

AT A GLANCE

Services

Definition

The Egan Review stresses the need for communities to have a full range of appropriate, accessible public, private, community and voluntary services – including education, health and social care. The Review recognises that sustainable communities should be ones where people are happy to live and can attain a good quality of life. This is partly to do with the quality of the built and natural environment, but also crucially dependent on whether they feel safe, are willing to get involved in their local community, and have access to a range of good quality services.

The current agenda for the modernisation of local government and the public services is relevant here, as is the attempt to involve the voluntary and community sector more actively in service delivery. The increased emphasis on prevention and on integrated professional working is also relevant. Local Sure Starts and Children's Centres, Neighbourhood Management and similar programmes demonstrate a range of innovative practices – including partnership working between service providers and between these providers and the communities that they serve.

Egan is also interested in local organisation and governance, seeing strong involvement by local residents, schools and businesses as critical to community vitality and functioning.

How is the Egan theme reflected in IGNITE?

Services is a key theme in the Ignite system. Publications and events relating to the theme and each of its sub themes can be interrogated using the system's search engine. Within the services theme there are 9 sub themes, as follows:

- **Crime prevention and law enforcement**

This concerns the whole community safety agenda – reducing crime and the fear of crime, and tackling the manifold aspects of anti-social behaviour. It includes: the work of community safety partnerships, a variety of warden/police support schemes, and a variety of youth 'diversionary' initiatives. It does not include the everyday management and implementation of crime prevention and law enforcement.

- **Education and skills**

This concerns the provision of education and training of all kinds. It includes: the role of schools in the wider community; educational attainment; participation in further and higher

education. It does not include the everyday management and implementation of education and training.

- **Housing services**

This concerns the provision of a mix of good quality housing of different types, sizes and tenures at and at an affordable cost. It includes: housing management; the provision and maintenance of social housing; programmes to upgrade housing and address homelessness. The physical aspects of housing – including design, architecture and regeneration – are dealt with under the Housing and Built Environment theme.

- **Care and family services**

This concerns the provision social care and family services. It includes: the provision of children's and family-oriented services; the activities of children's and young people's partnerships; the activities of social care, educational welfare, and the voluntary sector. It does not include the everyday management and implementation of care and family services.

- **Health**

This concerns the provision of all kinds of health services. It includes: all kinds of non-clinical health activity; primary care services; preventive services, e.g. on smoking, healthy diet, dental and sexual health. It does not include the everyday management and implementation of health services.

- **Utilities**

This concerns the vital forms of infrastructure that enable sustainable communities to function effectively. It includes: the provision of utility services – gas, electricity and water; and schemes involving the use of local renewable resources.

- **Employment, jobs and careers**

This concerns services aimed at facilitating entry into the labour market. It includes: all aspects of employment, unemployment and worklessness; all kinds of careers advice and support; intermediate labour market and recruitment initiatives.

- **Town centre management**

This concerns the management of the retail and services core of settlements and neighbourhoods. It includes: facilitating dialogue between businesses and policy makers; liaison with safety and environmental agencies; the role of the town centre manager; initiatives to boost the use of centres.

- **Neighbourhood management**

This concerns approaches to try to give local people and partnerships a greater say in the development and management of their community. It includes various initiatives on

neighbourhood and settlement management, as well as specific initiatives such as the Neighbourhood Management Pathfinders.

Other aspects of services are dealt with under different IGNITE themes and sub themes, as follows:

1. Sport and recreation – under Social and Cultural
2. Library and information services, and ICT – under Transport and Connectivity
3. Retailing – under Economy

Submitted by: John Stevens and Mave Morris, JSA Regeneration Limited

This document has been submitted directly to IGNITE by an authorised Regional Author. Whilst the contents have been submitted in the form required by IGNITE they have not been reviewed to test the integrity of the evidence base used to support any conclusions made. The contents of this document should therefore be used for information only.