

**To: The Deputy Leader and Members of the
Community and Environment Board**

**(Councillors Smith, Bell, Chambers,
Ferro, Gosling, Hanratty, Jarvis, Lewis,
Phillips, Singh, Smitten, Symonds, and
Waters).**

For the information of other Members of the Council

For general enquiries please contact Jenny Price, Democratic Services Officer, on 01827 719450 or via e-mail jennyprice@northwarks.gov.uk.

For enquiries about specific reports please contact the officer named in the reports.

The agenda and reports are available in large print and electronic accessible formats if requested.

COMMUNITY AND ENVIRONMENT BOARD AGENDA

12 March 2018

The Community and Environment Board will meet in The Committee Room, The Council House, South Street, Atherstone on Monday 12 March 2018, at 6.30pm.

AGENDA

- 1 Evacuation Procedure.**
- 2 Apologies for Absence / Members away on official Council business.**
- 3 Disclosable Pecuniary and Non-Pecuniary Interests**

4 **Public Participation**

Up to twenty minutes will be set aside for members of the public to put questions to elected Members. Questions should be submitted by 9.30am 2 working days prior to the meeting. Participants are restricted to five minutes each. If you wish to put a question to the meeting please contact Jenny Price on 01827 719450 or email democraticservices@northwarks.gov.uk

5 **Minutes of the meeting of the Board held on 22 January 2018** – copies herewith, to be approved as a correct record and signed by the Chairman.

**PUBLIC BUSINESS
(WHITE PAPERS)**

6 **Financial Inclusion Update** – Report of the Assistant Chief Executive (Community Service).

Summary

The purpose of this report is to provide Members with an update of the Financial Inclusion activity undertaken by the Council, the majority with partners that has been delivered under the North Warwickshire Community Partnership “Tackling Poverty” commitment over the last twelve months. The report outlines the ongoing challenges faced by the Council and its residents.

The Contact Officer for this report is Bob Trahern (719378).

7 **Financial Assistance to Outside Organisations** – Report of the Assistant Director (Leisure and Community Development).

Summary

Borough Council support for outside organisations is provided in many ways, including through its Annual Grants Scheme and through wider partnership agreements. Requests for assistance through the provision of an annual grant have been received from Warwickshire Community and Voluntary Action (WCAVA), North Warwickshire Citizens Advice Bureau (NW CAB), Live and Local and the North Warwickshire Allotments Federation.

The Contact Officer for this report is Emma McKay (719356).

- 8 **LEADER Programme Update** – Report of the Assistant Director (Leisure and Community Development).

Summary

This report updates Members on the progress made in respect of the delivery of the North Warwickshire and Hinckley and Bosworth LEADER programme (2015 to 2020).

The Contact Officer for this report is Rachel Stephens (719301).

- 9 **Leisure Facilities: Key Performance Indicators** – Report of the Assistant Director (Leisure and Community Development).

Summary

This reports asks Members to consider the adoption of a set of key indicators through which the Board could monitor the operational and financial performance of the Borough Council's leisure facilities at each of its meetings.

The Contact Officer for this report is Simon Powell (719352).

- 10 **North Warwickshire Green Space Strategy Progress Report** – Report of the Assistant Director (Leisure and Community Development).

Summary

This report informs Members of the progress made in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy (2008 to 2018).

The Contact Officer for this report is Katherine Webster (719492).

- 11 **Health and Wellbeing Action Plan (2017 to 2020)** – Report of the Assistant Director (Leisure and Community Development).

Summary

This report provides Members with an update on the progress being made in respect of the actions identified in the approved three-year Health and Wellbeing Action Plan.

The Contact Officers for this report are Becky Evans and Emma Bracey (719232).

- 12 **Minutes of the Health and Wellbeing Working Party** meeting held on 8 February 2018 (copies herewith).

13 **Atherstone Market** – Report of the Assistant Director (Streetscape)

Summary

This report updates Members on the current agreement with Atherstone Town Council and Hinckley and Bosworth Borough Council to manage the events and market trading in Atherstone Market Square and proposes that responsibility for overseeing the day-to-day operation of the Market passes to Atherstone Town Council.

The Contact Officer for this report is Richard Dobbs (719440).

14 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2017** - Report of the Chief Executive and the Deputy Chief Executive.

Summary

This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Community and Environment Board for April to December 2017.

The Contact Officer for this report is Robert Beggs (719238).

JERRY HUTCHINSON
Chief Executive

NORTH WARWICKSHIRE BOROUGH COUNCIL

MINUTES OF THE COMMUNITY AND ENVIRONMENT BOARD

22 January 2018

Present: Councillor Smith in the Chair

Councillors Bell, Chambers, Ferro, Gosling, Hanratty, Jarvis, Lewis, Phillips, Singh, Smitten, Symonds and Waters

Councillor A Wright was also in attendance.

32 **Disclosable Pecuniary and Non-Pecuniary Interests**

Councillors Jarvis and Singh declared non-pecuniary interest in Minute 41- The Arcade - Update, by virtue of being Atherstone Town Councillors and took no part in the discussion or voting thereon.

33 **Minutes of the meeting of the Board held on 16 October 2017**

The minutes of the meeting held on 16 October 2017, copies having been previously circulated were approved as a correct record and signed the Chairman.

34 **Corporate Plan 2018 - 19**

The Board's approval was sought for the Corporate Plan targets for which it was responsible and to agree 2018 -19 Service Plans for the Leisure and Community Development, Streetscape and Environmental Health Divisions.

Recommendation to Executive Board

- a That those Corporate Plan targets as set out in Appendix A to the report for which the Community and Environment Board is responsible be agreed; and**

Resolved:

- b That the Service Plans as set out in Appendix B to the report be agreed.**

35 **General Fund Fees and Charges 2018/2019**

The Board was asked to consider the proposed fees and charges for 2018/19.

Resolved:

- a That the schedule of fees and charges for 2018/19, as set out in Appendix A to the report be accepted; and**
- b That the new corporate membership scheme within the leisure facilities, as set out in the report, be accepted.**

36 General Fund Revenue Estimates 2018/19

The Deputy Chief Executive presented the revised budget for 2017/18 and an estimate of expenditure for 2018/19, together with forward commitments for 2019/20, 2020/21 and 2021/22.

Resolved:

- a That the revised budget for 2017/18 be accepted, and**

Recommendation to Executive Board

- b That the Estimates of Expenditure for 2018/19, as submitted to the Board be included in the budget to be brought before the meeting of Executive Board on 12 February 2018; and**
- c That the growth bid of £16,560 for the redundant 7.5 tonne refuse vehicle for use on amenity cleaning, be accepted.**

37 Capital Programme 2018/19 to 2020/21

The Assistant Director (Finance and Human Resources) presented proposals for schemes to be included within the Council's Capital Programme over the next three years.

Resolved:

- a That the schemes previously approved within the Council's three-year capital programme be supported; and**
- b That the schemes which will not be included within the Capital Programme, be noted.**

38 Prosecutions Taken By The Environmental Health Division 2017

The Board was provided with details of the prosecutions taken by the Environmental Health Division during the calendar year 2017.

Resolved:

That the report be noted.

39 Leisure Facilities- 2018 / 19 Bank Holiday Closures

The Assistant Director (Leisure and Community Development) sought the Board's approval of a schedule of Bank Holiday closures of leisure facilities during the 2018/19 financial year.

Resolved:

- a That the schedule of leisure facility closures, as set out in paragraph 4.1 of the report of the Assistant Director (Leisure and Community Development), be approved;**
- b That a pilot scheme to open Atherstone Leisure Complex on all but three Bank Holidays during the 2018/19 financial year be approved; and**

Recommendation to Executive Board

- c That a growth bid be made to fund the additional costs associated with the pilot scheme as set out in (b) above.**

40 Minutes of the Health and Wellbeing Working Party meeting held on 10 January 2018.

The minutes of the Health and Wellbeing Working Party held on 10 January 2018 were received and noted.

41 The Arcade - Update

The Assistant Director (Streetscape) presented Members with an updated copy of the annual report on the community use of The Arcade, Atherstone submitted by Atherstone Town Council in response to the Board's request for more detail following consideration of the previous Town Council report to the Board in October 2017.

Resolved:

That the report be noted.

(The Chief Executive has subsequently received a notice signed by Councillors Phillips, Lewis, Chambers, Gosling and Ferro under Standing Order No 30(1)(b)(Minority Report) with regard to the decision of the Board on this matter and it is therefore referred to Council for confirmation.)

42 Supplementary Garden Waste Collections

The Assistant Director (Streetscape) highlighted the resource pressures experienced by the Council's refuse and recycling collection services and how the seasonal nature of green waste collections and the issue of additional green bins increased those pressures. The Board was asked to consider the introduction of charges to cover the costs of providing supplementary garden waste collections in order to ease the pressure on the service.

Resolved:

- a That the contents of the report be noted; and**
- b That supplementary garden waste collections are, in future, subject to an annual charge as set out in paragraph 5 of the report of the Assistant Director (Streetscape).**

(The Chief Executive has subsequently received a notice signed by Councillors Phillips, Lewis, Chambers, Gosling and Ferro under Standing Order No 30(1)(b)(Minority Report) with regard to the decision of the Board on this matter and it is therefore referred to Council for confirmation.)

43 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – September 2017.

The Board was informed of the progress with the achievement of the Corporate Plan and Performance indicator targets relevant to the Community and Environment Board for April to September 2017.

Resolved:

That the report be noted.

Councillor Smith
Chairman

Agenda Item No 6

Community and Environment Board

12 March 2018

Report of the Assistant Chief Executive (Community Services)

Financial Inclusion Update

1 Summary

- 1.1 The purpose of this report is to provide Members with an update of the Financial Inclusion activity undertaken by the Council, the majority with partners that has been delivered under the North Warwickshire Community Partnership “Tackling Poverty” commitment over the last twelve months. This report outlines the ongoing challenges faced by the Council and its residents and the attached appendices provide further background information on these challenges as well as the wide ranging activity undertaken in assisting residents of the Borough experiencing personal and financial difficulties to meet their commitments during what remain challenging times.
- 1.2 During a year when we have continued to support the most significant welfare reforms in sixty years, our approach remains key to ensuring support around debt advice, income maximisation, emergency help via providing food and promotion of health and well-being is available to help residents address their future challenges. The real positives of the work outlined in this report show how the Council are continuing to lead the way both countywide and in some circumstances Nationally in working with partners in implementing initiatives that are supporting people into or nearer work and helping them meet their financial obligations despite current budget constraints.

Recommendation to the Board

That the report be noted.

2 Background

- 2.1 For many years, the Council working with key local partners have been recognised for delivering help and support to customers to ensure they have maximised their benefits entitlement and have been able to access debt and other advice when they have experienced financial difficulty or personal problems. This has delivered on our corporate commitment of “Helping Others, Help Themselves”.
- 2.2 It is very pleasing to report that despite the considerable and ongoing challenges being faced by the Council, its partners and its residents that this commitment and approach continues to deliver very positive outcomes and

...
achievements that have again been recognised Nationally as being both innovative and ground breaking by our peers, awarding bodies and Government agencies. A summary of the current challenges facing the Council and its journey to date are highlighted in a presentation attached at Appendix A that was provided as an update prior to the expansion of the Councils Financial Inclusion Partnership in August 2017 on which there is member representation via Councillors Martin Davis and Brian Henney. This group has responsibility for overseeing and agreeing the activity to achieve the positive outcomes contained in this report and to better understand the future likely demands on our services going forward.

- ...
2.3 In addition, detailed reports providing information on all relevant activities are considered by the North Warwickshire Community Partnership under the theme of “Tackling Poverty” on which I am the lead officer which meets quarterly and is chaired by Councillor Colin Hayfield. An example of the most recent update considered in December 2017 is attached at Appendix B. These updates summarise the wide-ranging initiatives and outcomes delivered by the Council and its partners, and below I have summarised the most significant achievements during 2017/18.

3 **Key Achievements in 2017/18**

- 3.1 The delivery of high and National upper quartile performance levels in the processing of benefits claims, both for new claims and change of circumstances meaning customers are being assisted promptly to the right level of support. However, maintaining this position is likely to be evermore difficult to maintain as we lose control over key parts of the application process as we move further into the adoption of Universal Credit.
- 3.2 We continue to deliver very high and upper quartile performance levels in all areas of collecting revenues due to the Council. In respect of Council Tax, it is particularly pleasing that this has been achieved despite issuing almost 60% less cases to our external civil enforcement agents (bailiffs) in 2017/18 compared to the corresponding period in 2016/17 (i.e.) 613 compared to 1469 cases . This is an indicator that more customers are engaging with the Council helped by the tailored approach we have adopted and are not incurring unnecessary further costs.
- 3.3 Reflecting this excellent position, we were made a finalist in 4 National Award categories in November 2017 at the Collection and Customer Service Awards. They were in the following categories; Best Public Sector Collections Team - Local collections; Best Vulnerable Customer Support Initiative (creditor); Best Customer Service Provider, and Charitable Initiative of the Year. It was very pleasing that we were successful in winning two awards; the Public Collections Team of the Year for the second year running and also the Charitable Initiative of the Year for our work with Ocado and Ediblelinks in respect of the food hub.
- 3.4 We have also been shortlisted for 2 Local Government Chronicle Awards for the Ediblelinks project in the categories; Best Public/Private Partnership &

Best Innovation that will be announced on 21 March 2018. The work of this project continues to exceed expectations delivering increasingly positive outcomes around financial help, promotion of wellbeing and community cohesion and is receiving significant National publicity.

- 3.5 We are to be included as a National best practice case study in a forthcoming Money Advice Service publication from which others will be encouraged to learn that recognises the outcomes of our holistic approach being delivered in a digital environment. This is because in August, we launched a “ground breaking” intuitive on line Customer Referral Form (CRF) developed in house that is enabling us to capture key customer data on an individuals finances, needs and required support and allowing the Council and its partners to better support and engage customers. Since it was launched, over 700 customers or their support agencies have completed the on line form that enables them to access an emergency food parcel as well as wider support and this has resulted in around 30% of applicants engaging with partner agencies as a result of the process:
- 3.6 As part of the shared service arrangements with Nuneaton and Bedworth BC (NBBC) where we share the Councils Financial Inclusion & Benefits Manager amongst others, this has resulted in the expansion of our Financial Inclusion Partnership to include both boroughs. The benefits of this change is already seeing us work ever closer on developing and delivering solutions as well as consistent messages / templates which is building on our best practice approach developed over the last ten years. This change will see us continue to promote awareness and signposting to a cross section of services, help and support as outlined in the 8 page pull out which was delivered to every household and incorporated in the December edition of North Talk. A copy is attached at Appendix C.
- 3.7 The roll out and support of Universal Credit for new benefit customers signing at 3 of our 4 job centres located outside the borough has been implemented and the Council are supporting impacted customers where necessary. Our main jobcentre in the Borough co-located with the One Stop Shop in Atherstone goes live in September 2018 and this should ensure the transition for these customers will be as smooth as possible in providing any support needed as we have developed good links with this team.
- 3.8 The ongoing successful delivery of ICT courses via the B.O.B Bus project has continued during 2017 via the volunteer centre although its activity has been considerably scaled back as a result of the external funding for this work which is aimed at getting customers digitally aware ending. It is anticipated that the B.O.B bus will continue to be used on an ad hoc basis at events across the borough by the Council and partners.
- 3.9 The Council have run 2 very successful jobs fairs in 2017 alongside Jobcentre Plus that demonstrated excellent opportunities to access local jobs and wider support. These were very well attended by both customers on work and disability related benefits and created some very positive outcomes in terms of

moving people into employment as well as accessing wellbeing / financial support from our partners who attended.

- 3.10 Throughout 2017, significant enhancements have been made to the food hub project by developing new partnership arrangements beyond the NWBC boundary and into NBBC and beyond under the adopted “Ediblelinks” brand. Ediblelinks is part of Nuneaton & Bedworth Healthy Living Network (HLN) who became our delivery partner in late 2016 as a result of their involvement in accessing support to promote health and wellbeing messages / activities and which is commissioned by the WCC Public Health partners.
- 3.11 This has allowed the project to be taken to new levels assisted by the expansion into being able to access chilled / fresh goods as well as additional supply on a daily basis from April 2017. This was made possible by the donation of two brand new vehicles donated by the Ocado Foundation. Since the HLN took over the food operation in late December 2016, the amount of surplus food collected has increased by 600% on 2016 levels and resulted in the following key outcomes and growth.
- 3.12 There are now over 150 groups registered to collect support from Ediblelinks enabling these groups to continue to exist and includes 38 school breakfast clubs across NWBC and NBBC that feed an estimated 400 children every day free of charge. This built on the very successful pilots and outcomes achieved by Queen Elizabeth School over a number of years. 70% of the registered “not for profit” groups that are supported are based in North Warwickshire ranging from very small volunteer led community groups tackling social isolation, family support and more, to large scale groups, hubs and children centres. Access to affordable, healthy food is being achieved via the running of honesty Shops; lunch clubs and is improving education and attainment through school cookery, breakfast and homework clubs. We estimate from the figures provided by the groups that over 9,000 North Warwickshire residents have benefited from Ediblelinks support over the past year.
- 3.13 The facility based at Innage Park, Atherstone issues an average 65 emergency food parcels per week (an increase of 45% on the same time last year) to both in work and out of work customers and unlike a traditional food bank is creating the opportunities for more positive engagement with customers to address in many cases complex issues that cut across debt, health and housing.
- 3.14 The service has a great opportunity to do more but remaining stable until it can secure external funds to grow is an ongoing challenge. The Council are supporting a Big Lottery bid which despite being subject of considerable delays beyond the projects control finally appears to be moving forward for a decision. At the same time, we have also continued dialogue with WCC who have been both a key beneficiary of the project and funder alongside the Council and NBBC in order to ensure the project could be supported post March 2018. This has resulted in an agreement being reached for ongoing funding being approved to December 2018 from both WCC and NBBC in addition to the financial support given in kind by the Council. I attach at

Appendix D, a copy of the last quarterly report issued to WCC in December 2017 who monitor outcomes from the project.

- 3.15 The only real disappointing outcome during the year has been the continuing ongoing difficulty in developing the role or need for community hubs and information points. These were originally set up over a two year period from 2012 to enable access to ICT for all and promote the need for digital skills. However, their use remains very low largely due to the rapid change in how residents are now able access the internet with wi fi being freely available in many public places as well as the trend to increased use of mobile technology via phones and i-pads which can easily be used to undertake everyday tasks. As a result, this has meant that the use of the hubs and information points has been a lot lower than anticipated and aligned with a lack of volunteers to support those without digital skills who are increasingly in the minority, this has seen a number of facilities close during the year where the facility has little or no other complimentary activities on offer.
- 3.16 As a result, the long term future of the hubs across the borough continues to be uncertain but we remain hopeful that because of interest from Public Health, the DWP, Ediblelinks as well as other county and borough divisions to run localised and targeted activities, that this may enable hubs to become better used and sustained by any activity paying towards costs or enabling income to be raised that will ensure that local provision of services can continue and be enhanced. The North Warwickshire Community Partnership continues to oversee and review these developments as shown in the document at Appendix B.
- 3.17 In summary, what the above achievements demonstrate is that the Councils proactive approach to promoting financial and social inclusion has continued to develop during 2017/18, and our commitment to this holistic approach continues to enable positive outcomes both in terms of revenue collection and a better ability to support those residents, impacted by ongoing welfare changes to be achieved.

4 Key Priorities in 2018/19

- 4.1 In terms of setting priority actions going forward in 2018/19, the future will continue to remain financially uncertain, both externally and internally, and the challenges to the Council and its partners will continue to centre on delivering support around the following priorities:
1. The ongoing economic situation and its link to austerity measures.
 2. Supporting customers impacted by the ongoing Welfare Reform changes and in particular, planning for the introduction of Universal Credit at our main Jobcentre in Atherstone in September 2018 for all claimant types This will have a significant impact on both the Housing and Community Services divisions in delivering the support needed by our customers in the future to ensure they can complete their application forms on line in a timely way and also clearly understand the expectations being placed on

them once direct payments are made to pay their rent and other priority bills. We know from the experiences of Rugby BC and NBBC as well as others nationally who have already implemented these changes that this will be a very challenging time in supporting residents manage their benefits and ensuring they pay their priority bills, most notably their rent and Council Tax to avoid the negative consequential impact of not doing so as both have seen significant increases in the level of rent arrears from Council Tenants.

3. Identifying how best to continue working together internally and with partners to make best use of existing funds and finite resources as well as improved ways of working to better support customers going forward.

4.2 I have attached at Appendix E, an extract of the key commitments from the Community Services Division service plan for 2018/19 in the area of financial inclusion that in summary will see:

- A comprehensive review of the current Council Tax Support Scheme;
- The ongoing review of the viability and purpose of Community Hubs;
- Developing closer working with the Department of Work and Pensions in preparation for the ongoing implementation of Universal Credit, the better support of Employment Support Allowance customers, homeless people under the increased responsibilities being introduced in April 2018 and older people in tandem with a range of internal and external partners;
- Implementation of the new requirements of the enhanced General Data Protection Regulation.(GDPR). This new legislation being introduced in May 2018 will require a significant review of our data sharing protocols to ensure we can continue to work effectively with partners to legally exchanging information on residents so we can continue to realise the benefits of the CRF developed that is starting to prove so useful;
- Continuing to develop our shared service approach with NBBC by adopting a common back office ICT platform by December 2018 as well as aligning more work on the financial inclusion agenda. This will also see us seek to align work priorities with the Countywide FIP on which we are a lead partner wherever possible.
- Promoting the digital agenda and take up of on-line services; and
- The ongoing review and development of the Ediblelinks project. This will be influenced significantly by whether bids for external funding are successful.

4.3 The importance of building holistic solutions and how we better support customers needing help is increasingly being built into our standard practices and procedures. This is making it the responsibility of an increasing number of

officers to take more ownership in helping customers break dependency cycles wherever possible. Restructures of the Community Services and Housing divisions in recent years have all addressed this as part of their reviews and reflected these expectations in revised job descriptions and structures and we anticipate this will continue to be undertaken and help with ever closer collaborative working with our partners going forward.

5 Report Implications

5.1 Finance and Value for Money Implications

5.1.1 As a measure of our success, it is pleasing to report that in terms of in year and arrears collection performance in respect of NDR, Housing Rent and Council Tax, these have again improved on our already hugely impressive 2016/17 levels. This is in part due to the proactive work being undertaken by the Council as well as its decision to maintain a local Council Tax Support Scheme that has limited benefit cuts to only 8.5% since its introduction in 2013/14. This will continue for a sixth fifth year in 2018/19.

