

Issues Categorisation

To support the role of Ward Coordinators, the Neighbourhood Services team have devised categories to identify priorities within the Ward action sheets and determine the level of input needed to reach a solution.

These categories are currently only being used internally, as part of the review into the actions which are currently being coordinated by the team.

Blue – Casework

Green – Low Impact

- Investigations
- Walkabout Issues
- Individual Resident Issues
- Individual Partners Issues
- Funding Applications (admin only)
- Casework – Where there is a lack of ownership by officer/service area
- Monitoring – An issue being tracked with a Service Area to keep members updated.

Amber – Medium Impact

- Co-ordinate multi-agency, non-complex, single issues
- Residents' engagement up to 15 individuals
- Funding involving multiple agencies/site visit
- Unknown solution to issue

Red – High Impact

- Co-ordinate multi-agency, multiple issues, non-complex
- Co-ordinate multi-agency, single issue, complex
- Projects
- Residents' engagement over 15
- Funding project – research, investigation, consultation

Purple – Projects

- Complex and NST Leading