- Shaping a future for our frontline services; creating a resilient future

Neighbourhood services – too successful for their own good?

- ## Neighbourhood and community services:
  - –The easy savings option in the short term?
  - –The universal services that decide elections?

Linking the frontline to the big policy outcomes

Yes, that's what they all say.

But education is more important!

Parks are good for people!

We can't afford them.

They're a magnet for ASB.

Show me the evidence!

Evidencing impact of neighbourhood services

- The evidence is out there – it doesn't have to be produced locally: draw on other people's learning. If something contributes to a bigger outcome elsewhere, it will do locally – if the quality is right!

- Measuring the amount of impact locally – quantity and quality

Making the complex simple

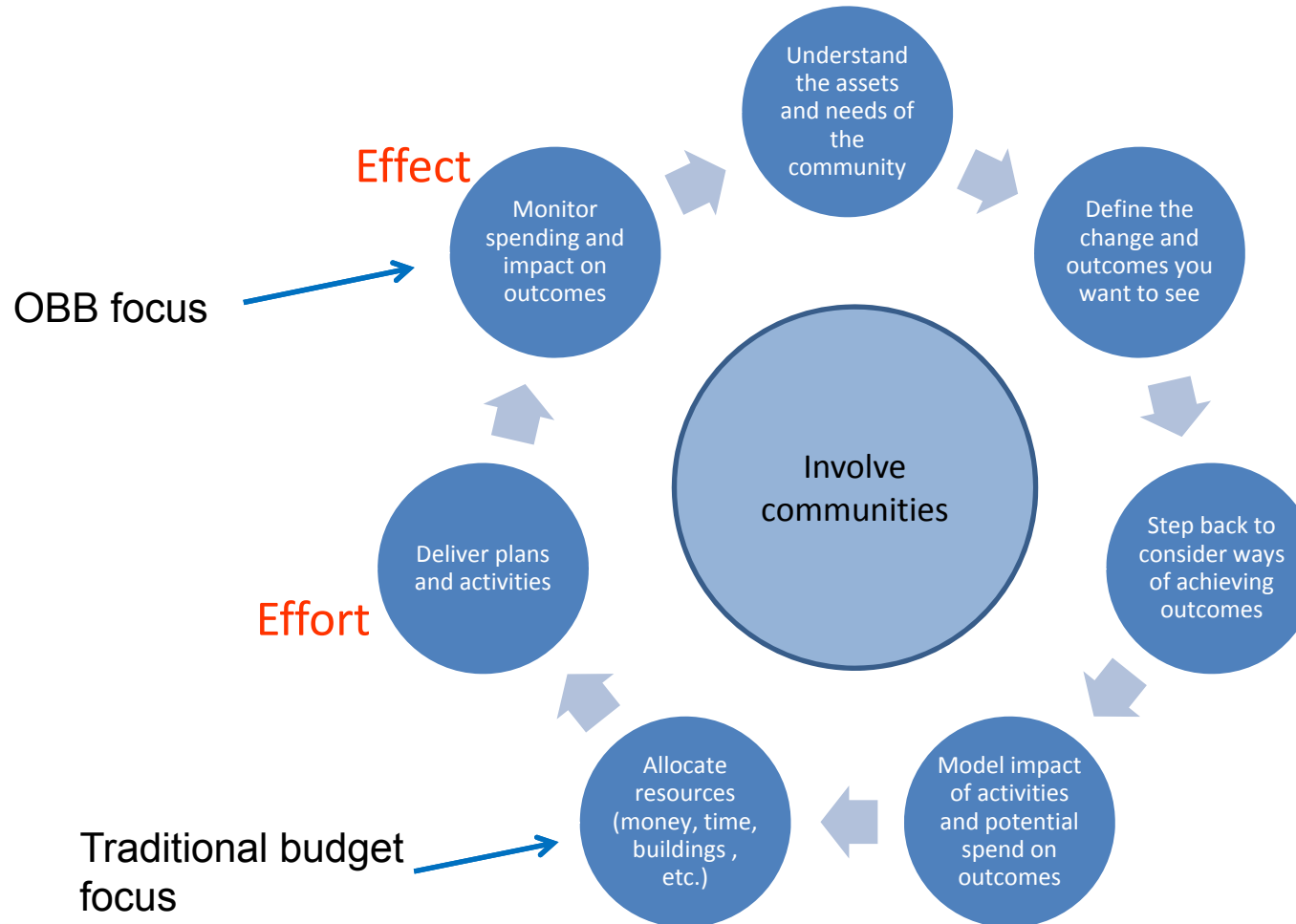- Visual and accessible – borrowing logic modelling from Public Health

Case study: harnessing the benefits of Idea Stores

- High level of footfall & high level of customer satisfaction
- Widening the impact of customer contact to more explicitly support corporate outcomes:
  - integration of numeracy and employment skills into all ESOL courses from pre-qualification level
  - digital inclusion through facilitated self-service access to transactional council services
  - fostering skills and community resilience through structured volunteering
- Comprehensive logic modelling to test all aspects of the service for their contribution to corporate outcomes
- Next: introduction of new outcome based accountability framework to continually measure impact effectively

Outcomes Based Budgeting

Developing budgets based on the relationship between

funding (Resources) and the difference spending is

expected to make to the quality of life of our communities

(Outcomes).

Improving today, shaping tomorrow

Outcome Based Budgeting Cycle

Case study: prioritising investment in open space

- Rapidly growing population
- Limited capital and revenue resource to invest in open space
- Prioritisation framework:
  - areas of high growth and high density with limited access to private outdoor space
  - areas of low level of physical activity
  - design that encourages physical activity and offers climate change and air quality mitigation

Thank you