5.1.2 However, the worrying trend nationally which supports our own data and which will be further compounded in 2018 by the roll out of Universal Credit, rising costs above inflation and an anticipated rise in interest rates is that those in difficulty have got significant debts and are ignoring them until the situation gets more serious and costly. As a consequence, their resulting needs and requirements are more complex and time consuming to address. The numbers presenting themselves as homeless to the Council are at their highest recorded levels ever with the trend expected to increase significantly as a result of further changes being introduced in April 2018. As such, we are increasingly seeing cases where residents are appearing not to be able to meet all their financial obligations as opposed to “won’t pay” them, all indications that access to help and advice is vital. This was why we again made the money matters information the focus of the December North Talk to alert residents to ways of taking personal responsibility for improving their circumstances which is an essential expectation going forward..

5.1.3 In addition, we also need to have regard to the fact that the Council meet the full cost of recovering Council Tax debts whilst only retaining 13% of the income collected. This may make a significant number of the outstanding debts due to the Council unrealistic to pursue at this time, if ever. It is an issue that is currently being discussed with WCC to identify if they can assist in sharing the very high and often disproportionate costs that could be involved in pursuing these doubtful debts where the debtor “can’t”, as opposed to “won’t” pay monies due. In all these cases, it is expected that extensive support will need to be provided to support these residents both by ourselves and via our financial inclusion partners to improve their circumstances which will continue to be undertaken in line with the Councils corporate debt framework adopted by the Resources Board in May 2016

5.1.4 To put the expected level of write offs into context, it should be noted that these remain a very small proportion of the total monies due to the Council for

which an increasing provision has been made in the future. This is because the level of write offs are expected to increase going forward in respect of Council Tax, Former Tenant Arrears and Housing Benefit Overpayments as we see the roll out of Universal Credit in addition to other welfare changes take effect.

- 5.1.5 It also needs to be noted that funding to undertake the wider financial inclusion work undertaken in recent years has been resourced by utilising external grants to deliver the new burdens being placed on Councils to prepare customers for change. These have been provided by both Central Government as one off payments and also by making funding bids with partners coupled with creating capacity by internal restructuring to free up capacity from areas of less priority. However, with reducing and ongoing reductions in Central DWP grant being passed down as part of the austerity measures year on year, the pressures on securing adequate funding to support all current activities remains a constant challenge under constant review.
- 5.1.6 In summary, our good and improving collection rates of Council Tax and Housing Rent aligned with the year on year reductions in Council Tax Support and Housing Benefit caseloads helped by good local employment opportunities indicates that the Councils approach is working. However, underlying concerns remain around the number of customers with whom getting regular payment and positive engagement will continue to prove difficult and it is our belief that an increasing number will be unable to cope with the impacts and expectations of the welfare reforms and economic changes which will impact on cash flow expectations in the future.

5.2 Legal, Data Protection and Human Rights Implications

- 5.2.1 The new requirements of the enhanced General Data Policy Regulation,(GDPR being introduced in May 2018 will require a significant review of our data sharing protocols to ensure we can continue to work effectively with partners in legally exchanging information on residents and so we can continue to realise the benefits of the CRF developed that is proving so useful .

5.3 Safer Communities Implications

- 5.3.1 Better access to advice and assistance has many direct and indirect benefits that contribute to a greater feeling of wellbeing and community cohesiveness. This can only have a positive impact on the communities we serve.

5.4 Environment and Sustainability Implications

- 5.4.1 The Councils ongoing commitment to assist in helping people address or improve their financial circumstances or well-being has positive impacts. It is hoped that by providing this level of support, it will ensure that residents can learn new skills to enable them to rely less on our help going forward and help keep collection rates in terms of rent, Council Tax and housing benefit

overpayments as high as possible by providing the correct levels of help and support.

5.5 Human Resources Implications

5.5.1 Ascertaining the right level and type of resources needed to deliver financial inclusion is under regular review, most notably by the Assistant Chief Executive (Community Services) and the Assistant Director (Housing) working closely with other internal colleagues. This has resulted in regular and ongoing restructuring of services and the decision to set up more formal shared / partnership arrangements wherever possible to deliver future challenges.

5.5.2 Overall, the Council's investment in staff and in developing effective partnerships has seen very positive outcomes being achieved but the complexity and challenges faced by staff in dealing with customers in these difficult circumstances cannot be understated.

5.6 Risk Management Implications

5.6.1 Failure to provide appropriate levels of customer support could have a detrimental impact on many areas on Council activity and lead to an increase in costs of collection or support being incurred. The Councils current approach enables us to be proactive as opposed to reactive in our response to issues or circumstances.

5.7 Links to Council's Priorities

5.7.1 The wide ranging activities undertaken under the overall Financial Inclusion approach cuts across virtually all Council priorities and in particular supports the three key corporate priorities of tackling poverty, improving health and well-being and promoting education, skills and employment.

5.8 Equalities Implications

5.8.1 The various methods and mediums used to promote financial inclusion activity ensure no group or individual is denied access to help or advice in respect of both Council and other complimentary services.

The Contact Officer for this report is Bob Trahern (719378).

The New Improved North Warwickshire FIP

Bob Trahern IRRV(Hons)
Assistant Chief Executive,
North Warwickshire BC



Summary of the Day

- > Why the need for a New Improved FIP
 - > An updated “Terms of Reference”
 - > Taking Us to New Levels
- > Our Journey to Date
- > The Building Blocks For Future Action
- > Universal Credit Update
- > The Launch of the “Multi Agency Customer Referral Form”
- > Food Hub Update
- > An Opportunity to Network

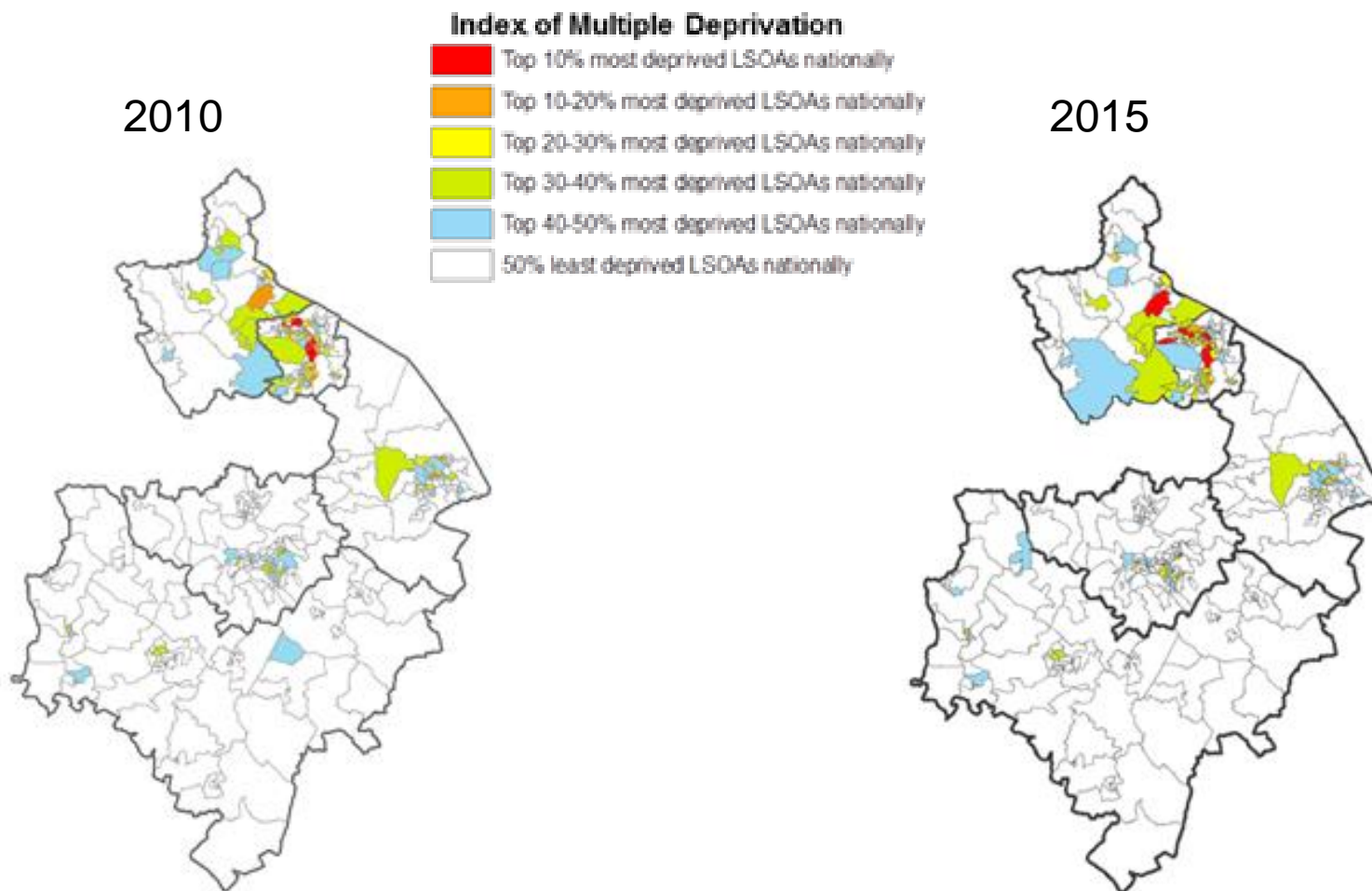
So What Are The Key Challenges ?

Ensuring our customers are fully aware of their responsibilities & the impact of changes to their lives as early as possible to equip them to deal with them

- Maximising income to the Council whilst having regard to ability to pay - the need for a clear Corporate approach
- Evaluating and helping them through the ongoing Welfare Reform programme & introduction of Universal Credit
- Supporting them back into, nearer or into better paid work
- Embracing the Digital Inclusion agenda
- Joining up service delivery to meet the increasing “Speed and Complexity of Life”
- Improving our residents and life chances

BUT delivered against a backdrop of falling Government Grants, Welfare Changes, localisation of funding and rising costs

Deprivation Challenges – A Warwickshire View



Mosaic Descriptors 2016

Mosaic Group	North Warwickshire		Nuneaton & Bedworth		Warwickshire
	Number	%	Number	%	%
A Country Living	3,359	12.3%	74	0.1%	10.6%
B Prestige Positions	1,336	4.9%	2,627	4.7%	9.7%
C City Prosperity	0	0.0%	0	0.0%	0.8%
D Domestic Success	1,559	5.7%	3,330	6.0%	8.6%
E Suburban Stability	3,811	13.9%	7,632	13.7%	9.8%
F Senior Security	2,509	9.2%	6,672	12.0%	9.9%
G Rural Reality	3,982	14.5%	112	0.2%	7.1%
H Aspiring Homemakers	3,029	11.0%	7,779	14.0%	10.7%
I Urban Cohesion	12	0.0%	665	1.2%	1.7%
J Rental Hubs	299	1.1%	567	1.0%	5.7%
K Modest Traditions	2,492	9.1%	6,670	12.0%	5.8%
L Transient Renters	1,555	5.7%	5,568	10.0%	5.4%
M Family Basics	1,683	6.1%	6,515	11.7%	6.3%
N Vintage Value	1,354	4.9%	4,747	8.5%	5.8%
O Municipal Challenge	432	1.6%	2,598	4.7%	2.2%

Key : Purple –NWBC; Red – Both; Green - NBBC

NBBC and NWBC “Stronger Together”

- > Ongoing reviews of staffing structures have increased capacity whilst saving money
 - > Adoption of a formal Shared Service with NBBC since 2015
 - > Sharing of management resources and FI expertise
 - > Currently undertaking a major system review to potentially take arrangements to a new level
 - > Delivering in an ever changing world incorporating ever greater use of technology, data sharing and social media
- > Consistently Good and in some cases Exceptional Performance across all areas of the service (Cash Collected, Benefits, and Customer Contact)
 - > Increased adoption of localised schemes across all areas
 - > NWBC – Highest Collection Performer in Warwickshire
 - > NBBC – Best Benefits Performer in Warwickshire



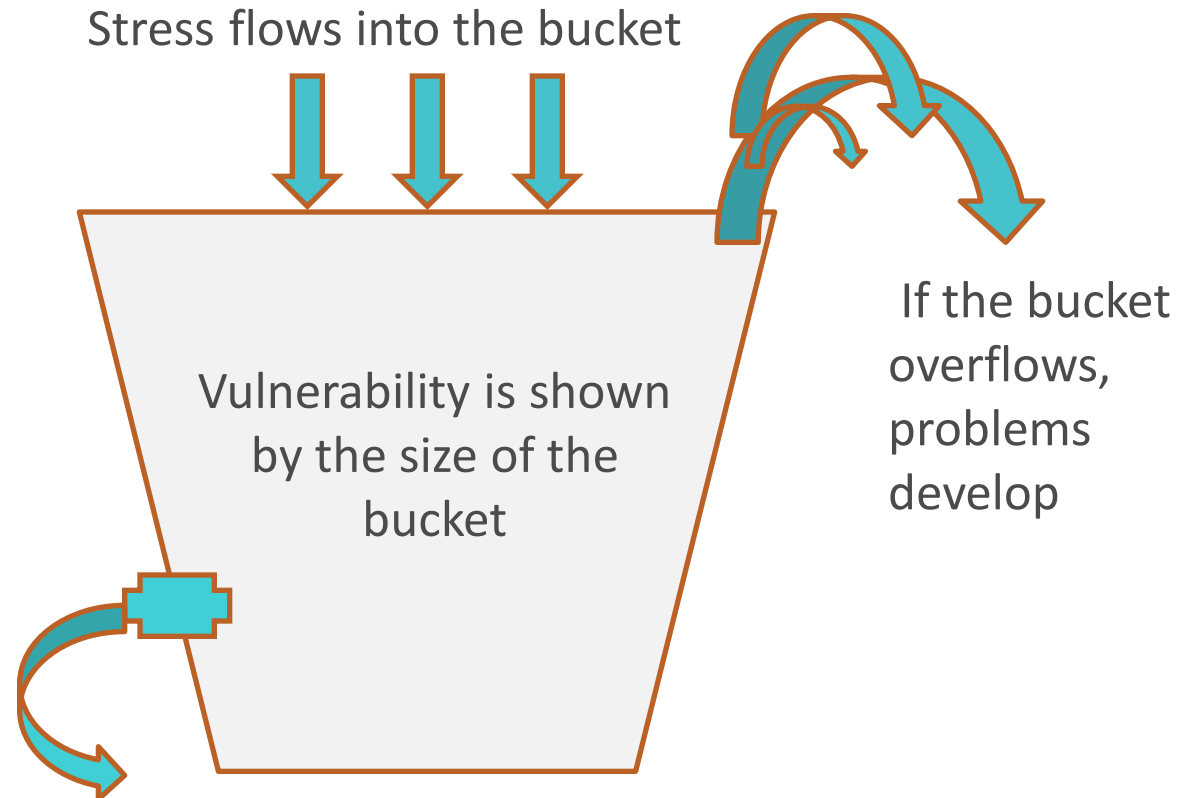
But whilst the
headline figures
look very
promising, those
finding things hard
are likely to see
things get ever
harder

Debt is Debilitating !



The Customers stress bucket?

(Source: Brabban & Turkington 2002)



Good coping = tap working lets the stress out

Bad coping = tap not working so water fills bucket and overflows



Estimated annual financial loss in Warwickshire by 2020/21 from pre and post-2015 reforms

Financial loss per working age adult
£ per year

	Pre-2015	Post-2015	Total
Nuneaton and Bedworth	400	330	730
North Warwickshire	310	260	570
Rugby	310	260	570
Stratford-on-Avon	260	200	460
Warwick	250	180	430
Warwickshire	300	240	540
West Midlands	360	300	660
Great Britain	380	350	730

⁽¹⁾ Additional post-2015-16 impact of pre-2015 reform

Sources: HM Treasury, Impact Assessments and Sheffield Hallam estimates based on official data

Hot off the Press

- > Due to Welfare Cuts , Rent Rises and Inflation – 7m households will be an average £40.62 p/w worse off by 2020 - mainly impacting single parents or couples
- > The biggest cuts - 2m over £50 per week - More children in rented property means bigger cuts !
- > UC will see an average income loss of £11.18 per week and the likely significant further rent arrears increase
- > Rise in temporary accommodation and homelessness as the LHA gap ever growing
- > DHP inadequate (185m in 2017/18 to help offset 4bn rises)
- > CA amongst others calling for UC roll out to be halted over growing debt fears & a system not delivering on expectations
- > LGA Public in Practice Report – September 2017

A Changing Landscape

- UK Debt Landscape is changing – Local / National Government debt has doubled between 2005/06 to 2014/15 whilst credit card and personal loans have halved

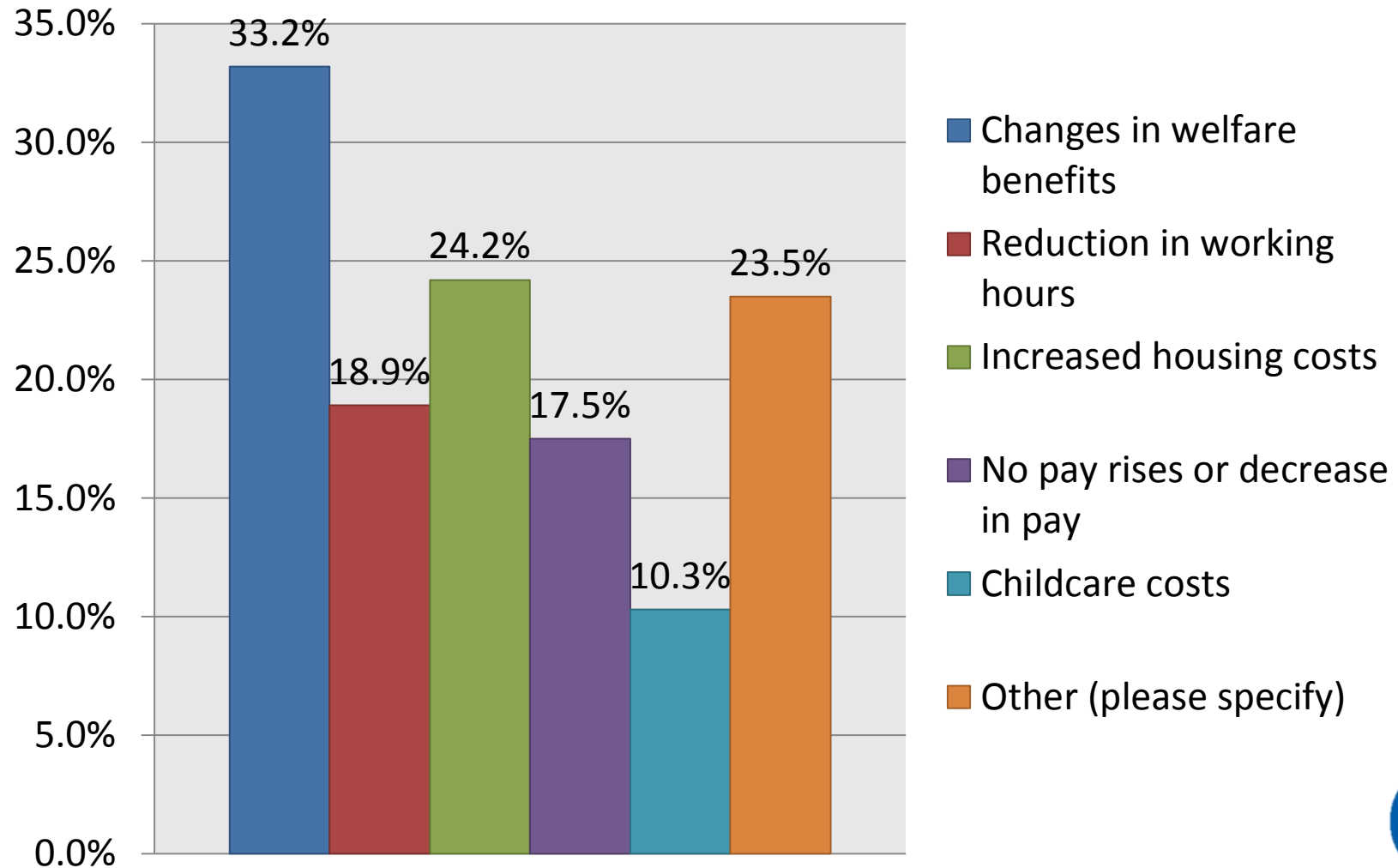
Based on 1,000 clients with Council Tax arrears surveyed by Step Change in 2015

- Those with arrears on their Council Tax owed £961, up from £717 in 2011, an increase of 25%.
- In 2011, just 14% of the charity's clients had Council Tax arrears, but in 2014 this figure had increased to 30% - the impact of CTS which is likely to have grown ?
- 62% of people struggling with arrears who contacted their council for assistance were still threatened with court action.
- 51% were threatened with bailiff action
- Only 13% were encouraged to seek debt advice.

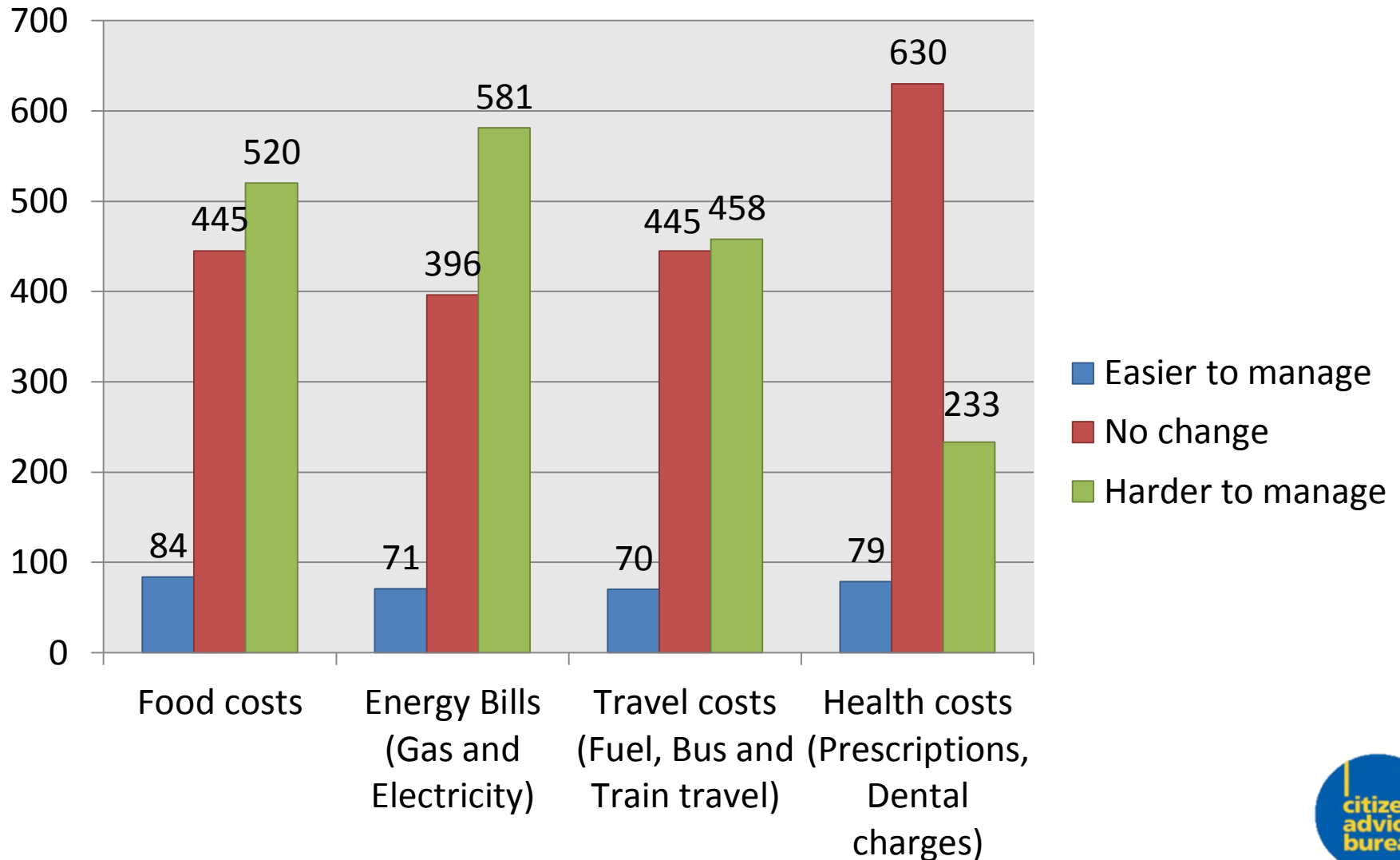
Even Hotter Off The Press

- > Growing Debt Problem centred on essentials
- > The Under 40's and Renters particularly vulnerable needing to borrow to cover bills
- > “The Gig Economy” – workers often with no guaranteed hours living off credit to smooth income
- > Increase in rent to own and PCP schemes
- > Average CT arrears now up to £1012 (£756 in 2013) and electric bills (£668 from £521)
- > 43% of £65bn on 0% balances and 50% of balances at same level as when offer began

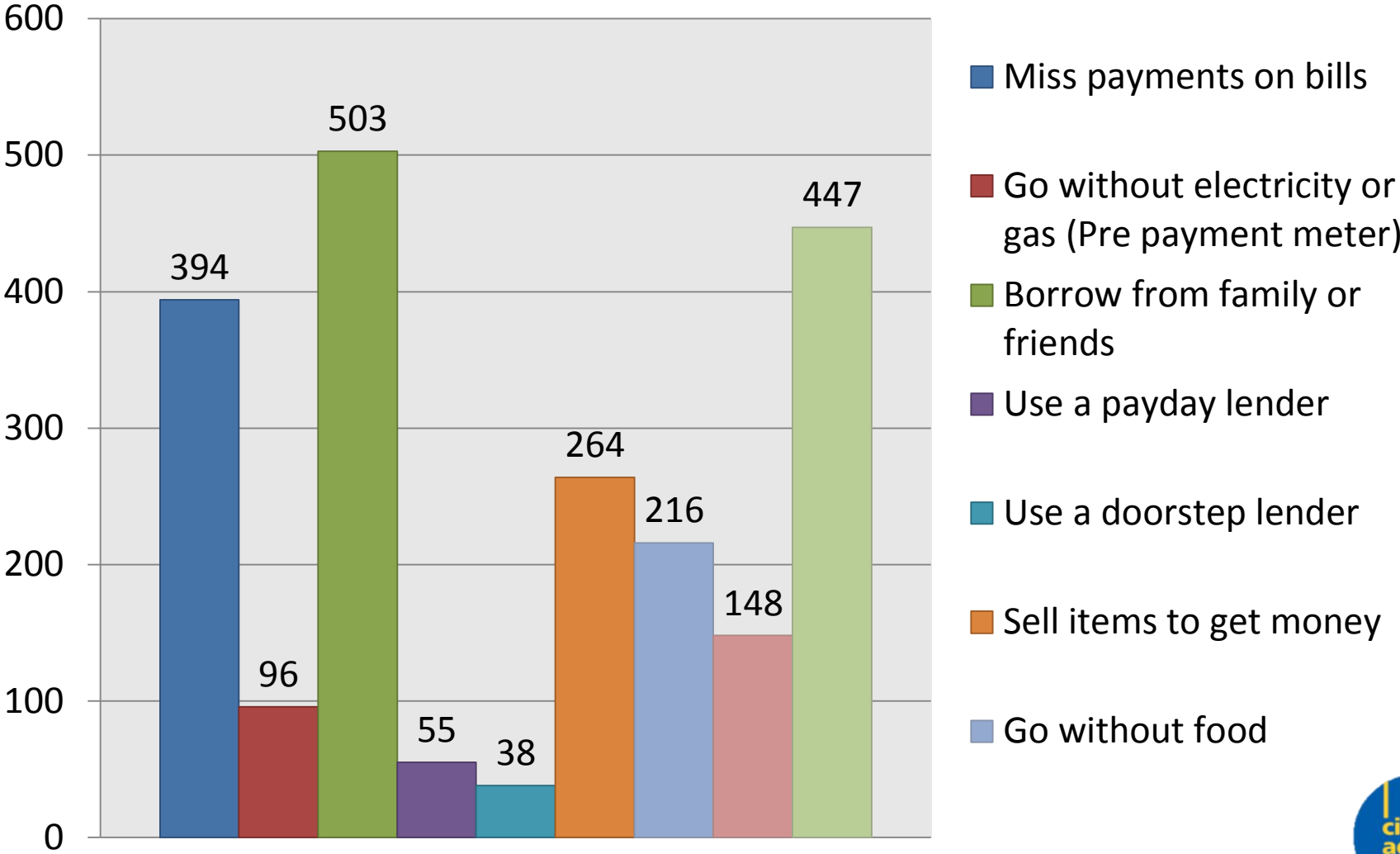
If you are struggling to manage on your income, have any of the below external factors had an impact on this?



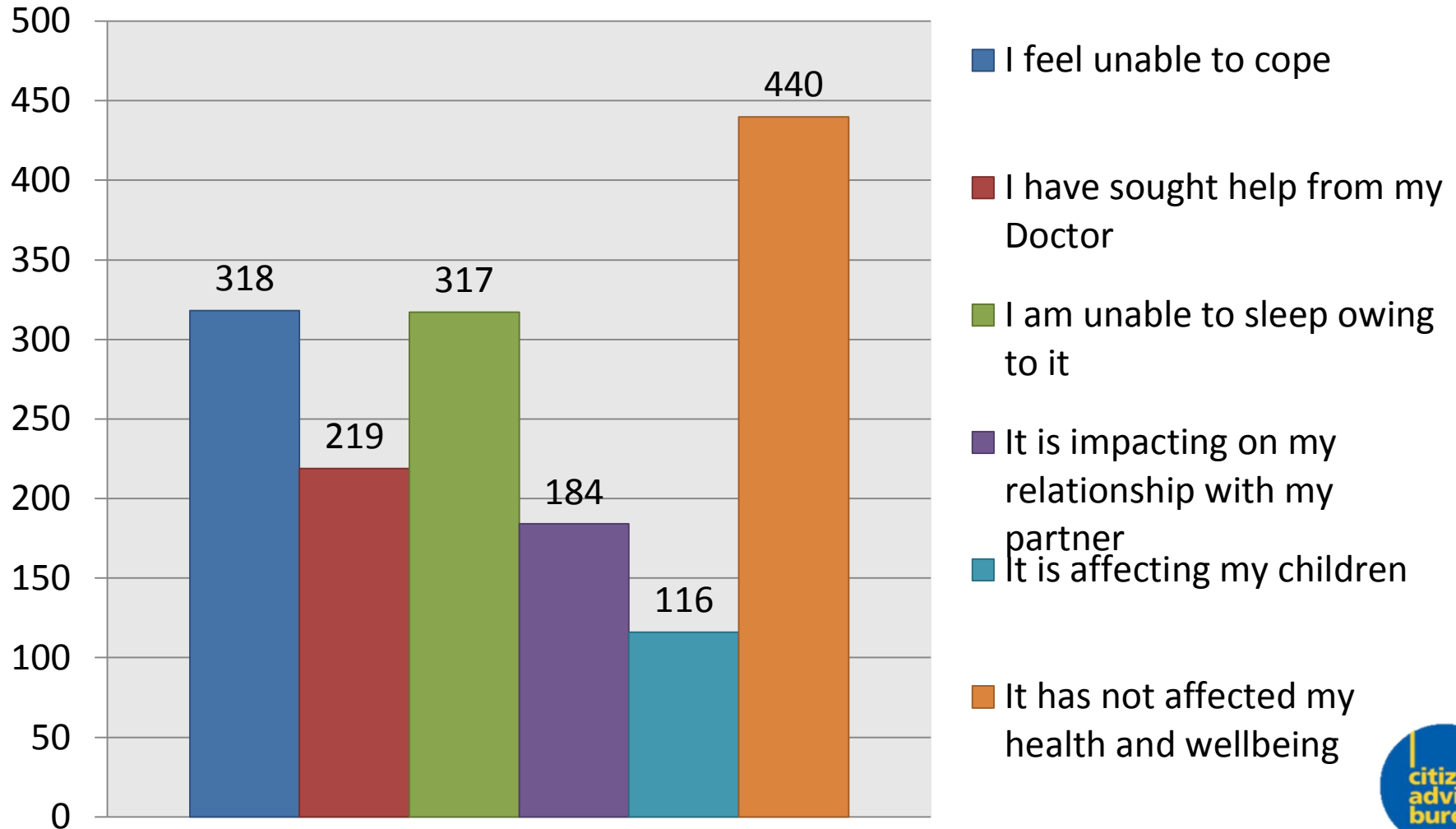
There have been well reported changes in the cost of living. From the list below please indicate how you feel these changes have affected your household?



Have you had to do any of the following in the last 6 months to make ends meet?



Has your financial situation affected your health and wellbeing? If so please indicate any of the below that describe your situation.



An Increasing Focus on Supporting the Customer



Apply for it:

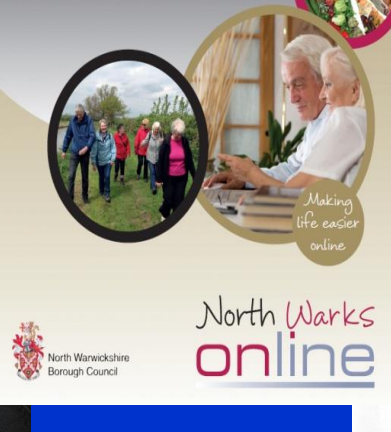
- Housing benefit, council tax support and e billing
www.northwarks.gov.uk/benefits
- Reduce your council tax bill
www.northwarks.gov.uk/counciltax
- Register to vote
www.northwarks.gov.uk/register-to-vote
- Homes in North Warwickshire
www.northwarks.gov.uk/homes

Help with it:

- Getting online
- Sorting money matters
- Keeping active
- Searching for a job
- Living independently
- Finding a Food Bank

www.northwarks.gov.uk/help

1
CHAPTER
Changing lives one by one



Getting the Message Out There



Money matters

The festive season is just around the corner but it will soon be New Year, when many will have to face the cost of Christmas – when credit card bills land and the debts start to mount up. Whatever your circumstances, but particularly if this is going to be a struggle for you, the next few pages should help. They will hopefully give you lots of information on how to increase your income or reduce your outgoings and allow you to get your budget in good shape during 2017.

You're not alone! The Borough Council and its partners are committed to helping you make your money go further. Being in debt costs both you and the Council money and time to sort out the problems and it can have a negative impact on your health and your family's. Now's the time to make a New Year's resolution to sort out your finances in 2017.

Some facts and figures from 2015/16

The Borough Council collects nearly £76 million every year in Business/Non Domestic Rates (NDR), Council Tax, and Housing Benefit Overpayments from around 27,558 Council Tax properties and 2,200 NDR properties.

In 2015/16, the Council collected

- **99.64%** of Business Rates owing making it the ninth best Council nationally of 326 Councils. In addition, arrears reduced by a massive **75.84%**, again one of the best nationally.
- **98.39%** of Council Tax due which placed the Council 63rd nationally. In addition, arrears were reduced by **48.64%** placing the Council 89th nationally.
- **84.85%** of Housing Benefit overpayments raised in a year, placing it in the top **25%** in the country.

Bob Trahern, Assistant Chief Executive: Community Services said:

"Thank-you if you are one of the residents or businesses who helped the Council achieve these results. We do appreciate it and helps pay for the services we can deliver to you. If paying on time is proving more difficult or you need your memory jogging to pay on time, we want to help you help yourself and avoid paying more than you need to. This could be you getting more organised or simply getting in touch with us and not burying your head in the sand, which could save you lots of time and most importantly, money."

Direct Debit

If you tend to forget to pay on time, remember that over 75% of people choose to pay their Council Tax by Direct Debit. This is the easiest and cheapest way to pay and takes all the stress away. Simply sign up online today at www.northwarks.gov.uk/accounts/online. If you want to continue to pay it yourself, go online and pay by debit card or ring the 24/7 phone line 01827 715341. No more cheques or extra trips out to pay!

Mounting costs

In 2015/16, the Council had to issue over 9,000 reminder notices to residents who hadn't paid their bills. This resulted in the Council having to apply for over 2,000 orders in the Magistrates Court to enforce payment at the cost of an extra £100 added to late payers' bills.

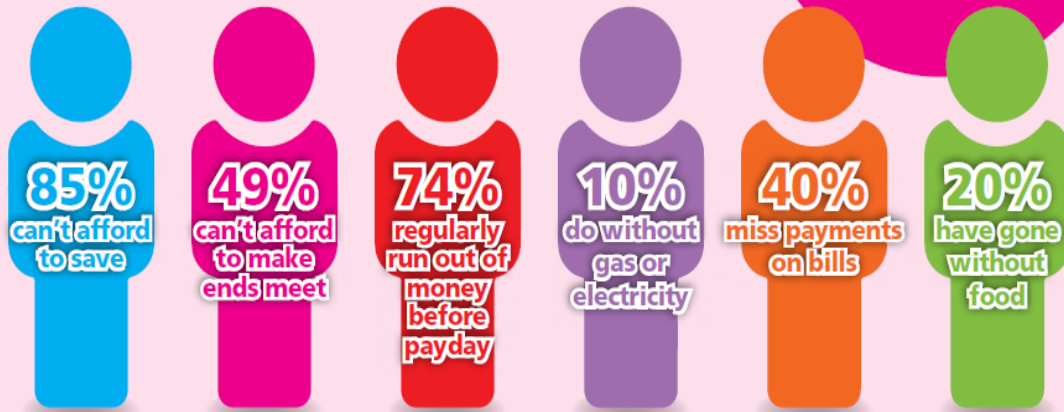
Of these orders, where debtors failed to contact the Council or didn't keep to their arrangements and didn't tell the Council why, over half were sent to the Council's bailiff, Bristow & Sutor. This action adds a further cost to the outstanding bill of £75 immediately and where a visit to the debtor is necessary, a further cost of £240. The Council has also contacted employers to deduct the money from wages. All these costs might have been avoided, if the person had contacted the Council as soon as they were having financial problems.

So don't delay. If you owe the Council money, it won't go away and will only increase. Get in touch on 01827 715341, email counciltax@northwarks.gov.uk or call in and take the first steps to a more secure financial future.

Let People Know They Are Not Alone

“Is it just me having financial difficulties? Can I get help?”

The CAB recently did some research in North Warwickshire, which discovered that some residents are facing serious financial issues. Of the 389 people who replied to the survey:



In 2015/16 the CAB

Helped **4,119** people
Dealt with **13,261** issues

Gained **£525,000** in income for clients

The results

2 in every 3 people had their problem solved

4 in 5 clients said the advice improved their lives

90% reported satisfaction with the overall service

Estimated savings of **£396,376** for the Department of Work and Pensions

Estimated savings of **£96,258** for the NHS

Estimated savings of **£143,803** for local housing providers

Where to go for help and support about your money and debt

Citizens Advice Bureau (CAB)

The CAB offers a range of free services and advice including information on your money, family and health issues and your legal rights.

Tel: Advice Line 0844 855 2322,
Information line 01827 712852 or
Visit www.adviceguide.org.uk

The Money Advice Service

For free, unbiased and independent advice on all money matters, visit www.moneyadviceservice.org.uk or Tel: 0800 138 7777

National Debtline

For free debt advice.
Use My Money Steps to get free online debt help – visit www.nationaldebtline.org or Tel: 0808 808 4000 (Mon – Fri 9am to 8pm and Sat 9.30am to 1pm)

StepChange

For free debt and money advice and a personal action plan. Visit www.stepchange.org or Tel: 0800 138 1111

Local Welfare Support Scheme

People in crisis who need emergency provision should call Warwickshire County Council. They may be able to help you with food parcels and emergency fuel costs. Tel 0800 408 1448 (freephone from landlines) or 01926 414124. Emergency food parcels may also be issued by the Borough Council if you get in touch or contact the CAB – don't skip meals to pay your debts! Help is there to tide you over for a short period of time.

Age UK

For people aged 50+ needing information, advice and guidance about benefits, support services, activities and befriending services.
Contact Age UK, Partnership Centre, Coleshill Rd, Atherstone, CV9 1BN or Tel: 01827 717172.
See also the Borough Care article on p.3

Support via many common Front Doors

- > A Corporate Contact Centre that deals with all our telephone calls, web chat and social media
- > A Face to Face OSS facility for all borough, county services, police, JC+ and other “ad hoc” partner services
- > A developing interactive website including access to micro-sites, films and partner information
- > The B.O.B Bus (now used as a promotional vehicle and available for wider partner use)
- > Community Hubs or Info Points (13 in place, 6 with scanning facilities and all with free phones and access to laptops) – delivered with Community partners
- > The Food Hub – delivered in partnership with the Healthy Living Network)



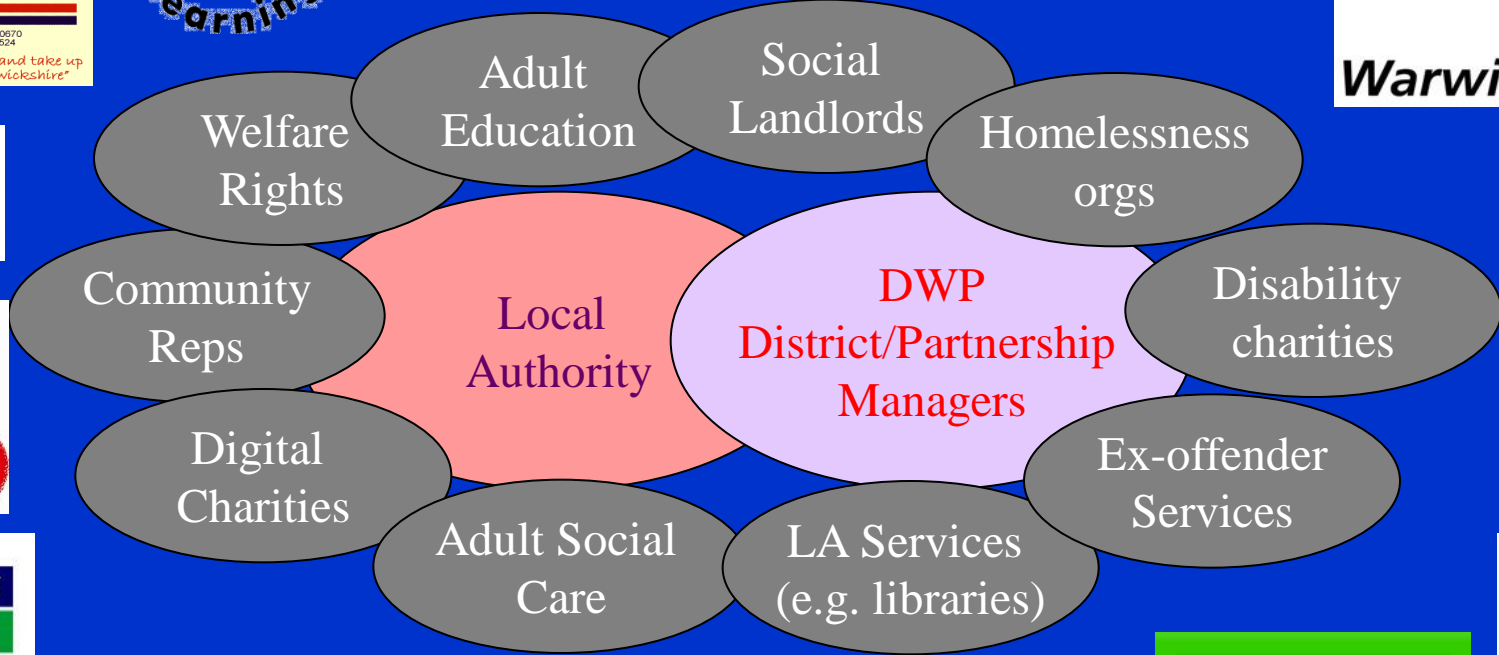
Online Services

Phone

Walk-in



Our Key Partners


















Helping Others to Help Themselves

- > In 2010 we led the development of the Frontline Worker Toolkit countywide
- > Created a commitment to a multi agency approach to assist people with multiple needs find the correct solutions
- > Meant working ever closer with F.I Partners - Debt Advice, Budgeting Support, Housing, Utility providers, Education and Careers providers, Children Centres and the Credit Union
- > The 2017 Version to be demonstrated
 - > On Line Referral via CRM and Internet
 - > Refresher training to Key Customer Contacts
 - > Now incorporates DHP, I&E and On-line referral all in one place (based on SFS)



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page 80:	Disability	

B.O.B – the brand



- A Vehicle of Success since 2009
- Lots of Early Learning – a change in approach and culture – a brave decision
- The B.O.B brand gathered momentum, its own identity and was not associated with the Council or carries any stigma
- Hugely Successful in accessing our hard to reach customers
- Evolved from promoting financial awareness messages with CAB & CDA to also health, work & education messages
- Raising Awareness of Entitlements & Help by using targeted data via Experian to target and provide intelligence
- Now the focus of our “Get Online” commitment with Partners – if you want people to do something help them, incentivise them and make it easy

The B.O.B Bus to Community Hubs

- > 13 hubs, many delivered in under 12 months during 2012/13 with access to laptops, free phones to contact 10 key partners & improved access to CAB, JC+ & Council the key objectives
- > Developed in partnership with Parish / Town Councils & Community Groups with Voluntary Sector support
- > Change of emphasis undertaken in 2016
 - > Usage and activity very patchy
 - > ICT more widely available now
 - > General Lack of Volunteers and the limited capacity of existing volunteers to do more
 - > Different local priorities and ambitions
- > Greater Links to the Food Hub Work and Public Health Agenda as well as likely WCC buy in going forward

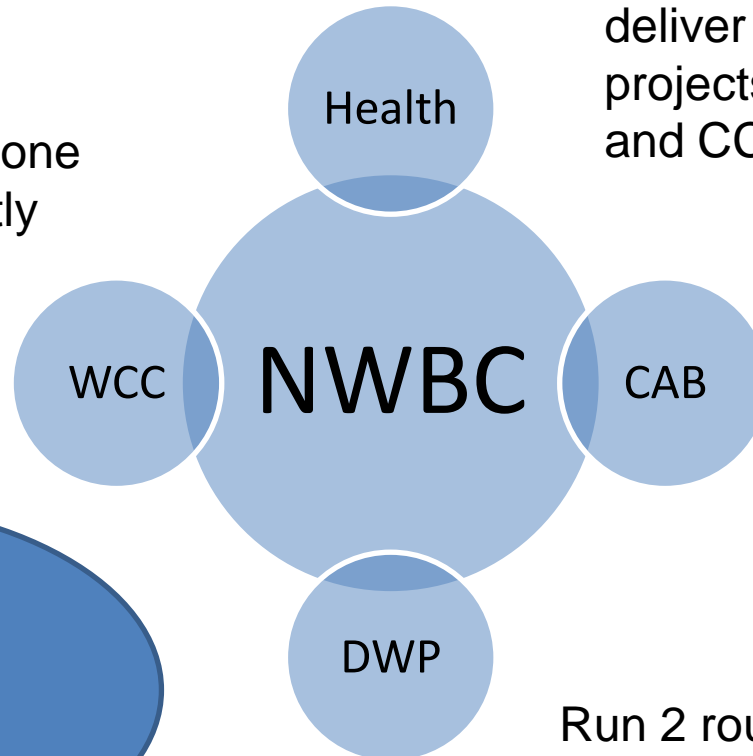


Key Partners Needed to Ensure Sustainability and Use

We would hope that key partners would have regular contact with the hubs and would run regular drop ins/activities within the hubs

Looking to pilot a pop up
Community Hub at Atherstone
Children's Centre and jointly
promote Dementia activity

Public Health seeking to
deliver a number of targeted
projects – both Ediblelinks
and CCG commissioned



Drop In and Fuel
Poverty related work


Key to success is
Buy In, Funding &
Resources

Run 2 rounds of successful ESA
targeted events with FI partners
– delivering targeted help

Getting Online Commitments



Struggling with the internet and want to learn more?



Learn My Way computer courses help you to learn everything about computers – from turning the machine on and using a mouse, to shopping and banking online. You work at your own pace in your own environment and you can sign up at home or at a Hub.

Visit www.learnmyway.com for more information. If you have the internet at home, register using the code 3455824. To speak to the Learn My Way tutors, Bill or Leanne, call 01827 717 073.

- > Part of most Councils wider cost cutting and channel shift strategies
 - > E-Payments
 - > E-Benefits
 - > E-Forms
- > Links to Learn My Way commitments
- > Common website platforms and potentially ever more common systems

Bringing Saving Money to Life

Switched on Fridays 9.30am – 2.00pm

Research shows that almost one in ten households fell behind with an essential household bill over a twelve month period. Very often, it's a choice between heating and eating. Citizens' Advice in North Warwickshire has been helping people make savings by switching energy providers or negotiating with existing providers and making them large savings.

Margaret (see photo) saved £588.85 and commented that she'd never changed tariffs before:

"I went to an energy group session run by North Warwickshire CAB and thought I would book a session with an advisor. Thanks to the CAB, I've made a massive saving and I'm very happy. It was an excellent service."

**Call in with your latest energy bills to North Warwickshire CAB,
The Parish Rooms, Welcome Street, Atherstone, CV9 1DU or
telephone 01827 712852 or email SwitchedOn@nwcab.org.uk
Opening times: Monday, Tuesday and Friday 9.30am- 2pm
and Wednesday 3.30-6.30pm.**



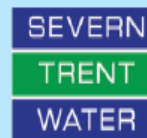
Margaret receives her certificate from Mike Dixon of the CAB.

Making Saving Money Easy

- > Proactive Campaigns run with our local water authority
- > Promoted via targeted letters (learning from our FSM work) and at ESA Events
- > A disproportionate and growing number of sign ups with significant savings per household

Save on water bills...

Severn Trent Water is working to help people struggling to pay their water bills through The Big Difference Scheme. It's open to all Severn Trent Water customers, whatever your circumstances and you don't need to be on benefits. If you qualify, you could be eligible to get a reduction on your water bill and depending on your circumstances, this could range from anywhere between from 10-90%* of your yearly bill. You'll remain on the scheme for 12 months, after which you'll need to reapply. **To apply, call 0800 917 6901.**



*based on the average water bill for customers in the Severn Trent region.

Helping People Back Into Work



Accelerate... into employment

The Corporation Development Agency (CDA) is running a project across Merseyside, part funded by the Big Lottery and the European Social Fund. Further support to employ more women is provided through the project. The project works with 25 other organisations to help women return to work after a period of absence. The organisations can support people who have learning needs, disabilities, or social dependencies, poor health, care needs and people over 50. The award-winning staff provide a personal approach, help with CVs and job applications, and help to find a job.

CDA will offer confidence building, IT skills, interview techniques, telephone techniques, application support, job search support and much more. There will be access to work experience placements, job fairs, housing support and childcare. Call the CDA team on 0151 284200 or email merseyside@cdacda.org.uk



Rethink

If you have a mental health condition, you may feel unable to find work or to return to work. Rethink can help you with your mental health support. Tel: 0203 307070 or www.rethink.org

Talent Match

Are you 18 to 24 years old and want to try something a bit different? If you have not had a long period of work in the last 12 months, then Talent Match may be able to help you. It's a flexible support programme, designed to address your needs and help you onto the right career path. Talent Match helps you overcome some of the barriers to work, helping you towards employment and training. You'll have your own personal mentor to support you through the programme, help you to achieve your goals and overcome any challenges. Talent Match is free of charge and will not affect your entitlement to benefits.

To find out more about the project or to book a meeting with one of the programme mentors, ring 01827 718080 or email: talentmatch@wcava.org.uk

Support events



The Borough Council, working in partnership with the DWP, held a number of Employment Support Allowance events at the Hubs. Over 100 people attended the events, which were open to everyone so that they could benefit from advice from the many organisations there.

Bill McCann, Community Projects Officer at the Council, recalls one customer, who seemed very anxious and tearful at the thought of sorting out her problems:

"This lady's long term partner had died suddenly in the last year. Her parents, who live by the coast, have health issues – one has early on-set of dementia and the other is blind. She is in debt, was recently turned down for Personal

Independent Payments (PIP) and felt unable to appeal against the decision.

I introduced her to Guideposts, who advise carers in the Borough and also to the CAB, who gave her advice about debt and will appeal for her regarding the Personal Independent Payments. She also expressed an interest in volunteering, as she wasn't ready to go back to work and hopefully this is progressing.

After a cup of tea, the lady left in a far more positive frame of mind. She looked as if a weight had been lifted from her shoulders and said she was really glad that she'd made the effort to come to the event."

- > Proactively targeted benefit customers to local Job opportunities, training and events and volunteering
- > Successfully targeted young mothers and other groups with specialist needs to engage and gain qualifications via cooking and ICT focussed activities
- > A particular focus on targeting our ESA Customers in NWBC and JSA customers with our JC+ colleagues is needed to signpost to the help and support available with Universal Credit very much in mind
- > Over 30 volunteers have been helped move into employment in the last 18 months significantly to Ocado as well as many others via Job Fairs . These followed support and information provided at community hubs and our food hub and were targeted at customers in partnership.
- > A plan to work closely with shared Armed Forces Officer, DWP and CAVA to address common goals

To Ensure Our Successful Journey Continues

CUSTOMER SERVICE EXCELLENCE The Government Standard



DWP Department for Work and Pensions



bacs

I&DeA
improvement and development agency



LGC AWARDS

THE NATIONAL AWARDS FOR LOCAL GOVERNMENT 2007



irrv
INSTITUTE OF REVENUES RATING & VALUATION



WINNER
BEST PARTNERSHIP AWARD
The Branching out Bus Project North
Warwickshire F... Council

IMA
Institute of Money Advisers

Performance Awards 2011

In Association with

payplan

Sponsored by

Money Advice Trust



ACHIEVEMENT AWARDS 2014
HIGHLY COMMENDED **MJ**

ms AWARDS 10 YEARS
2016 FINALIST
Public Sector Collections Team of the Year in Association with LACEF



The FIP Looking Forward

- > The only certainty is our workloads will become more complex & challenging, budgets get tighter and there will be ever more reliance on maximising income
- > A continued push to embed consistent and replicable solutions & support to enable customers break cycles of dependency and improve their life opportunities alongside partners
- > All we can do is keep pushing the boundaries to ensure we deliver services focused on the customer
 - > Proactive in identifying problems
 - > Promoting a positive Joined Up Approach
 - > Working with partners to create multiple front doors
 - > Working with Customers to Deliver Personalised Services
- > Joining Up Solutions for a Better Northern Warwickshire



North Warwickshire Community Partnership Quarterly progress report – December 2017

Champion: Report by Bob Trahern

Theme: Tackling Poverty (previously Access)

Commentary on Project Progress – achievements to date (and any slippage)

Actions since last report in September 2017

During the last 3 months we have continued to make good progress building on the written update provided in September in relation to the commitments in respect of the “Tackling Poverty” agenda. All activity has continued to focus on

- Reviewing enhancements to the Councils Food Operation
- Reviewing and understanding the size of the problems to address issues being faced by customers Impacted by the Welfare Reforms
- Consolidating and promoting the use of the Community Hubs & increasing volunteer activities
- Supporting the Councils Channel Shift and Digital Agenda ambitions

Progress since the last report

Debt Project

The Council continues to show strong performance in its collection of monies due in year plus arrears (which have just dropped below £1m) on which we will continue to have significant focus over the rest of this financial year. We currently remain on target to achieve the matching of last years very high performance in spite of the ongoing economic challenges faced by the Council and which is bucking the National trend

This very high performance and our inclusive approach has again received National recognition when in November we retained our title won in 2016 by winning the Public Collections Team of the Year 2017 announced at the Customer and Credit Services award. This is a fantastic achievement that continues to recognise the very proactive and innovative approach being taken by the Council to support customers and collect monies due. The Council were also finalists in the categories Best Customer Service Provider and the Best Creditor Support Initiative and despite not winning the ultimate prize against strong competition gain shows the Council in a very positive light and as a National leader in our field.

Our approach will feature in a case study to be undertaken by the Money Advice Service and it is also pleasing that the Council has been identified as an exemplar in

its reduced use of bailiffs services by the Money Advice Trust and its approach in pursuit of monies due to the Council which again are all very positive. See also the food hub update that highlights further award success and National recognition

In addition to excellent in year collection, we continue to make good progress since we last reported on the exercise which is looking at the likely propensity to collect old and large debts using credit rating records to inform this view and to pursue only those cases where there continues to be little or no engagement and which appear to provide the best potential for success via committal to prison proceedings, bankruptcy or serving charging orders where deemed appropriate.. We have instigated a number of actions after review of some of our bigger debts and over the next 6 to 12 months we will be continue to work across the Council and our partners to either recover or deliver support / remit some of the other debts that are currently outstanding prior to migrating onto a new Revenues and Benefits system in December 2018

As part of this exercise we have identified and flagged an issue we have previously flagged up with WCC regarding the cost effectiveness of pursuing many of these debts that are less than £2,000 (some 94% of debts of which about 44% are closed) due to the fact that whilst the Council picks up the full cost of recovering these monies it only retains 13% of the income generated. We are hoping that the proposal to help fund a proportion of the costs we incur to recover these monies on an “invest to save principle” will be supported by the County from available WLWS underspend and hope that these discussions can be progressed in the next couple of months to allow the more effective recovery of debts due.

In September, we also reported that we had re-launched with internal staff and then with partners on 21 September the on line referral form to be used for accessing appropriate help and advice. The new improved multi agency referral form which incorporates a Discretionary Housing Payment application form, income and expenditure form with hyper links to partner help and a self referral form for food and other support is now live and we already have seen some very good case studies demonstrating how it is delivering support in practice. If it continues to work as planned this will inform us better of residents' issues and circumstances to help better decision making going forward and will see us take decisions in a structured and informed way on those debts that “can't as opposed to won't” be paid. To date we have had in excess of 300 forms completed by staff and members of the public seeking help and support from a variety of our partners and will continue to develop our approach to make this approach an increasing and common feature of our approach.

Finally, the impact of welfare reforms on households continues to be a key issue that is being monitored. Whilst it is positive that overall collection rates are excellent, with further and more significant changes due to be implemented over the next 12 to 18 months including Universal Credit which has recently be deferred from starting in May 2018 to September 2018 in respect of those signing at Atherstone job centre these will make the Councils job in recovering money due in respect of rent and council tax ever more difficult as we move forward. This is evidenced by Rugby who have been a National pilot since 2014 who have seen a four fold increase in arrears and NBBC who having only been live for 4 months have seen rent arrears already increase by a third. This will mean our proactive approach will become ever more important in working closely with Housing and third sector partners to identify help and support needed to assist payment at the earliest opportunity.

Our approach and commitment to be proactive in identifying help and solutions saw

us repeat the very useful money matters 8 page spread we produced in the Winter edition of North Talk in 2016 again in the 2017 edition which is promoting our Financial Inclusion messages. Whilst difficult to evaluate the usefulness of this information in promoting action by individuals, we know that we are getting information communicated to every household whether it is acted upon or not.

It remains incredibly positive that the work of the Council and our Financial Inclusion Partnership stand as exemplars from which others are encouraged to learn. The local CAB recently won an award with others for its early adoption of a casebook approach and it is very positive that we have expanded the work of our FIP to incorporate NBBC so they can adopt similar methods to ourselves based on our ever closer shared working across Revenues and Benefits. This has also seen us get many of our partnership objectives raised as countywide priorities via the countywide FIP. We hope that this will see an improved understanding of issues and a more joined up approach being adopted with county services that continue despite having objectives around the reduction of child poverty and better support of customers often sees them operating in isolation of Districts.

In conclusion, it remains pleasing that this joined up approach which has been promoted and advocated by the Council for a number of years is becoming evermore widely accepted as being key to delivery of positive outcomes with the reduced resources available and been accepted as the way to deliver positive outcomes (see also the food hub update below).

Welfare Update

We are now very much in the process of preparing ourselves for the impact of the full roll out of Universal Credit service across the whole of the borough despite some changes being announced in the Chancellors budget that will see our implementation of the service in Atherstone delayed from May to September 2018. The changes announced will also see us needing to implement a number of policy changes to assist customers deal with the transition period from legacy benefits or the loss of work to this new benefit in a different way that hopefully will mean that supporting customers impacted can be better managed to avoid them falling into arrears.

Based on the experiences of Nuneaton and others, we are also undertaking preparatory work that will see us adopting an approach to increasingly work with JCP colleagues to support people in need of personal budgeting support and wider ICT help as a key role for us going forward. The roll out of the new on line referral form will be key to delivering this objective and we expect to see an increase in the number of food parcels that will need to be issued due to delays created between application and the first payment. One of the key changes implemented as part of the budget is the removal of the very penal charge to access the DWP helpline which we have overcome locally for a number of years by offering such a facility from the community hubs. This is a pleasing development that will help people access help and advice without penalty

In view of these changes and further proposed tax credit changes, it has been agreed that the Council will again adopt a scheme with no change to its maximum 91.5% Council Tax Support scheme for 2018/19. This is the sixth consecutive year the scheme will be held at this level and mean the Council has the most supportive scheme in Warwickshire for those on low incomes). It is hoped this will maintain the Councils position in terms of its excellent collection record and best support customers impacted by these changes if agreed by members in 2018/19.

However, as part of discussions and to streamline / align the many benefit schemes now in operation, it is proposed that we will be working with NBBC and RBC on a more simplified banding scheme to replace the current CTS scheme from 2019/20 onwards. Full consultation and impact assessments will be undertaken before any changes are proposed

Food Projects

Since the last report, I am pleased that things continue to gain real momentum under the Ediblelinks brand that is now fully being coordinated by the Healthy Living Network

In summary;

At the CCS Awards in November, the project run with the Healthy Living Network and supported by Ocado won the Charitable Initiative of the Year meaning that we were the only double winner on the night

In addition, the Ediblelinks project which is delivering ground breaking work in supporting communities, schools and individuals. have also recently been made finalists in two categories at the biggest Local Government Awards of the year run by the Local Government Chronicle to be announced in March 2018.

The categories are Best Public/Private Partnership and Best Innovation and we will keep our fingers crossed for those and against mainly unitary Councils, AND London Boroughs is a huge feather in our cap to even be recognised.

In spite of these accolades, the highest priority continues to be is to secure income. The application made to the Big Lottery Help through Crisis fund for 3 years funding, which will provide enough time to test a sustainable model of working by charging community groups for membership continues to be dogged by delays and setbacks as various funds that were available have been pulled at short notice despite very positive comments being made regarding the need and innovative approach of the work being done. However, we remain hopeful via ongoing work with lottery staff that a solution can be found and proactive steps continue to be taken.

The project has also been subject of an independent review by WCC who have provided some of the funding from the WLWS monies provided by Central Government to help the project over the last 4 years. This fund remains underspent and has over £700,000 still available to be allocated and it is hoped that if the discussions to access funding from an external fund provider remain unsuccessful or are delayed further that this project should be given access to utilise further funds from this underspent budget to continue based on the excellent work it is delivering across predominantly NBBC and NWBC but increasingly the rest of the County. This is both in terms of health and educational benefits as well as welfare support which the project was initially set up to address.

During the 12 months since the Healthy Living Network took over the project they have doubled the number of community groups benefitting from its work, linked it closely to health message, increased significantly the volumes and collections of food stuffs, set up a network of honesty shops and linked its outputs to many health and wider benefits We are also planning the current Xmas Eve Turkey Run that again will support many individuals and groups support many activities in the run up and over the Christmas period which this year will involve both the Mayors from NWBC and NBBC in promoting its good work.

The project also continues to recruit, train and support volunteers and has become evermore proactive with their use of social media to promote messages which is showing how valued the project is in the area

There are so many positives from the work undertaken that it will be key to find a solution to ensure the ongoing work of the project that currently remains subsidised by the Council, NWBC and WCC in 2017/18 to hopefully see the food hub continue to develop and grow in its support of so many residents across the borough and beyond in what is seen as a totally unique project.

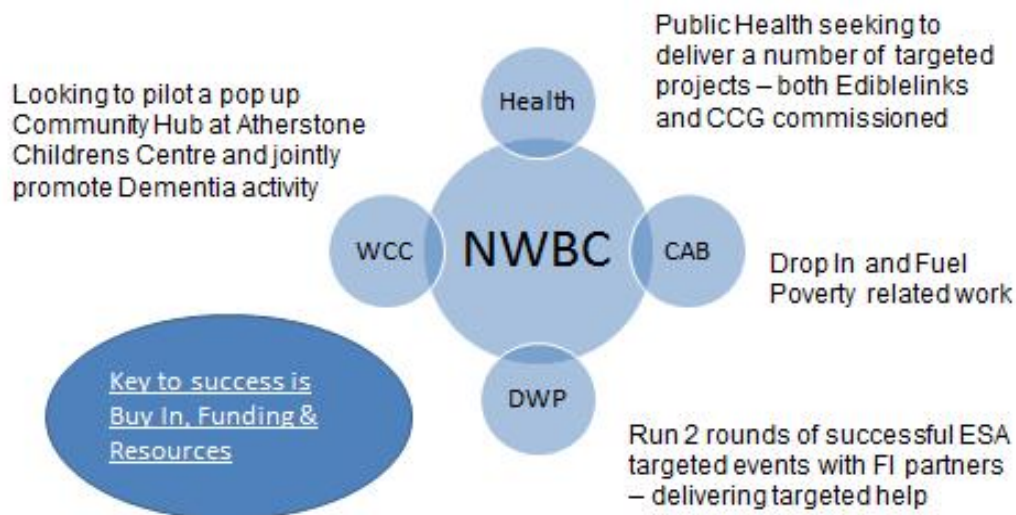
Community Hubs

The work on supporting the community hubs continues but the different ambitions and nature of the 6 hubs is making this task challenging and it is hoped that the hubs be aligned with the expectations of the ambitions of Public Health outlined in the Health report to ensure they can be sustained and made viable

Meetings have continued with Public Health and WCC to establish how we can better work together to deliver shared priorities and ambitions by utilising the best locations (these may be different to those currently supported) and that this needs to be achieved with paid resource and activities that will help fund room hire. These discussions will hopefully progress well over the next 3 months otherwise it may be necessary to review if the community hub project should continue beyond 2018/19

**Key Partners Needed
to Ensure Sustainability and Use**

We would hope that key partners would have regular contact with the hubs and would run regular drop ins/activities within the hubs



As part of the wider commitment to promote digital services and channel shift we will continue to promote accessibility to ICT in community hubs and the BOB Bus but we have accepted that this need which was the key reason for setting up the hubs in 2012 when access to technology was much more restrictive is no longer a major hook in encouraging the use of hubs due to the widespread use of mobiles and access to cheaper broadband or free wi fi.

Changes to the action plan		
<p>Making progress is largely dependent on being able to access internal / external resources and funding and is being delivered against the backdrop of the ever challenging environment in which we work. As such, we will continue to review our ability to continue to deliver on the many fronts we are currently engaged in what amounts to a very small team. The need to work in partnership with internal colleagues (e.g.) Housing, Community Development, DWP, WCC and other third sector partners is integral to us continuing to be successful and maintaining momentum on the wide ranging, proactive and innovative work undertaken to date and is something we are working on and trying to align actions and priorities.</p>		
Expected Outcomes		
<p>Positive engagement with a wide variety of customers and improved access to a wide range of services and information are being delivered in partnership and innovatively. This has seen us be flagged up as a site of excellence by our peers and has seen us be very successful in bidding for external funding. Our approach has built on our member and officer commitment to these agendas and the positive results that continue to be delivered many in partnership and despite the difficult financial and economic climate are testament to this.</p>		
Expenditure (SCS Funding)		
	Predicted Expenditure	Actual Expenditure
No allocated budget remains. The corporate access to services budget that is funding ongoing hub costs are the only funds available		
We have been allocated monies to support customers migrating to universal credit although at this time it is considered that it is unlikely to be sufficient based on our experiences on the SMART project. We will be reviewing how we are best using this money on a regular basis and will monitor this position		
Publicity		
<ul style="list-style-type: none"> • We continue to attend a significant number of internal and external officer and partner meetings to raise awareness, review better partnership working and plan future activity of all related activities. • Proposals on how we continue to promote our work as outlined in this report continues to be key to ensuring residents in the borough are aware of what support, help and opportunities are available. . 		
Lessons learnt		
<ul style="list-style-type: none"> • Relying on volunteers and third sector partners who have limited capacity and resources to develop new projects and support ongoing initiatives is hugely challenging and means significant demands on limited officer time continues to be needed. • Ongoing difficulties with recruiting volunteers remain because of employment opportunities in the area and the general lack of numbers coming forward locally 		

despite ongoing promotion

- Making progress in these difficult times and partnership working continues to get ever harder and our ambitions are not always met by our available resources

Sustainability of project

This is a key requirement and aim of all work being carried out to date and a key feature of any activity agreed to see how it can be supported long term by changing working practices to free up resources or identifying a suitable revenue stream where a need arises. There are clear examples that this is demonstrated in all parts of this report as to how we are seeking to make the work we are doing possible at a time of reducing resources.

In essence the work being promoted by the partnership around tackling poverty has become embedded into the Councils corporate and service plans making the activities undertaken part of the “way we do business” as opposed to a separate strand of activity.

Whatever happens, our work in this area is now about consolidation and utilising the resources we have and arrangements set up to help support customers improve their life chances and circumstances by providing access to the most appropriate tools and help available.

Money matters



The festive season is just around the corner but it will be New Year when many will have to face the cost of Christmas – when credit card bills land and the debts start to mount up. On the next few pages, you'll hopefully find lots of information on improving your finances and making your budget clean and lean in 2018.

Some facts and figures from 2016/17

The Borough Council collects upwards of £76,000,000 in Non Domestic Rates (NDR), Council Tax, and Housing Benefit Overpayments from around 27,558 Council Tax properties and 2,200 NDR properties.

In 2016/17, the Council collected

- **99.58%** of Business Rates owing making it the ninth best (same as last year) Council nationally of **325** Councils. In addition, arrears reduced by a massive **75.85%**, again one of the best nationally.
- **98.59%** of Council Tax due which placed the Council **56th** nationally. In addition arrears were reduced by **39.02%**.
- **99.57%** of Housing Benefit overpayments raised in a year.
- **98.77%** of housing rents - of all rent due plus arrears brought forward.

These figures demonstrate the Council has an excellent record for collecting monies. It was successful in its nomination for Public Sector Collections Team of the Year in 2016. This year it has again been shortlisted as finalists in four categories: Best Public Sector Collections Team, Vulnerable Customer Support Initiative (creditor), Charitable Initiative of the Year, Best Customer Service Provider. This recognises the Council's excellent and unique work to support its residents

The Council with its partners wants to help you make your money go further and help everyone to pay their bills on time. Being in debt costs you money and time and can also affect your health and well-being.

Direct Debit

Over 75% of people choose to pay money their Council Tax by Direct Debit. This is the easiest and cheapest way to pay and takes all the stress away. Simply sign up online today at www.northwarks.gov.uk

However, of the nearly 7,000 non Direct Debit households, the Council had to issue over 10,000 reminder notices. It also needed to get 1,930 orders in the Court to enforce payment at the cost of an extra £100 added to debtors' bills. Of these orders, where debtors failed to contact the Council or broke payment arrangements and didn't tell the Council why or their circumstances, nearly two thirds were sent to the Council's bailiff, Bristow & Sutor. This action adds a further cost to the debtor of £75 immediately and where a visit to the debtor is necessary, a further cost of £235.

"If you do not pay your rent there are serious consequences. The Borough Council successfully evicted 18 people last year due to non-payment of rent. If you experience financial difficulties, get in touch with the housing team as soon as possible to discuss your rent payments and avoid getting into arrears."

All these costs could potentially be avoided if you contact the Council as soon as you are having financial problems. There are many ways to help you make your money go further or increase your income. You are not alone and the local Citizens' Advice team is there to support you along with the Council's other partners.

Don't bury your head in the sand. Make a New Year's resolution to sort your finances out in 2018. Don't delay if you owe the Council money – get in touch by telephone, e-mail or in person and take the first steps to having a more secure financial future.

Some facts and figures from the CAB

The CAB has provided some information from research in North Warwickshire, showing that some residents still face serious financial issues.



In 2016/17 the CAB

Dealt with **11,687** issues raised

Gained **581,180** in income for clients

Wrote off debts of **£94,396**

Handled **111** emergency food parcel referrals.

Rescheduled repayments of **£68,637**

The results

2 in every 3 people had their problem solved

4 in 5 clients said the advice improved their lives

90% reported satisfaction with the overall service

Estimated savings of **£210,365** for the Department of Work and Pensions

Estimated savings of **£113,449** for the NHS

Estimated savings of **£186,522** for local housing providers

Estimated savings of **£8,608** for the Criminal Justice System

UC Universal Credit

On 25th October, the new Universal Credit (UC) Full Service system was rolled out in the Nuneaton and Bedworth Job Centre offices. This will affect some people in North Warwickshire who live in certain post code areas – you can check here at www.citizensadvice.org.uk/benefits/universal-credit/before-you-apply/Check-if-youre-eligible-for-Universal-Credit/

UC is the Government's new benefit for people under pension age and the rollout will affect all new benefit claimants. The change means that single people, couples and families making a new benefits claim may be asked to claim UC instead. Benefits include Income Support, the income-based elements of Jobseeker's or Employment and Support Allowances, Housing Benefit, and the Child and Working Tax Credits.

All new claims will need to be made online and all changes and updates will need to be done through a personal online portal. UC is paid calendar monthly in arrears, which may be different to the way your current benefits are paid. It's important to note that it may take up to six weeks for the first UC payment to come through. UC doesn't just affect people out of work. It incorporates Working Tax Credits which are claimed by people in work. To get UC, you must sign up to a Claimant Commitment which is an agreement with Jobcentre Plus in return for the benefit. This might mean agreeing to look for work or better paid work or taking up an offer of training to improve prospects. What you agree to will depend on your circumstances.

For more information, contact the Benefits Team on 01827 715341, or go to www.moneyadvice.service.org.uk/en/categories/universal-credit

New Council Tax payer?

Moving into your first home is an exciting and busy time. There are many things you will become aware of that you've never encountered before. Where is the water stop tap or utility meter? How do you send meter readings to the utility companies? And Council Tax....? You'll need to make sure you are registered for Council Tax at www.northwarks.gov.uk/ctaxreg You may qualify for a discount or exemption based on your circumstances. Find out more at www.northwarks.gov.uk/ctxreductions

The Council Tax reminders don't work in the same way as other reminders - so don't wait until the reminder arrives, before you pay your Council Tax bill. If you fail to pay your Council Tax, this could result in additional charges to your account, liability orders, court summonses, bailiffs and potentially imprisonment.



Go paperless, sign up for an e-bill!



Save time, paper and hassle by going paperless. You can now manage your bill securely online for free by signing up to electronic billing for Council Tax or Business Rates. When a bill is ready for you to view online on our secure website, you'll receive an email with a link to your new bill. All you need is an email address and your reference number, which is on your bill or statement. You can also choose to view your bills, statements or account details online but still receive paper copies in the post.

For example if you register for Council Tax Accounts Online you can see your bill and any amendments; your balance, when payments have been made and are due; direct debit confirmation letters and any correspondence. Sign up at www.northwarks.gov.uk

All the help you need in one form – helping you to help yourself

The Borough Council has developed a new online Customer Referral Form. It will enable you to make applications and also let you refer yourself for information, help and support from a variety of organisations. You can apply for any of the following from just one form:

- An Emergency Food parcel.
- A Discretionary Housing Payment (DHP)
- Or ask for Help and Support from a support organisation

If you already have an online account, or if you set one up, you will be able to 'save' the Customer Referral Form during completion and return at a later date to finish it. To see the list of partner support organisations or to fill in the online Customer Referral Form visit www.northwarks.gov.uk/crf

Do you receive Housing Benefit or help with your Council Tax?

Have you had a change in your circumstances?

If you receive help towards your Council Tax or Housing Benefit for your rent, you should tell the Borough Council about any change in your circumstances. You must tell the Benefits team at the Council - it's not enough to tell your landlord. If you are overpaid, you may have to pay it back.

Things you should tell the Council about: Is your to let us know have changed.

- You stop or start work.
- Changes in the amount of income i.e. your wages go up.
- Someone in your household moves out or someone moves in.
- The letter to calculate your benefit is incorrect e.g. if your income is less than you are receiving

Most of the changes can be sorted out over the phone and you usually won't have to fill in a form. Ring the Borough Council on **01827 715341** or email benefits@northwarks.gov.uk

The Food Hub continues to grow...



The North Warwickshire Food Hub was established in 2013. It was initially run in partnership with a homelessness charity until June 2016 and for the last year The Healthy Living Network charity, under the Ediblelinks brand. The project expanded further in March 2017 when Ocado donated two refrigerated vehicles to the project, funded through the plastic bag tax. The supplies are used to issue emergency food parcels to residents who may need support during difficult financial times and to support community groups and schools. The food used would otherwise have been sent to landfill.

Ediblelinks also supports 128 community groups and 16 school breakfast clubs feeding up to 400 children a day. This has produced amazing results in schools and helped communities establish new groups and build community spirit. On 2nd August 2017 the first Ediblelinks Open Day was held. Approximately 120 people were welcomed - from people who may have had a food parcel to partner organisations. A behind the scenes tour highlighted how the operation worked and what support is available.

The roll out of 'honesty shops' across North Warwickshire and Nuneaton and Bedworth Councils was recently featured on the local BBC news. It also highlighted other development initiatives with Ocado, which will help to deliver road safety advice and community sports activities. It is hoped that the Food Hub will grow and continue to support residents and more community groups. This is a totally unique project and is a model of excellence as brilliant public, private and Third Sector collaboration.

Ediblelinks always needs volunteers - there are a variety of roles for all abilities, so if you have a few hours to spare contact Bill McCann on 01827 719 220 or email billmccann@northwarks.gov.uk

Get ready for winter



With winter on the way, the CAB wants people to keep warm and healthy as the weather gets colder and says:

"Think about changing your energy supplier to save money. The average saving is around £200. If you find the prospect daunting, come and speak to our energy team at Citizens' Advice for assistance."

Claire went see the CAB's energy adviser when she was struggling to keep up with her energy bills. She has a young family and due to a low income and poor health, she had fallen behind on payments. The energy adviser helped her apply to her energy supplier's trust fund which awarded her over £1000 to clear her arrears. The CAB also found a charitable grant to replace her old cooker with a more energy efficient model. Staff helped her save money by applying for the Warm Home Discount scheme of £140. They also applied to Severn Trent's Big Difference Scheme which meant a saving of 90% off her annual water bill. To help her while her finances were stabilising, the Borough Council provided a food voucher for two weeks.

Claire has since said that she is now up to date with all her bills and is managing really well.

In the last 12 months ...



Call in with your latest energy bills to the CAB, The Parish Rooms, Welcome Street, Atherstone, CV9 1DU. Ring 01827 712852 or email SwitchedOn@nwcab.org.uk Opening times: Monday, Tuesday and Friday 9.30am- 2pm and Wednesday 3.30-6.30pm.



Managing your money

Taking the time to manage your money better can really pay off. It can help you stay on top of your bills and save £1,000s each year. You can use these extra savings to pay off any debts, put them towards your pension or spend them on your next car or holiday. Start by doing a weekly budget and sticking to it to help get your finances back on track.

Start your budget now at www.moneyadvice.service.org.uk/en/tools/budget-planner

Are you getting enough?

With the recent changes to benefits, are you sure you are getting all of the benefits you are entitled to? Perhaps you are starting work and need to find out what other benefits you may be able to claim? Why not visit www.gov.uk/benefits-calculators and try one of the free and easy to use online benefit calculators.

Save on water bills...

Severn Trent Water is working to help people who struggle the most with their water bills through The Big Difference Scheme. It's open to all Severn Trent Water customers, whatever your circumstances. If you qualify you could get a reduction on your water bill from 10-90%*. You'll remain on the scheme for 12 months, after which you'll need to reapply.

To apply for the scheme, call 0121 355 7766 or visit <http://www.sttf.org.uk/getting-help/the-big-difference/>



*based on the average water bill for customers in the Severn Trent region.

Where to go for help and support about your money and debt

Citizens Advice Bureau (CAB)

The CAB offers a range of free services and advice including information on your money, family and health issues and your legal rights.

Tel: Advice Line 0844 855 2322, Information line 01827 712852 or Visit www.adviceguide.org.uk

The Money Advice Service

For free, unbiased and independent advice on all money matters

visit www.moneyadvice.service.org.uk or Tel: 0800 138 7777

National Debtline

For free debt advice.

Use My Money Steps to get free online debt help – **visit www.nationaldebtline.org or Tel: 0808 808 4000 (Mon – Fri 9am to 8pm and Sat 9.30am to 1pm)**

StepChange

For free debt and money advice and a personal action plan

Visit www.stepchange.org or Tel: 0800 138 1111

Local Welfare Support Scheme

People in crisis who need emergency provision should call Warwickshire County Council. They may be able to help you with food parcels and emergency fuel costs. **Tel 0800 408 1448 (Freephone from landlines) or 01926 414124**

Age UK

If you're 50 and over and need information, advice and guidance about benefits, support services available to you, details of activities near to you and befriending services then **Contact Age UK, Partnership Centre, Coleshill Rd, Atherstone, CV9 1BN or Tel: 01827 717172**

Jobs Fair

Royal Mail, National Express, TNT and Ocado were amongst the employers at the October Jobs Fair at Atherstone's Memorial Hall. The event was open to everyone – so whether people were looking for employment, wanting to start up a business, needing advice about benefits or help with writing a CV, it had the lot. Other organisations, such as Groundwork, Talent Match, Prospects and LearnMyWay were there to help people build up their skills and confidence ready to enter the jobs market.

One young man at the Jobs Fair seemed particularly nervous and unsure of himself. It turned out that he had recently left a job that hadn't worked out for him but it had knocked his self-confidence. The young man was introduced to an adviser from the Accelerate Programme, which he said had been very helpful. They will help him towards his goal of a part-time retail position until he can set up his own business. He will also receive help in updating his skills and



qualifications, compiling a CV, looking for and applying for jobs and interview techniques.

There was a great turn out with around 200 people attending. The Fair also attracted more exhibitors than previous years with 41 stands including 26 businesses and 15 support organisations.

Bob Trahern, Assistant Chief Executive: Community Services said: "The event was a great opportunity for people to meet local employers and find out about the jobs on offer – ranging from production and warehouse work to caring for vulnerable people. It's good to hear that potential employers found the event very useful as they were able to speak with a wide variety of people who were interested in their vacancies and services. "

The employers said ...

"A very well run event that ensures stand holders are looked after and advertised well, ensuring foot fall on the day"

Julie Finch, Avon.

"The event was very well attended by motivated and well informed individuals"

Andrew Marlow, Chapter 1.

"Very good fair, well organised."

Yvette Austin & Erika Szatmari,
Reed /Angard

"Very engaged and interested customers both for financial advice on lowering their bills and also with employment."

Debbie Gardner, Severn Trent.

Accelerate... into employment

CDA is running a project across Warwickshire part funded by the Big Lottery and the European Social Fund. It offers support to anyone who is currently unemployed, including travel expenses, to attend the sessions so that you are not out of pocket! The project works with 25 other organisations helping to remove the barriers that people face when trying to get employment. The organisations can support people who have learning needs, disabilities, a visual impairment, prison leavers, lone parents and people over 50. This enables these client groups to gain qualifications, learn IT and help with looking for a job.

CDA will provide confidence building, IT skills, interview techniques, telephone techniques, application support, job search support and much more. There will be access to work experience placements, debt help, housing support, childcare support to name just a few.



Call the CDA Team on Tel: 02476 346209 or email: marie@cheers-cda.co.uk

Prospects

Prospects provides tailored education, employment, training services for people to develop their potential and transform their lives. There are services for those in the earliest stages of education, engaging with education establishments across the country.

For young people, Prospects provides targeted support helping young people who are: not in education, employment or training; vulnerable and/or have learning difficulties and disabilities, including Pathway services to care leavers. For adults, there is advice on learning and work through the National Careers Service.

**For more information email:
info@prospects.co.uk**

Talent Match

Are you 18 to 24 years old and want to try something a bit different?

If you have not had a long period of work in the last 12 months, then Talent Match may be able to help you. Talent Match is a flexible support programme, designed to address your individual needs and help you onto the right career path. Talent Match helps you overcome some of the barriers to work, helping you towards employment and training. All young people are given a personal mentor, who will support you all the way through the programme, help you to achieve your goals and overcome any challenges. Talent Match is free of charge and will not affect your entitlement to benefits.

To find out more about the project or to book a meeting with one of the programme mentors, ring 01827 718080 or email: talentmatch@wcava.org.uk

The BOB Bus



The BOB Bus is owned by the Borough Council and staffed in partnership with the North Warwickshire Volunteer Centre. The aim is to register and deliver basic online skills through the Learn My Way training programme. BOB is funded for one year to develop people's skills so they become confident and at ease with technology. It also aims to attract and engage more socially and digitally excluded people and enable them to access online government services.

New learners with internet access and the ability to learn by themselves can go to **www.learnmyway.com** and create an account by entering their details. The centre code required is 3455824 for the Volunteer Centre North Warwickshire.

**For more information, contact
Bill McIntosh on 0781 760 6125 or
email: bill.mcintosh@vcnw.org.uk**

Rethink

If you are motivated to work, but have a mental health condition and need help to find work or stay in work, then **Rethink** can help you with their Individual Placement Support –
Tel: 02476 673938 or email: mhess@rethink.org

Your Hubs



Atherstone Hub	St Mary's Church
Arley Hub	Arley & St Michael's Church and Community Centre
Baddesley Hub	Baddesley Village Hall
Coleshill Hub	Coleshill Town Hall
Dordon Hub	Dordon Village Hall
Hartshill Hub	Hartshill Community Centre

Visit your local Hub to use a range of free services including getting online, free WIFI and free use of laptops and tablets. You can also use the free Hub phone to contact services such as the Borough Council, Severn Trent and Age UK.

Visit your local Information Point for access to free WIFI and IT facilities at: Age UK/CAB Atherstone, Birchmoor Mission Hall, Coleshill Library, Derek Avenue – Dordon, Mancetter Memorial Hall, Polesworth Library, Water Orton Library and Wood End Village Hall.

For more information, go to www.northwarks.gov.uk/hubs or email hubs@northwarks.gov.uk

The Armed Forces Covenant

The Armed Forces Covenant is a commitment to the men and women who serve this nation at home and abroad. North Warwickshire is home to over 6,000 veterans. Many local families also have loved ones who are currently still in service. The Borough Council recognises the importance of ensuring the needs of the local Armed Forces Community are understood.

In partnership with Nuneaton and Bedworth Borough Council, the two councils obtained funding from the "Armed Forces Covenant Fund" for two years to help the local authorities' deliver the Covenant.

The funding will focus on:

- Establishing local Armed Forces Covenant Champions.
- Raising awareness and providing training about the Armed Forces Covenant, the needs of veterans and those serving and their families to frontline employees, policy makers, community groups and organisations, volunteers and Elected Members.
- Helping strengthen the link between the two councils, the local community and the Armed Forces community.

There's lots of support available for veterans, serving personnel and their families – go to the new website at www.veteransgateway.org.uk.



Faheem Sheikh, Armed Forces Covenant Development Officer said:

"The Covenant actively promotes the moral obligation of organisations to current and former members of the armed forces and their families. Over the coming months I'll be working closely with members of the armed

forces community to find out how we can best help them to access council services. We need to 'Ask the Question' about military service, to find out where needs exist and do our best to meet those needs. For this reason when military personnel, veterans and their families get in touch with their local council for any reason, I'd encourage them to mention their service, no matter how short. It will allow the Council to consider the best way to help and support them".



North Warwickshire
& Hinckley College

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Nuneaton & Bedworth Healthy Living Network co-ordination of Ediblelinks

Report to End of December 2017 Qtr 3

Progress

Since the last report in October 2017 HLN have been working hard to secure the future of the provision.

This has included contributing to the WCC review of the service. Meeting with Big Lottery National and Reginal office. Reviewing the operation to identify cost savings and efficiencies.

We have continued to develop the operation to include more free school breakfast club provision. Enabled three new projects to 'start up' including a community café in Coleshill, a community bakery for NEETS and a community family drop in session on Fridays in Nuneaton.

We have assisted other groups through the Christmas period to provide supplies to families through their services these have included P3, NBBC, NWBC, WCC Social Services, Children's Centre's, Salvation Army, The Chapel Newbold, Rugby, Nuneaton & Bedworth Food Banks and more while ensuring we exchanged data to avoid duplication.

We have identified multiple effort going into some areas of support and gaps in other provision. We will be working with WCAVA in 2018 to find solutions and deliver better outcomes for individuals, community organisations and the statutory sector.

Ediblelinks directly provided over 140 Christmas hampers to families across Northern Warwickshire on Christmas Eve.

Working with Public Health we have now identified the best way to evaluate the projects impact on community resilience and will be looking to implement new processes and systems as we go forward.

Recently the project was recognised at the Credit & Customer Service Conference & Award. Ediblelinks won the Charitable Initiative of the Year - This majored on the excellent partnership work between the Healthy Living Network, Ocado and Boroughs Councils

Ediblelinks has also been shortlisted for two awards run by the LGC (Local Government Chronicle magazine) Open to all parts of the public and private sector to enter, Ediblelinks was one of over 70 entries to be shortlisted to a final 5 in both the following categories

- Best Public/Private Partnership
- Best Innovation

Non-food items have been distributed through Christmas Hampers and to new projects as mentioned previously. In addition to families in crisis through the North Warwickshire Children and Families Team.

Any inappropriate items received are returned to Ocado on the next collection, this has included caviar, alcohol, high value electrical items and excess cereals.

Statistics

Qtr 3

Area	Number	Weight in KG
North Warwickshire groups	79	29,031
Nuneaton & Bedworth Groups	41	30,716
Other	15	13,960
TOTAL	135	47,607

	2017
Incoming (kg)	261, 990
Outgoing (kg)	231, 743
Surplus (kg)	30,247
Waste (kg)	6, 587
Stock holding	23,660

The number of food voucher referrals is considerably higher than last year.

QTR 1 April-June 2016 food vouchers

	April	May	June	TOTAL
No Vouchers	92	105	119	316
Adult	103	119	165	387
Children	147	82	114	114

QTR 1 April-June 2017 food vouchers

	April	May	June	TOTAL	% increase
No Vouchers	118	176	136	430	36%
Adult	157	261	220	638	65%
Children	133	186	183	502	44%

QTR 2 July –Sept 2016 2nd quarter

	July	Aug	Sept	TOTAL
No Vouchers	102	115	109	327
Adult	136	138	157	431
Children	111	131	107	369

QTR 2 July –Sept 2017 2nd quarter

	July	Aug	Sept	TOTAL	% increase
No Vouchers	102	120	143	368	13%
Adult	106	172	239	498	16%
Children	158	119	214	460	25%

QTR 3 Oct-Dec 2106

	October	November	December	Total
No Vouchers	110	121	109	340
Adult	162	180	250	592
Children	104	137	138	379

QTR 3 Oct- Dec 2017

	October	November	December	TOTAL	% increase
No Vouchers	196	249	187	632	85%
Adult	289	343	310	942	60%
Children	260	289	272	821	117%

This quarter represents the largest climb in percentage increase of referrals. It also has a significant number of children.

Next steps

Unfortunately for Ediblelinks, Big Lottery has recently had an internal restructure. This has resulted in HLN having to re submit our application for funding to another part of the newly formed structure.

This was completed in December 2017 and followed visits to the operation from the BL National and Regional offices. It is anticipated there will be a presentation of the bid to BL steering committee in early 2018. We have an appointed local officer Stephna Davis-Watts to work with us on the application at all stages and remain hopeful of a positive outcome. The decision making time frame is unclear and therefore we are planning accordingly to try and make funding secured stretch further until BL have the opportunity to make a decision.

HLN are critically reviewing all costs associated with the operation. With better logistical management we have been able to give up one of the three industrial units previously occupied immediately saving money on utility bills and future rental. After consulting staff, volunteers and with HR involvement there will possibly be further changes to the service to stretch a small budget further but remain operational.

In the meantime HLN are looking at alternative funding streams and options.



Working in Partnership With



Revenues, Benefits and Customer Services Service Plan 2018/19

“Striving to deliver Modern, Accessible Quality Services”

CCS WINNERS 2017

Public Collections Team
of the Year 2017



ediblelinks
connecting people
and communities

CCS WINNERS 2017

Charitable Initiative of the
Year 2017

This is an extract of the relevant Service Plan Ambitions and Commitments

Future Issues and Priorities

- Ongoing review of the impact of the wider Welfare Reforms and Comprehensive Spending Review
- The impact of the ongoing migration to Universal Credit and other ongoing welfare reforms particularly when aligned with the ongoing uncertainty on funding and reducing administration subsidy. Due to the current climate, additional ad hoc grants are being paid to undertake new burdens but what we will receive and managing this is proving very difficult
- The ongoing support of the Community Hubs and the Food bank (reliant on ongoing demand and funding) – identifying funding from external sources, attracting volunteers and working with communities is a key threat to the sustainability of both initiatives
- The challenge of getting people on line and improving our online offer to customers as part of the delivery of the Customer Access Strategy
- The ongoing need for a more corporate prioritisation of debt approach; and the need to have regard to the financial implications of recovering Council Tax, Housing Rent, Housing Benefit Overpayment & NDR Tax debts
- The need to maximise New Homes Bonus and NDR growth and reduce losses from rates avoidance and evasion / mitigate the impact of HS2
- Identifying any further changes that will make the shared service arrangement with NBBC even better

Challenges and Concerns

- The Level of Government Funding continues to reduce – administration subsidy has fallen as a result of ongoing CSR requirements, & the will reduce further in line with the planned transfer of Housing Benefit into Universal Credit. as well as the requirements of the Council to deliver ongoing saving. This is against a backdrop of increasing demands from our impacted customers as they look to the Council to provide help and support.
- Staff retention and motivation and its impact on performance, sickness levels and overall morale within the service
- Relationship with partners, in particular WCC and JC+ – evermore work is needed to maintain positive relationships and deliver on joint Government and Member agendas / priorities around the long term unemployed and our most vulnerable customers health and well being

Action	Corporate Objective	Lead Officer	Start Date	End Date	Priority	Measurement of Success	Resources
Implement and review the impact of GDPR changes (Data Protection Changes) that go live in May 2018 on service forms and operation	Customer Access Strategy Quality Service Provision VFM	ACE (CS) R&B Mgr CCM	April 2018	March 2019	H	An efficient and legal system A system that makes reporting changes easier and quicker	None other than existing resources.
<p>Implement legislative and operational changes, produce promotional & consultation materials and undertake specific testing and impact reviews of the following</p> <ul style="list-style-type: none"> The Localised Council Tax Support scheme for 2019/20. This will likely see adoption of a banded scheme to reflect the impact of the introduction of UC The ongoing roll out of the Universal Credit – our full service for all new claimant types is planned to take place by September 2018 The ongoing transition from ESA to the new Personal Independence Payments A review of the implemented Business Rates schemes plus any new ones proposed 	Quality Service Provision New Legislation	ACE (CS), R&B Mgr B & FI Manager, SSO AD (F & HR) AD (H)	May 2018	December 2018	H	Implemented on time and affected customers notified Reports and briefings completed for Members and other interested groups as appropriate	Existing Internal Resources to complete exercises in with on occasion temporary resources recruited with specific New Burdens funding provided
			April 2018	March 2019	H	In order to achieve what is as yet an unknown amount of work – success of other service plan commitments may need to be cancelled or deferred to accommodate the amount of “known and as yet unknown” work necessary to introduce changes effectively	Working with ;- Housing Division ICT Division
			April 2018	March 2019	H		Other Warwickshire Councils Warwickshire CC Job Centre Plus Other Public Sector and Third Sector Partner Organisations
			April 2018	March 2019	H		

Action	Corporate Objective	Lead Officer	Start Date	End Date	Priority	Measurement of Success	Resources
Partnership and Financial Inclusion Commitments							
Oversee the operation of the NW FIP to deliver and coordinate Financial Inclusion (F.I) activity in the borough	Health and Well Being Theme Quality Service Provision	ACE (CS) B & FI Manager	April 2018	March 2019	H	Regular meetings and Action Points implemented	Activity of the CAB, Credit Union and Warwickshire Welfare Rights continues to be reviewed as part of the wider borough wide and countywide commissioning of advice services by WCC
Work with the Countywide FIP as well as NBBC via our shared work on this agenda to determine the best approach around the commissioning and funding of advice services and complimentary activity. This will focus on being party to ESIF, Lottery and WLWS bids coordinated regionally where possible	Customer Access WCC Priority	ACE (CS) R&B Mgr B & FI Mr AD (CD) Policy AD (CS) Policy Support	April 2018	March 2019	H	An approach is agreed for advice activity to be undertaken internally and with partners	Internal F.I. support will continue to be delivered by R&B and Housing staff
Continue to develop effective operational & liaison arrangements with the DWP to determine an agreed role for the Council in delivering the Universal Support – Delivered Locally agenda. This will be based on having a financial and political mandate to undertake this work	Customer Access Strategy Quality Service Provision VFM	ACE (CS) R&B Mgr CCM B & FI M	April 2018	March 2019	H	New working practices agreed	None other than those already identified New burdens funding has been provided in 2017/18 and we await future funding proposals from 2018 onwards by the DWP
Continue to look for funding and other joint working opportunities to prepare people for UC and mitigate the outcomes from other welfare reforms		ACE (CS) B & FI Manager R & B Mgr	April 2018	March 2019	M	Successful Funding Bids	Additional support will be available from Jobcentre plus staff

Action	Community Plan Obj Corporate Objective	Lead Officer	Start Date	End Date	T/L Priority	Measurement of Success	Resources
<p>Continue to work alongside, and support the CAB and our CEA's. This will be undertaken by promoting the awareness of their service, agreeing activities to be followed and making proactive referrals. These will include but are not limited to</p> <ul style="list-style-type: none"> • Determining the best approach for dealing with customers in debt in a corporate way • Implementing and reviewing alternative enforcement remedies to be used • Promoting budgeting support available • Reviewing ongoing funding <p>Enter "IRRV awards and other peer awards if our performance and partnership continues to be successful and deliver excellent outcomes</p>	<p>Quality Service Provision Health and Well Being Customer Access Strategy VFM The Local Economy</p> <p>WCC Priority</p>	<p>ACE (CS) R&B M R Mgr B & FI Manager AD (H) AD (CD)</p>	<p>April 2018</p>	<p>March 2019</p>	<p>H</p>	<p>A customer focused debt advice and information service being delivered and accessible to all residents</p> <p>Ongoing high collection rates</p> <p>Cost effective and realistic enforcement methods deployed</p> <p>Write offs approved in appropriate cases</p> <p>Shortlisted for the award following submission</p>	<p>The Councils main funding to support the CAB is coordinated via the Community Development Division and Housing Division.</p> <p>New burdens funding has been provided in 2017/18 and we await future funding proposals from 2018 onwards by the DWP that will help inform current activity</p> <p>If any changes are proposed and approved, the existing budget will need reviewing and approving</p>

Action	Corporate Objective Divisional Objective	Lead Officer	Start Date	End Date	T/L Priority	Measurement of Success	Resources
Continue to work with other Councils and welfare agencies to promote awareness of ongoing Welfare Reforms and maximising entitlement/ access to help and support in a collaborative way where possible	Quality Service Provision The Local Economy Health and Well Being WCC Priority	ACE (CS) R & B Mgr B & F.I Manager	April 2018	March 2019	H	Advice and Signposting being provided by a number of mediums in a coordinated way via <ul style="list-style-type: none"> • North Talk • Website • Targeted letters Increased take up of benefits or schemes	Within existing resources Any future activity will have to be subject of any successful ESIF / Lottery bids or utilising Government funding specifically provided to help promote awareness or take up campaigns
Continue to promote fuel poverty & water save messages with Public and Private Sector partners as well as the Housing Division / Public Health and CAB	Quality Service Provision, Health and Well Being	R & B Mgr B & F.I Manager AD (H) Policy	April 2018	March 2019	M	Incorporate joined up messages in any targeted campaigns on website and in North Talk Action Plans agreed	None internally – funding to run the service is reliant on agreed funding being identified from, WCC
Continue to support FIP Partners in particular WCC, Public Health and JC Plus to promote and develop activities that support the better delivery of the Councils Community Partnership Agenda, Health and Well Being Action Plan & delivery of community hubs	Corporate themes of Health and Well Being Better Access Improving Skills and Aspirations	ACE (Solicitor to the Council) ACE (CS) AD (CD) AD (H) WCC Lead	April 2018	March 2019	H	Agreed projects being delivered Outcome reports communicated to Members via the NWCP, C&E Reports and Task & Finish Group	None other than already committed Explore opportunities for external funding. Any bids will need to be supported from existing resources

Action	Corporate Objective Divisional Objective	Lead Officer	Start Date	End Date	T/L Priority	Measurement of Success	Resources
If a business case can be approved for 2018/19, continue to work alongside Ediblelinks; NBBC and OCADO / ALDI to determine the future ongoing delivery model of the food bank and the ongoing viability of the operation	Health and Well Being Theme Quality Service Provision Customer Access	ACE (CS) CP Officer	April 2018	January 2018	H	Food Banks operating successfully in support of the WLWS scheme and the Councils own referral process	Currently subject of a lottery bid and WCC Review into ongoing funding beyond March 2018
Assist in identifying future funding streams with WCC, Public Health and other external funding providers		ACE (CS) B & FI M AD (CD)	April 2018	January 2019	H	Complimentary support to our welfare and health commitments	If both are refused, discussions will be undertaken with members to fund locally for a further period and to determine ongoing local support to continue this initiative
An ongoing review of internal referral in terms of the provision of food as part of the Councils debt / welfare approach		R & B Mgr B & FI Mgr R Mgr AD (H)	April 2018	March 2019	H	Making a positive difference on welfare, health and well being grounds within the borough	This may involve seeking to get contributions from other agencies and organisations benefitting from these provisions, or stopping the operation in full or part in line with available resources.
Agree future partners and projects to utilise food supplied		ACE (CS) B & FI M	April 2018	March 2019	M	Shortlisted for the award following submission	
Undertake the OCADO Christmas Eve "Turkey Run" project		ACE (CS) CP Officer	October 2018	December 2018	M		
Enter appropriate awards for external recognition		ACE (CS)	April 2018	March 2019	M		

Action	Divisional Objective	Lead Officer	Start Date	End Date	T/L Priority	Measurement of Success	Resources
<p>Assist in supporting the ongoing development of the Community Hubs. This will involve promoting but not directly delivering</p> <ul style="list-style-type: none"> A variety of Community Focused Activities around health & well being, job clubs, social eating, cooking etc alongside WCC and DWP Providing coordinated support to hub coordinators Promoting the facilities and the technology within them as information points Assist the hubs and CAVA identify volunteers to help resource the hubs deliver outcomes <p>Review location of facilities in line with possible WCC and Public Health involvement</p>	<p>Customer Access Strategy Quality Service Provision</p> <p>Health and Well Being theme links</p> <p>Access theme links</p> <p>Improving Education and Aspiration Theme links</p>	<p>ACE (CS) / CCM AD (CD) B& FI Mgr</p>	<p>April 2018</p>	<p>March 2019</p>	<p>H</p>	<p>Each hub open for over 15 hours per week (where agreed by the end of Year 3 of its operation) and support a variety of programmes to local communities</p> <p>Use of the facilities by communities and organisations making the hubs vibrant and engaging.</p> <p>Delivery of programmes with partners</p> <p>Effective alignment with the WCC One Public Estate Programme</p>	<p>None other than already committed</p> <p>Explore opportunities for external funding from other partners or elsewhere. Any bids will need to be supported from existing resources</p> <p>Carried Forward underspend on Access budget could be used for funding agreed key activities</p> <p>CAVA identifying monies for the hubs to thrive</p>
<p>Determine the appropriate ongoing use of the B.O.B Bus</p> <p>It is anticipated that this is most likely to be used at promotional events at events attended by our customers and for undertaking corporate consultation events</p>	<p>Customer Access Strategy Quality Service Provision</p> <p>Health and Well Being theme links</p>	<p>ACE (CS) / CCM AD (CD) B& FI Mgr</p>	<p>April 2018</p>	<p>March 2019</p>	<p>M</p>	<p>Vehicles being used at appropriate events at least 20 days per year and by partners where appropriate</p>	<p>None other than already committed</p>

Agenda Item No 7

Community and Environment Board

12 March 2018

**Report of the
Assistant Director
(Leisure and Community Development)**

**Financial Assistance to Outside
Organisations**

1 Summary

- 1.1 Borough Council support for outside organisations is provided in many ways, including through its Annual Grants Scheme and through wider partnership agreements. Requests for assistance through the provision of an annual grant have been received from Warwickshire Community and Voluntary Action (WCAVA), North Warwickshire Citizens Advice Bureau (NW CAB), Live and Local and the North Warwickshire Allotments Federation.

Recommendation to the Board

- a That Members note the progress made by WCAVA in its delivery of the Third Sector Infrastructure Support Grant Agreement and approve financial assistance in the form of two instalments for 2018/19 as detailed in the report;**
- b That Members approve the draft Service Level Agreement for further negotiation with NW CAB and that the proposed financial award for 2018/19 be approved and administered as indicated in the report, including the provision for the second instalment to be made subject to the prior agreement of the Chairman and Vice-Chairman of the Board;**
- c That Members note the work undertaken by Live and Local in assisting local promoters to deliver professional arts performances in local venues and approve the proposed grant award towards the countywide Key Client Agreement; and**
- d That Members note the work undertaken by the North Warwickshire Allotments Federation and approve the proposed annual grant award, subject to the successful conclusion of negotiations in respect of the appended draft Service Level Agreement.**

2

Consultation

- 2.1 The Chairman, Vice-Chairman and Opposition Spokesperson for the Community and Environment and Resources Boards and the Safer Communities Sub-Committee, together with Members with responsibility for Health, Wellbeing and Leisure, have all had an opportunity to comment on the content of this report. Any comments received will be reported verbally at the meeting.

3 Introduction

- 3.1 Through its provision of financial assistance to voluntary and outside organisations, the Borough Council seeks to ensure cost effective support for a broad range of services for the community of North Warwickshire. In pursuance of this objective, this report considers applications for assistance, and recommends awards, through its Annual Grants for Voluntary Organisations scheme.
- 3.2 Requests for funding support for 2018/19 have been received from four organisations; WCAVA, NW CAB, Live and Local and the North Warwickshire Allotments Federation.

4 Warwickshire Community and Voluntary Action (WCAVA)

4.1 Annual Grant Request

- 4.1.1 The countywide Third Sector Infrastructure Support Services Agreement was awarded to WCAVA by Warwickshire County Council in 2016. The contract has just been extended for another twelve months and will become effective from 1 July 2018.

- 4.1.2 WCAVA is monitored through its achievements against the countywide Agreement, in respect of which a report has been provided for North Warwickshire, detailing how it is meeting the outcomes of the Agreement locally. Activity from April to December 2017 is highlighted in Appendix A. The North Warwickshire report provides detailed information on the work undertaken and will enable Members to consider the request to provide funding support for 2018 / 19.

- 4.1.3 During 2017, the North Warwickshire office has worked with an average of 59 unique organisations per quarter. These interventions have predominately been around funding, with 17 successful funding applications supported. WCAVA also facilitates a Voluntary Action North (VAN) forum, which provides the opportunity for groups to network, gain information and share best practice. At the VAN forum held in November 2017, 31 people attended the event. WCAVA has been particularly successful in linking public agencies with the wider “third” sector and in providing an opportunity for groups to network.

- 4.1.4 WCAVA is represented on the Local Strategic Partnership and works closely with Borough Council officers on third sector matters. It is also an active

member of the LEADER Local Action Group and is continuing to work closely with the Big Local project in Arley and Ansley.

4.2 Proposed Financial Support

4.2.1 The proposed award to WCAVA in 2018/19 is £11,875, which is the same level of funding awarded during the last financial year. The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of WCAVA, in providing infrastructure and development support to the third sector in North Warwickshire.

5 North Warwickshire Citizens Advice Bureau (NW CAB)

5.1 Annual Grant Request

5.1.1 Members will be familiar with the nature of the request from the CAB and the need to link any Annual Grant award to the negotiation of an approved annual Service Level Agreement (SLA). Through the Agreement, the Borough Council seeks to ensure the delivery of mutually compatible outcomes in return for its investment. Wherever possible, these outcomes are linked to the objectives and priorities of the North Warwickshire Sustainable Community Strategy. In this regard, the draft 2018/19 SLA for the CAB is attached at Appendix B. Subject to Board approval, it will provide the basis for the negotiation of the final Agreement.

5.1.2 NW CAB is monitored through the production of a report that details the support work that has been provided to the residents of North Warwickshire. The January 2018 review report is attached at Appendix C. In brief, however, the report identifies that in the period between 1 April 2017 and 22 February 2018 the NW CAB had a number of positive outcomes. Over 100 clients were able to reinstate or increase benefits, 97 food bank referrals were made and £176,152 of debt was written off in negotiation with creditors. Debt relief was the issue that significantly increased during this period, with a rise of related enquiries of 245% (159 issues recorded). Universal Credit issues also increased by 240% over the last year (132 issues recorded). The NW CAB has 18 volunteer advisors that have been trained in a number of areas, such as safeguarding, telephone advice, customer service and Prevent training. In total, the report identifies that 9,352 contacts were made on 16 separate issues. In addition to this, the Breakthrough Project is on target to provide support to 75 clients on multiple issues.

5.2 Proposed Financial Support

5.2.1 NW CAB is providing services that continue to be required by the local community. The level of financial assistance proposed through the Annual Grant scheme for NW CAB in 2018/19 is £34,807.50. This sum is set at the same level as that awarded during the last financial year.

5.2.2 The SLA for NW CAB requires a six monthly review of its work to be undertaken in order to ensure compliance with the provisions of the

Agreement. It is proposed that this award continues to be made in two half-yearly instalments and that the second payment is only made with the prior agreement of the Chairman and Vice-Chairman of the Board and upon the satisfactory completion of work in the first period.

- 5.2.3 The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of NW CAB. The Borough Council also provides further financial support (subject to application) by offering NW CAB the maximum level of discretionary rate relief (a sum of £1,005 was awarded in 2017/18). At the time of writing this report, the estimated value of rate relief for 2018/19 had not been calculated. The charge for April 2018 will be calculated according to the outcome of the revaluation exercise being carried out by the Valuation Office Agency.

6 Live and Local

6.1 Annual Grant Request

- 6.1.1 Live and Local works with voluntary groups and professional artists to create new audiences for the performing arts, with a view to enabling the development of stronger communities. The organisation achieves this by co-ordinating professional, good quality performances in a network of non-mainstream venues, such as community halls, and by working in partnership with voluntary and other organisations.

- 6.1.2 Live and Local brings people together, playing an important part in the social life of participating communities. It builds support for community venues, encourages volunteering and helps to develop active communities, thereby contributing to a range of local priorities, such as raising aspirations and skill levels, developing healthier communities and improving access to services.

- 6.1.3 The Grant Aid Agreement is produced for a period of one year and is administered by Warwickshire County Council's Art Service. The Agreement is produced on behalf of its partners, which include North Warwickshire Borough Council, Rugby Borough Council and Warwick District Council.

- 6.1.4 In previous years, Warwickshire County Council has made a financial contribution to the Agreement. This will not be the case in 2018/19, however, due to priorities within budgets. At the time of writing the report, it is believed that Rugby Borough Council and Warwick District Council will continue with the same level of investment as that made in 2017/18. Live and Local has stated that if the Authority's investment remains unaltered, then the level of outputs delivered in North Warwickshire will also remain unchanged.

- 6.1.5 Live and Local had a target to deliver ten shows in 2017/18. This target was surpassed, however, as 11 shows were delivered in North Warwickshire. This included a theatre performance at Atherstone's Big Day Out in September 2017, two shows at Hurley Village Hall, three at Fillongley Village Hall and four at the Owen Street Community Arts Centre. Attached at Appendix D is a "Value for Money" overview of Live and Local's 2016/17

... performances. Appendix E details the current position in respect of its 2017/18 programme (October 2017 to May 2018), which details the promoters, the venues and their chosen performances.

6.2 Proposed Financial Support

6.2.1 It is proposed that the level of support awarded to Live and Local last year (£2,000) is retained for 2018/19. The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of Live and Local. The Key Client Contract identifies the required key functions and it is used to monitor Live and Local's performance over the period of the Agreement.

7 North Warwickshire Allotments Federation

7.1 Annual Grant Request

7.1.1 The North Warwickshire Allotments Federation, which is run by volunteers, seeks to bring together representatives from allotment associations and groups across North Warwickshire. The Federation hosts or takes part in regular events aimed at developing and promoting allotments. During 2017, six events have been delivered, including the Annual General Meeting, the annual Competition Awards Evening and a NWAFF Annual Produce Show, held in conjunction with Church End Brewery Country Fayre. Participation numbers have surpassed the level achieved during 2016. The Federation currently has six members on its Committee, which met on 11 occasions during the year.

7.2 Proposed Financial Support

7.2.1 It is proposed that the level of support provided to the Federation in 2017/18 (£500) is retained for 2018/19. The Authority is continuing to support the North Warwickshire Allotments Federation through an annual Service Level Agreement, a draft of which is attached at Appendix F. The principles within the Agreement remain unchanged from the previous year. It is proposed that the suggested grant award is made conditional upon the successful conclusion of negotiations in respect of the Service Level Agreement.

8 Report Implications

8.1 Finance and Value for Money Implications

8.1.1 Provision has been made for the proposed Annual Grant Awards within the Support to Voluntary Organisations revenue budget allocation for 2018 /19.

8.1.2 Supporting community and voluntary sector work is a very cost effective way for the Borough Council to maintain service provision for the residents of North Warwickshire.

8.2 Safer Communities Implications

8.2.1 There is no direct safer communities implication arising directly from this report, although the activities that are supported by Live and Local provide positive diversions from anti-social and / or nuisance behaviour. NW CAB's work, particularly with regard to the provision of financial advice, can also help to prevent people from resorting to criminal activity to resolve their personal problems.

8.3 Environment, Sustainability and Health Implications

8.3.1 Providing financial assistance to community and voluntary sector organisations is a cost-effective way of increasing local service provision and helping to enhance individual and collective quality of life.

8.3.2 The Allotments Federation provides support to local Allotment Associations, supporting their sustainability, which is, in turn, having a positive impact upon the local environment. Similarly, Live and Local supports communities in their endeavours to ensure the on-going sustainability of local venues.

8.3.3 The activities of each of the organisations identified in this report positively impact upon people's health and wellbeing. Live and Local's support enables promoters to provide good quality arts productions in local venues, which positively advance people's mental health and wellbeing. The Allotments Federation's work supports allotment gardening, which has the potential to improve both physical and mental health.

8.4 Risk Management Implications

8.4.1 There is no change to the risk management implications previously reported to the Board consequent upon the content of this report.

8.5 Equalities Implications

8.5.1 An Equality Impact and Needs Assessment has previously been undertaken, which did not highlight any negative impact consequent upon the proposed financial awards. The advice offered by NW CAB helps to provide equality of opportunity and address inequality within the local community. By helping local promoters to provide professional arts productions in local venues, Live and Local is increasing access to art and entertainment services for all members of the community.

8.7 Links to Council's Priorities

8.7.1 The provision of financial assistance to community and voluntary sector organisations has positive and direct links to the corporate priorities in respect of:

- Responsible financial and resource management
- Creating safer communities
- Protecting our countryside and heritage
- Improving leisure and wellbeing opportunities
- Promoting sustainable and vibrant communities
- Supporting employment and business

8.7.2 The provision of financial assistance to community and voluntary sector organisations also has a positive impact upon the Sustainable Community Strategy objectives to:

- Raise aspirations, educational attainment and skill levels
- Develop healthier communities
- Improve access to services

The Contact Officer for this report is Emma McKay (719356).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
1	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (Financial Assistance to Outside Organisations)	March 2017

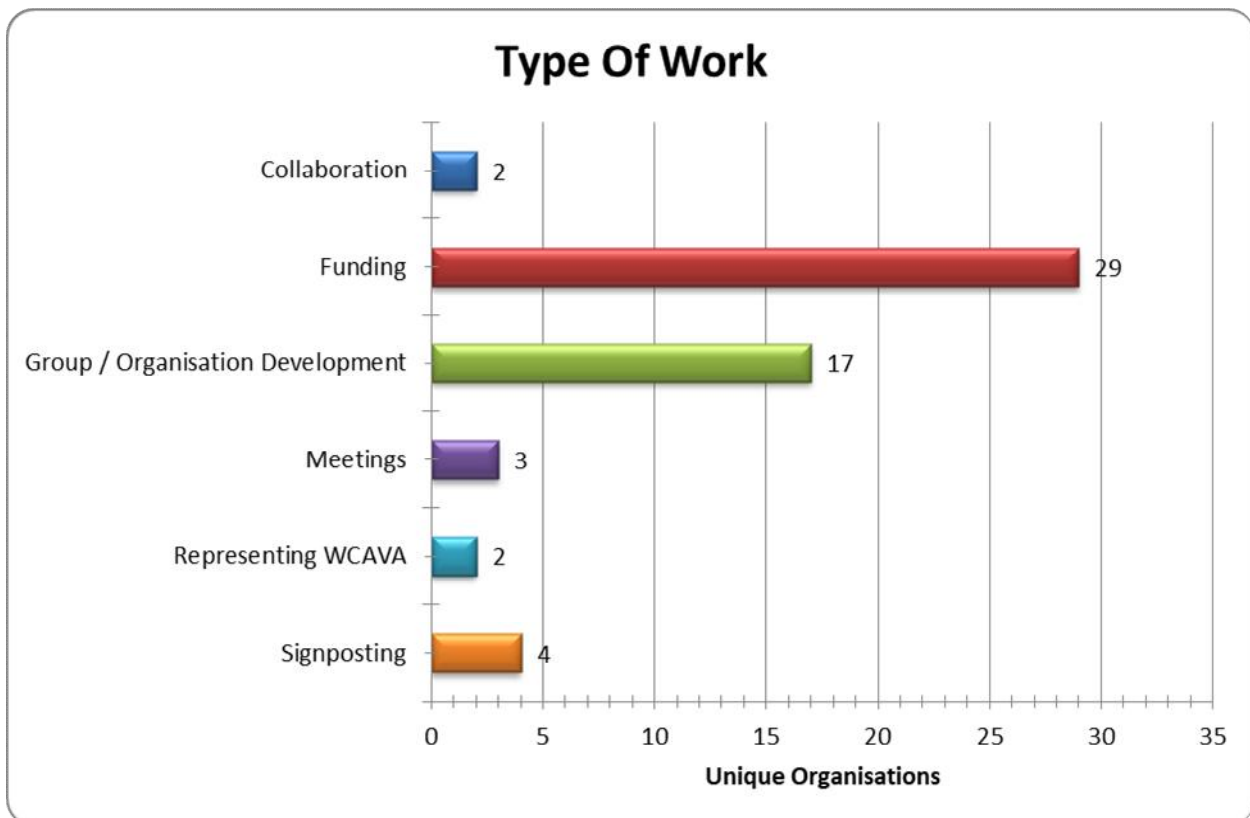
Appendix A North Warwickshire Apr - Dec 2017 Performance Report

KPI 1. Infrastructure Support to the Sector

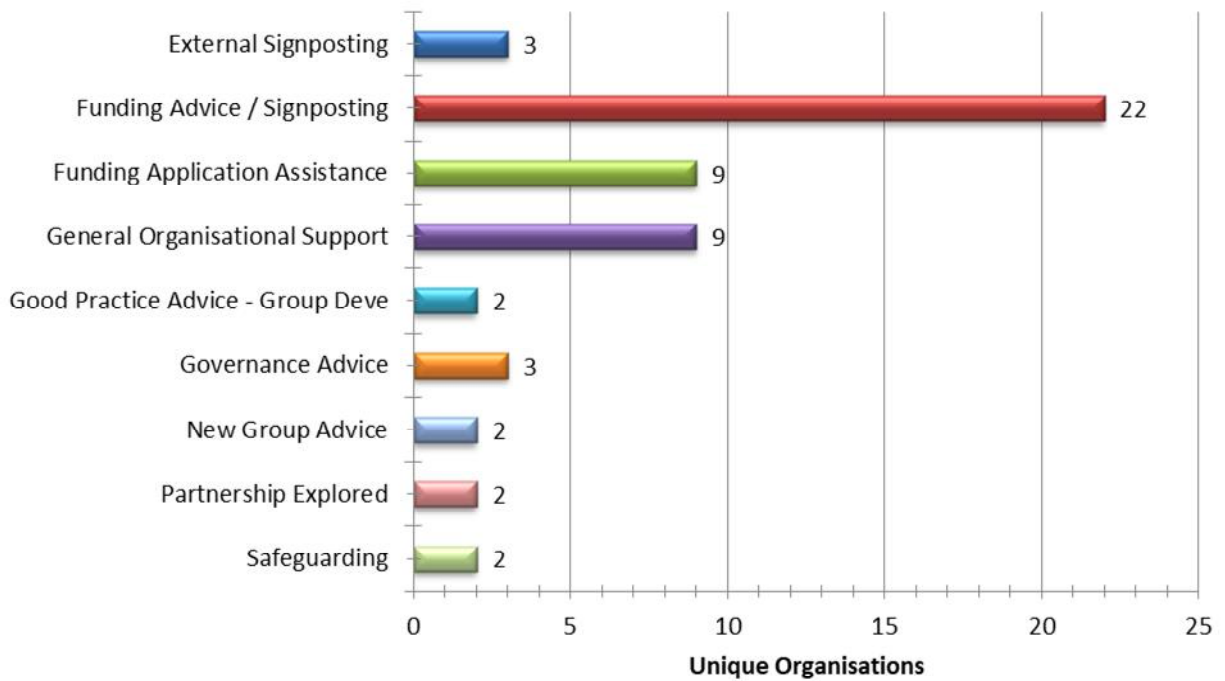
We want to see an increase in the volume and quality of organisational support provided to the third sector (e.g. support with funding applications, support with policy development etc.)

	Organisations Supported	Interventions
Quarter 1: Apr – Jun 2017	65	78
Quarter 2: Jul – Sep 2017	56	76
Quarter 3: Oct – Dec 2017	55	77

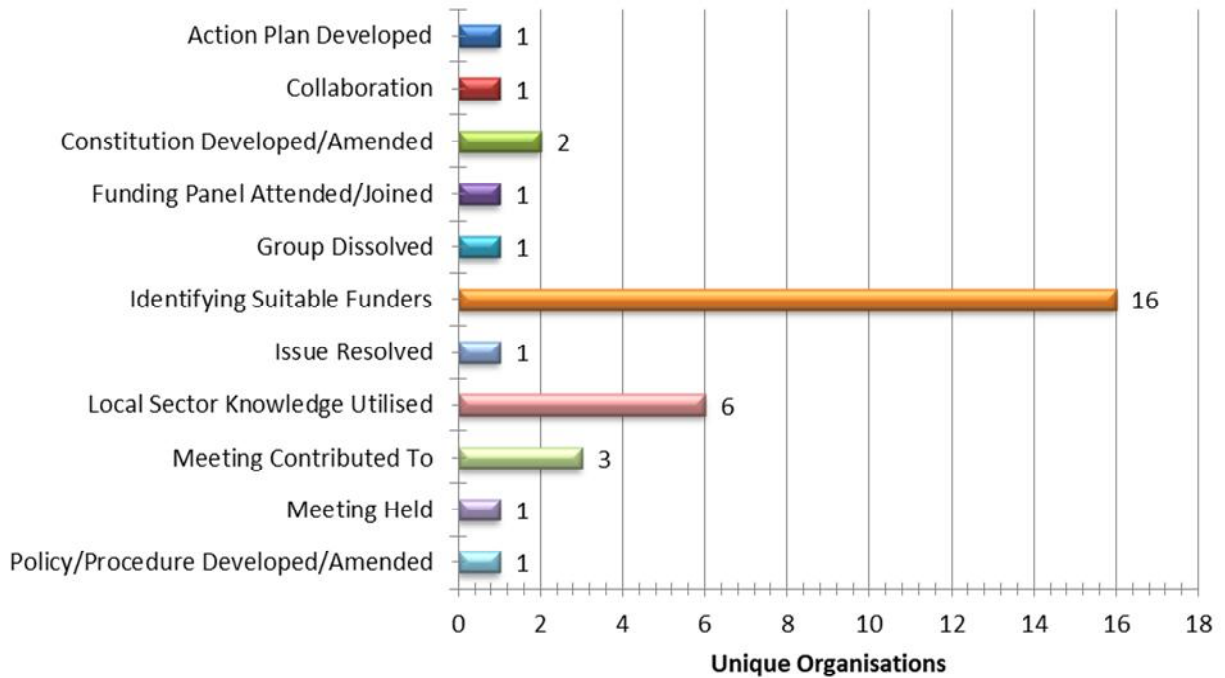
This quarter we have supported **55** unique organisations, with **77 different interventions**.



Specific Activities

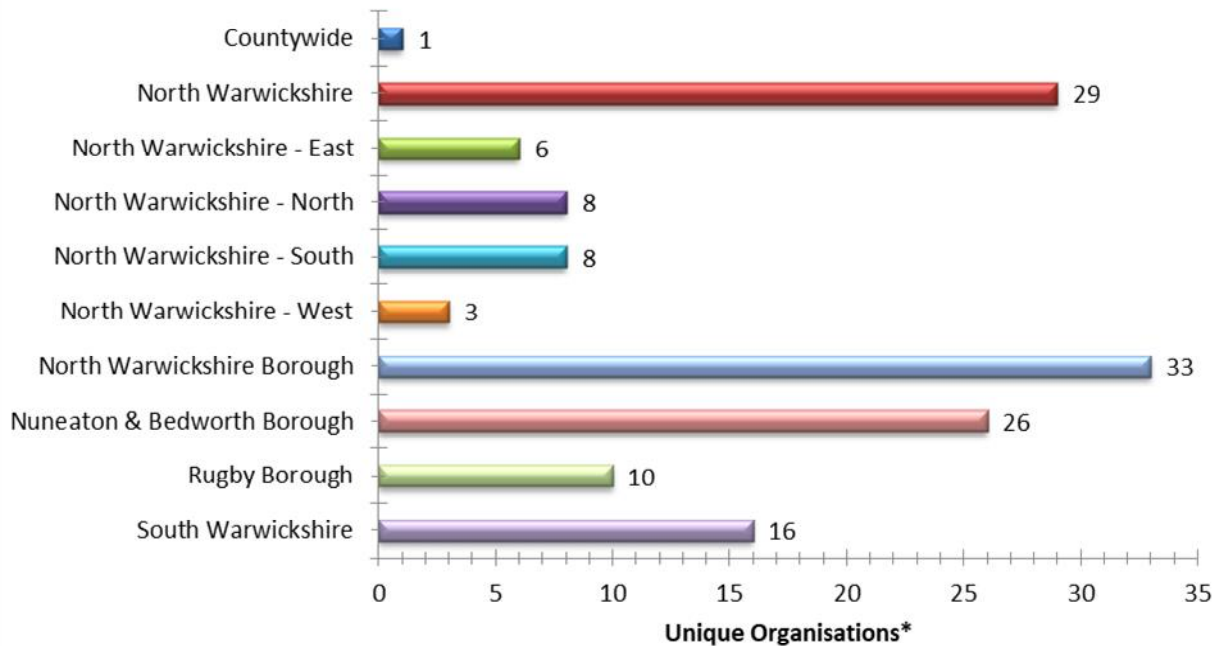


Outcomes of Support



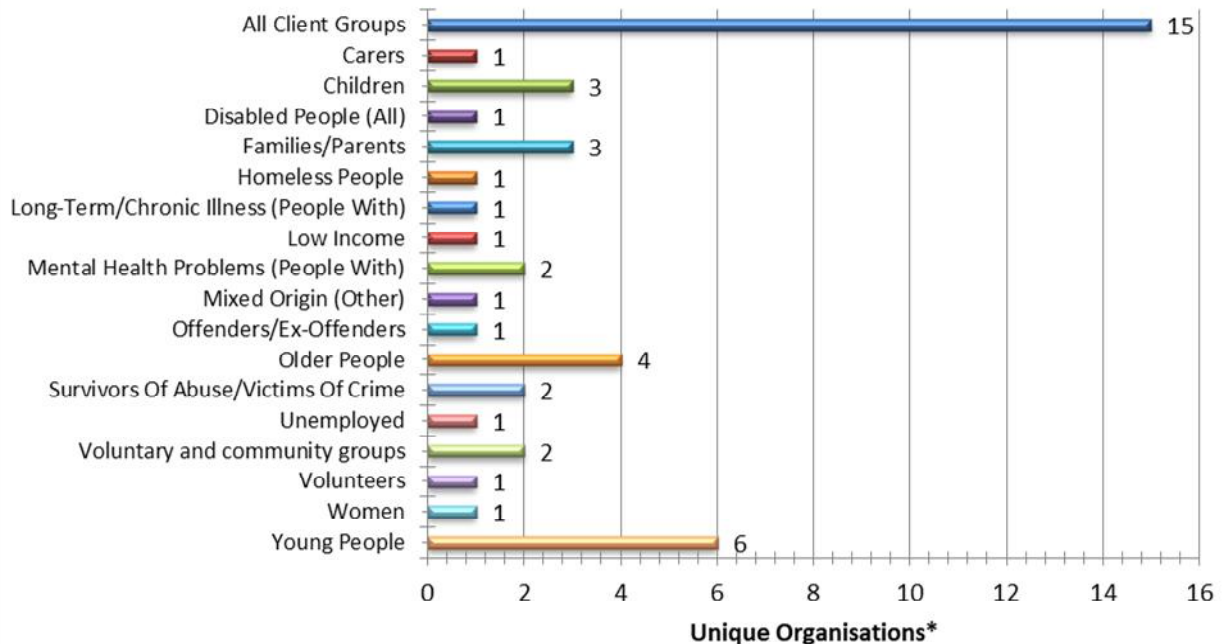
Area of Benefit of Organisations Supported

*organisations may operate in multiple areas (all represented)



Client Groups of Organisations Supported

*organisations may provide their services to multiple client groups (up to 4 represented)



Some examples of the work undertaken have been:

This quarter we have worked with 55 unique organisations, with 77 different interventions. Enquiries have been predominantly around possible funding for future projects and requests to support groups with funding applications.

New groups or new to us include:

Gate Inn Riding
Positive Impact for Young People
Lark and Owls
Keresley Rugby Club
Children and Young People's Bridge Club
Lay Patient and Public Comm Group
Victim Support
Sophia Pregnancy Loss Support
Wings Family Ltd
Macmillan
Nuneaton North (Mancetter Road) Scouts Group
No Mans Heath Village Hall
Coleshill Brownies

Some examples of group enquiries include:

Support to change password on the Charity Commission
A Church wanting to form a CIO and wanted constitution advice
A Church wanting to set up a SE
Community Centre – Constitutional advice and safeguarding policy.
Parish Council – DBS for Trustees of a new youth group
Use of CAVA equipment i.e. projector and photocopier
Information around GDPR
Organisations wanting to make contact with local groups
Advice on overdue accounts for Charity Commission
Individual – wanting to set up a youth club
Children & Families Business Unit – information re: groups that do family mediation work and parenting training

The new Lay Patient and Public Commissioner wanted advice on how to link in with local groups via events so that he can represent the Vol sector (and G Public where possible). Our VAN forum is the most obvious place for him to make contact with groups and where he could introduce himself, his aims and what he hopes to achieve. We also signposted him to the Health and Wellbeing Partnership and work that WCC are doing around door knocks. Talked about the Atherstone Place Based Assessment and Stakeholder meeting. We offered to put a piece in the local email bulletin and suggested he did a 'We ask You Say' at one of our VAN forums.

We continue to 'keep an eye' on our elderly groups through a monthly/bi monthly visit – these include the Phoenix Group, Over 50s, Older People's Forum and Vision Support.

The Older People's Forum will need to find new committee members next year as many are retiring/stepping down. We have been actively encouraging members to become committee members however there is resistance to this due to age and health issues. We need to find some way that this group can continue as they have a membership of over 60 people and regularly get over 25 attending their monthly meetings.

GDPR: Groups are concerned about future changes re: Data protection. We give a resource available from the Information Commissioner's Office (ICO). CAVA is running training on this topic in February 2018 in Leamington. This training has been publicised to our groups.

In addition, and in line with GDPR, CAVA is currently refreshing all its email lists.

Campaigns: Trustees Week was celebrated through CAVA central using social media, Twitter and Facebook.

North Warwickshire supported the National Youth Agency campaign (NYA) – Young People need Youth Work – follow [North](#) @NorthWCAVA

CAVA Training in partnership with the Hummingbird Centre: Groups attending this training from North Warwickshire include: Arley and St. Michaels Community Centre, Atherstone Dickens Night and Baddesley Party in the Park. The training was titled Volunteer Group Development Programme and gave those attending the opportunity to network with groups from across the county.

The Governance Game: Over 20 groups attended this filmed training package. This was a unique opportunity for trustees to work through the multiple problems of a fictitious group called the Borchester Charity increasing their better understanding of governance and their responsibilities. It was also an opportunity for some trustees and get answers to some of their own group issues. The NW team supported this training of which one group attended from North Warwickshire.

Make a Difference Day: This October we teamed up with the Big Local Partnership Board and NW Borough Council for a litter pick in Arley. In total 8 people took part in this event.

Big Local Make a Difference Day: The Big Local Community Development Worker teamed up with local residents/volunteers and a local ukulele band to raise £280.33 for the charity Lupas.

Big Local: The transport survey undertaken by Tiller Research is now concluded with varying options going forward to the Partnership Board for decision making and approval. This work will be fed into the next BL Plan. In addition, the BL rep and CAVA Locality Manager engaged the Partnership Board in a Plan Review of which 14 people attended. Consultation throughout Jan & Feb using a questionnaire, open days, stakeholder event will contribute to the next BL Plan.

Big Local Lego Clinics: have been a unique and fun consultation tool done in partnership with Coventry University's Disruptive Media Learning Lab. The Lego clinics have been a great success in bringing people together and for generating ideas. All images have been uploaded to Facebook and Flickr accounts.

Flickr

<https://www.flickr.com/photos/125318469@N03/albums/72157662627846168>

Facebook

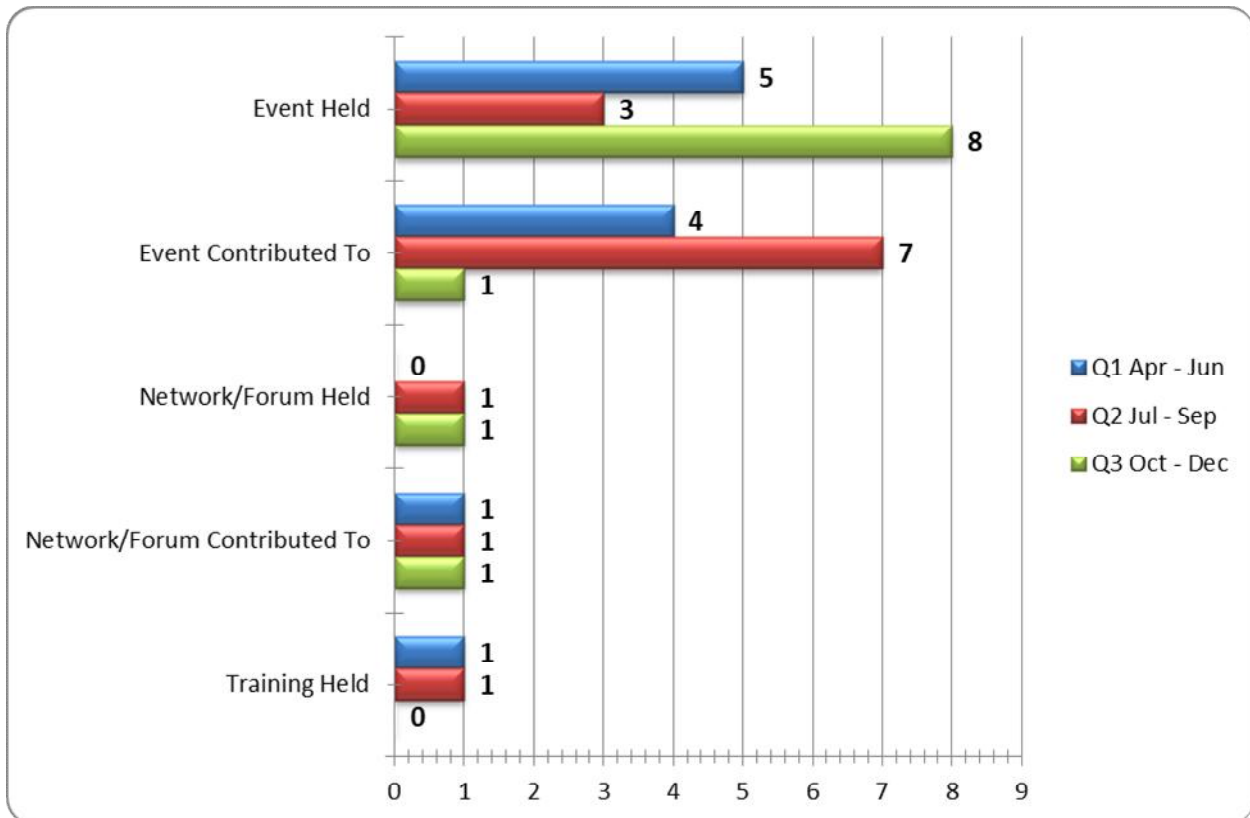
https://www.facebook.com/pg/TheLeysMillionaires/photos/?ref=page_internal

Old Arley Shop Study – The Big local Community Development Worker is in the process of collating findings from a recent consultation in Old Arley regarding them having a new shop. BL has had a good response from the village with 77 questionnaires being returned using self-addressed prepaid envelopes. Findings will be fed back to the Partnership Board by the end of December 2017.

KPI 2. Effective Conduit

We want to be an effective conduit between the Third sector and the Council.

Quarter 3: Oct – Dec 2017	
No. Events/Training Held	9
No. Events/Training Contributed to	2
No. People Reached (approx.)	358
No. Orgs Supported/Trained at Events	13



Summary of events:

Date	Event Held	Approx. No. Attendees
27/10/2017	Make a Difference Day – Litter Pick	8
28/10/2017	Make a Difference Day – Charity Event	25
02/11/2017	Big Local Plan Review	11
13/11/2017	Lego Clinic - Consultation	14
18/11/2017	Lego Clinic - Consultation	50
23/11/2017	VAN Forum State of the Sector	31
23/11/2017	Christmas Information event	29
25/11/2017	Lego Clinic - Consultation	70
30/11/2017	Lego Clinic - Consultation	5
Date	Event Contributed to	Approx. No. Attendees
05/10/2017	Atherstone Jobs Fair	100
02/11/2017	Dordon Development Workers Forum	15

The VAN forum is a great opportunity for groups to network, gain information and share best practices.

In total 31 people attend the November VAN forum. The Topic: State of the Sector – ‘Our Vibrant Community’.

The agenda included:

- Results of CAVA State of the Sector questionnaire
- Spotlight on a North Warwickshire group - Party in the Park
- Spot light on a national organisation - Macmillan
- Borough Council up-date - Evan Ross
- Charity Law and GRPD update – Wright Hassell
- Funding - Heart of England Community Foundation
- Information roundup

‘We Ask You Say’

We asked groups the following questions:

How do you think CAVA NW could promote its volunteering opportunities more widely?

- *Sharing good practice – are the groups in the south doing something that could be useful to us?*
- *No newspapers so try the locals i.e. parish newsletters/North Talk*
- *More community Facebook pages now so link to these i.e. Atherstone Peoples Forum, NWBC*
- *We use Facebook and Twitter*
- *Signpost - We try and encourage our clients to volunteer*
- *Facebook essential now as that’s where the groups access local info – wider reach*

How do you think WCAVA could best represent your organisation?

- *Put us on your Facebook please!*
- *Help us with Data Protection*
- *The whole team represent our local needs because you know what we do!*
- *Having good knowledge of NW needs*

In addition our feedback form asks: was today useful for your organisation?

- Yes, to see what’s happening in the north of the county, with the hope of expanding our reach (HealthWatch Warwickshire)
- Yes, charity law, NWBC update and ideas from Party in the Park (Ansley)
- Networking, ideas and what’s going on (CW Mind)
- Yes, networking and meeting new community groups (NWBC)
- Great feedback and support from other groups, charity law bit was brilliant as was H of E (PIP)
- Yes, as always- opportunities to swap ideas, experiences, learning of funding opportunities (Baddesley PC)
- Valuable to feel part of something bigger and specifically in NW. Useful info relating to funding, legal structure and data protection (Cohort 4)
- Yes, networking – potential links with groups in the area (Talent Match)
- Great networking for me, will talk to you about the consultation. Thank you (Macmillan)

Meetings attended:

Big Local meeting (monthly)

North Warwickshire Borough Council – Monitoring meeting - Becky Evans

HUBS meeting – Health and Wellbeing/BC Hubs/Let’s Talk Local

OPF Committee meetings

Dementia Friendly Communities

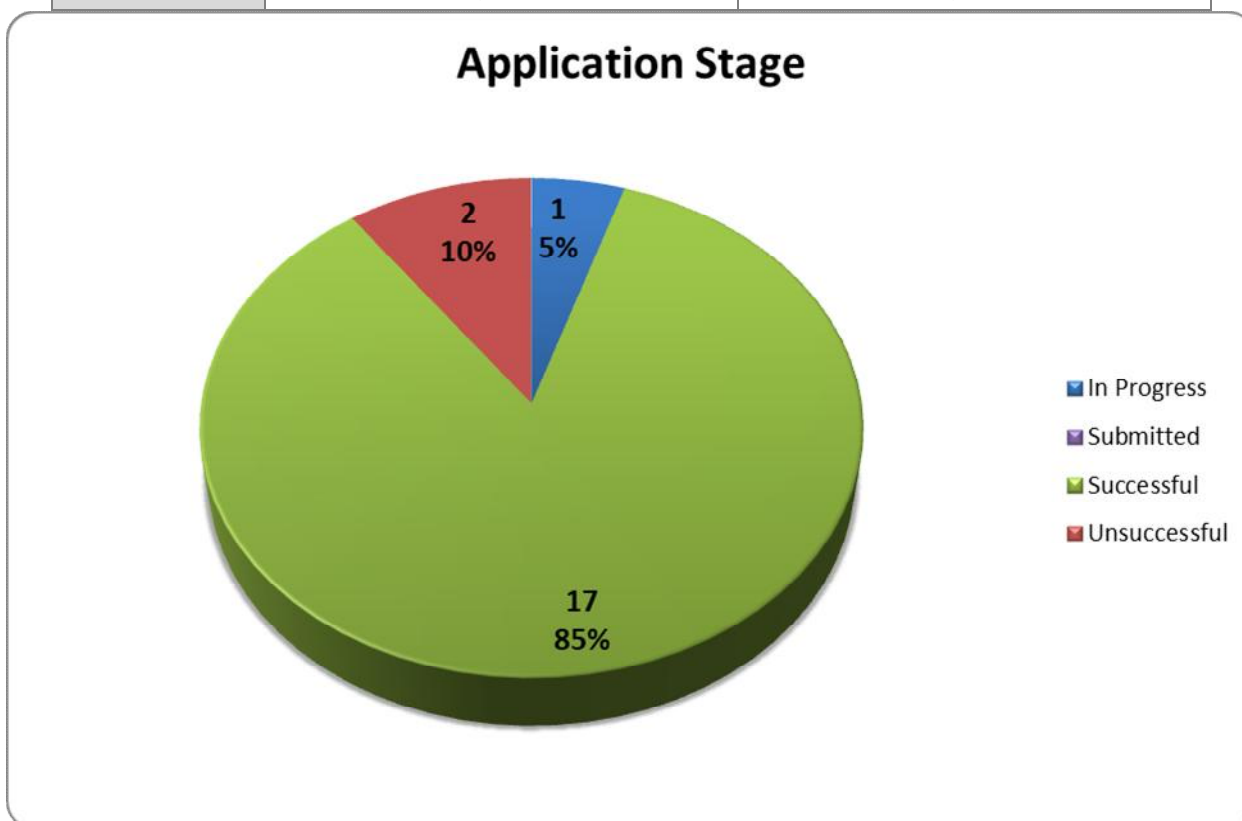
Dordon Community Development Workers Forum – Results and solutions from the door knock.

Our local email bulletin continues to be sent out on a weekly basis and groups tell us that they are pleased to have a platform where they can post their forthcoming events/volunteering opportunities etc.

KPI 3. Vibrant Third Sector

We want to effectively support the sector to maximise the opportunities to secure funding (both inside and outside of local authority funding).

Cumulative Totals 17/18		
	Applied for	Approved so far
Total	£137,587.00	£125,987.00
Local	£17,615.00	£16,015.00
National	£89,972.00	£79,972.00



Successful funding applications:

Organisation	Funder	Amount	Purpose
Bodmoor Heath Community Centre	Awards 4 All (National)	£10,000.00	New toilets and heating system
Atherstone Dickens Night	Awards 4 All (National)	£10,000.00	For entertainers, safety measures etc. for the festival
North Warwickshire Older Peoples Forum	Heart Of England Community Foundation (Local)	£1,345.00	To run bi-monthly meetings
Arley Sunday Brunch	Warwickshire County Council (Local)	£1,000.00	
Shustoke Community Shop	Leader (National)	£24,106.00	
St. Mary's Community Hub	Leader (National)	£14,080.00	

Serenity Hair Salon	Community Chest - Pride in Camp Hill (Local)	£500.00	For a nail station
The Phoenix Group	Heart Of England Community Foundation (Local)	£5,000.00	
Cohort 4	Tampon Tax Fund (National)	£12,000.00	Reach more women and gain mentoring accreditation quality award
Kingsbury Tumble Time	Heart Of England Community Foundation (Local)	£1,800.00	
1st Hartshill Scouts	Baron Davenport (Local)	£1,000.00	For scout hut
Birchmoor Mission hall	Awards 4 All (National)	£9,786.00	For new toilets
Party in the Park	Heart of England Community Foundation (Local)	£1,268.00	
Party in the Park	Warwickshire County Council (Local)	£780.00	For distribution board
Coleshill Brownies	Warwickshire County Council (Local)	£2,922.00	Residential for young people
Positive Impact for Young People	Children in Need (National)	£30,000.00	Project work
Kingsbury Krafters	Warwickshire County Council (Local)	£400.00	Activities for the group

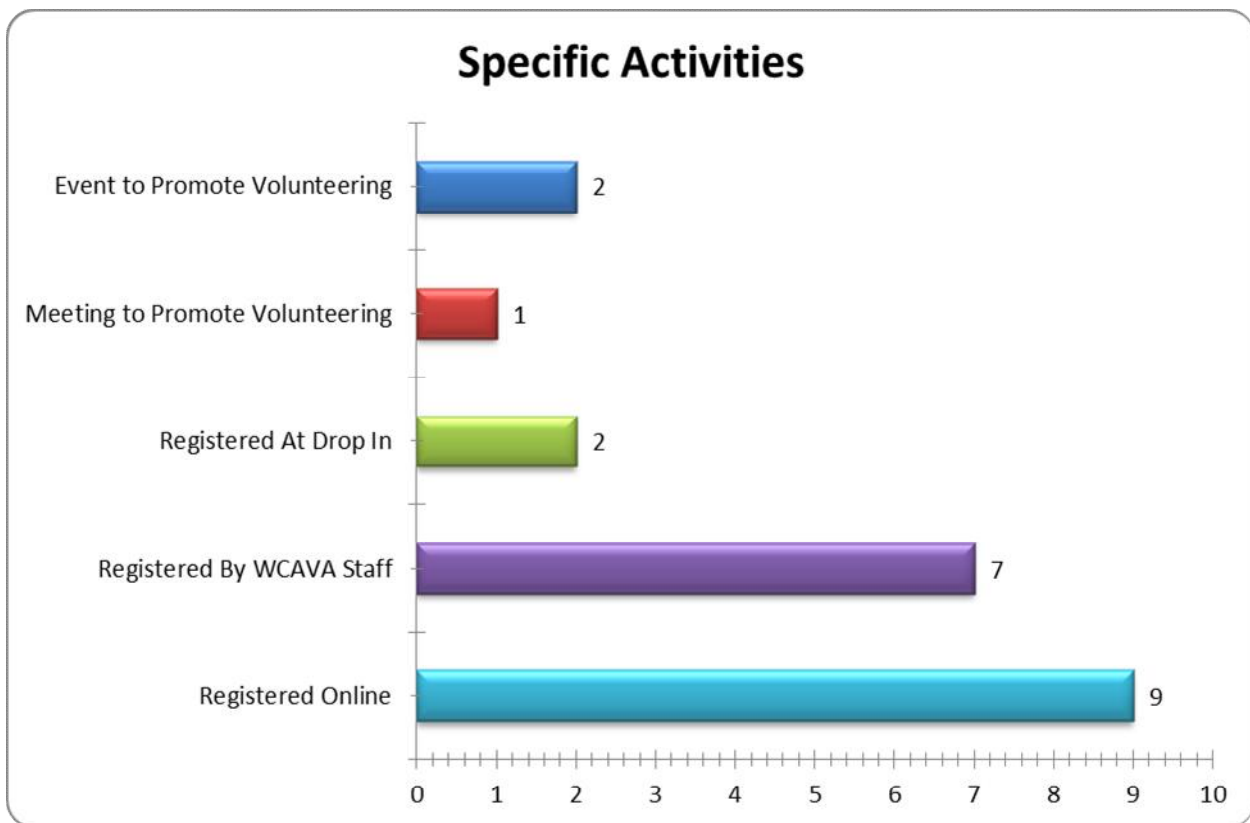
Some examples of groups advised on funding this quarter include:

- Working with the MPs office re: group having had travellers on site twice, lot of damage, looking for funding for floodlights
- Heritage Lottery funding for WW1 project
- Support to apply for NHS funding
- Business funding - LEADER
- Funding for a Pre-school, an allotment project, youth work, classroom, toilets/kitchen extension
- Funding for project development including Biffa and Reaching Communities
- Funding for a play park

In addition, the Locality Manager continues to sit on the monthly LEADER Local Action Group (LAG) – its full LAG and decision making panel. This quarter £99,376.57 has been awarded to 4 applicants.

KPI 4. Volunteer Recruitment

We want to see more volunteers actively supporting local services and particularly services it considers 'priority' (health and social care (HSC) services).



	Volunteers Registered	Volunteer Involving Organisations (VIO's) Registered	New Volunteering Opportunities Advertised
Quarter 1: Apr – Jun 2017	16	2	7
Quarter 2: Jul – Sep 2017	11	2	7
Quarter 3: Oct – Dec 2017	13	2	9
Total	40	6	23

Overall, it is estimated* (from a feedback sample) that **19** of the **40** volunteers registered were placed.

The economic value of volunteering equates to approx. **£25,825*** a year.

Over the past quarter the volunteer coordinator has been doing follow-up meetings with potential volunteers who are registered on VC Connect. From this the VC can see that someone has taken up a volunteering opportunity and is now volunteering with Sense.

Although we have good contact with our groups in North Warwickshire it is extremely difficult to make contact with the public. We have linked with local newsletters but this is very limited.

The Job Centre does send people to us to look at volunteering opportunities.

The 'We Love' project (community litter pick) coordinated by the Volunteer Coordinator (VC) took place on the 26th September. The 'We Love' project is a response to people that want to do a 'one off'

volunteering project because they aren't able to give time on a regular basis but want to contribute something to their community. The VC recruited a retired lady from Coleshill and pupils from Coleshill School. In total 17 people took part in this litter pick.

The VC has organised the next 'We Love' projects to take place in Polesworth and Warton. The VC has brought Warton Brownies, their parents and Tame Valley Wetlands together to do a volunteering project in Jan. The Polesworth project is in partnership with community members and Briars Barn an organisation working with adults with learning disabilities. This event will take place in January.

Dordon Door Knock: Contact details from the door knocking exercise were given to the Volunteer Coordinator. The Volunteer Coordinator made contact with 20 people to further explain and offer volunteer support however, there was a poor response to this and only 1 person contacted the VC and signed up for Volunteer Connect.

D - contact from Dordon Door Knock Survey, emailed to say she had registered on Volunteer Connect. She's looking for volunteering as part of gaining experience for her University course, interested in teaching. The VC explained that if there wasn't a suitable role available she could contact CAVA to see what else is available. The VC also sent her information about GCSE Science retakes as she mentioned she needs to find a way of doing this. Since this D emailed to update the VC that IDS had invited her to apply, she is currently filling out their application form.

D was asked to keep us informed, she replied: ***Of course I will, if it wasn't for you I wouldn't have got this far so thank you ☺.***

A posted on Facebook a few weeks ago that she was looking for volunteering, someone mentioned CAVA NW in the reply to her post and the VC arranged for her to drop in to the office.

Unfortunately CAVA NW no longer has its Facebook page.

The VC attended Atherstone Job Fair: the VC spoke to 3 people, 1 was confident to leave their phone number.

J & D are husband and wife – They met the VC as their job coach sent them to a drop-in session the VC was doing at the job centre. They didn't want to volunteer separately and were eager to volunteer together as the wife has early onset dementia. The VC has had quite a lot of contact with them however; recently the doctor has advised that the wife will not be able to volunteer as her dementia is progressing. The VC posted them the North Warwickshire Dementia services booklet to make them aware of services available to them.

Briars Barn, an organisation working with adults with learning disabilities - emailed to ask for support looking for local volunteering opportunities for their group of members. The Volunteer Coordinator met with the group and did an introductory session about volunteering and local opportunities.

Case study

M dropped into the NW office to ask for support in finding a volunteering role; he had been to the NW Volunteer Centre who had referred him to us.

I interviewed M and then supported him to register on to Volunteer Connect. M is a retired gentleman with vast experience working with the Police force and Social Services, he worked as a qualified social worker; supporting children with learning disabilities and autism. Before M retired he worked for 13 years as an Employee Councillor; supporting colleagues at West Midlands Police Service with PTSD, anxiety, etc.

M was looking for a role that involved supporting others and one that enabled and encouraged him to use his skills and experience.

The Challenge

Finding a role that met M's skills and a role that he felt utilised these skills well.

Meeting the Challenge

Initially we talked about Keyring; supporting adults with learning disabilities to live independently, and MIND at Mancetter Hub. M was happy to contact both of these through Volunteer Connect. At his next appointment we discussed a number of other roles including the Integrated Disability Service, Addaction, Brooklands and the Veterans Contact Point.

He was pleased with the amount of opportunities available. He took home the print outs and had a few days to look through those and Volunteer Connect to decide where to approach. He was favouring MIND and Keyring. M decided to contact MIND.

The Outcome

M has been volunteering at Mancetter Hub, MIND, for 6 weeks, his role is currently to welcome clients; offering refreshments and an informal chat to help people feel at ease. He feels this is an important role that enables staff to carry out 1-1's and other duties. He explains that it is easy work but still rewarding, he is hoping for more responsibility and opportunities in the future. He was thankful for our support and appreciated how quickly he found a role (within a couple of days).

We saw M again at the NW VAN forum, supporting the MIND information stand.

*Calculated by (number of volunteers x average number of hours a year (2hrs per week/40 wks a yr) x average hourly wage (£16.99 - the mean figure of Gross Hourly Pay for Warwickshire, Annual Survey of Hours and Earnings (ASHE), 2017 (provisional)
(<https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/bulletins/annualsurveyofhoursandearnings/2017provisionaland2016revisedresults>)

KPI 5. Support to Organisations Recruiting Volunteers

We want to see an increase in the volume of organisations supported to recruit volunteers and a high quality level of support provided to those organisations. This applies to organisations in the public, third and private sectors.

Organisations supported within:	Public Sector	Private Sector	Third Sector
Quarter 1: Apr – Jun 2017	5	0	15
Quarter 2: Jul – Sep 2017	2	0	21
Quarter 3: Oct – Dec 2017	1	0	8

Targeted Support for Young People:

Thank you for the update Sarah that's so brilliant thank you for all the help and support that you have created with regards to opportunities for Richard. I can confirm that Richard has started his course in animal care for Staffordshire College which I know he is really enjoying. We have nearly signed off Richard from our BBO course but I have some extra info now for his file now so thank you

The following organisations were transferred from Do It to Volunteer Connect and have received a follow-up meeting with the VC.

Coleshill Stroke Club

Grenden Community Centre

The Volunteer Coordinator has met with Wishaw coffee morning and Curdworth Play Group who are looking for volunteers – the VC has also helped with registering this opportunity.

The Volunteer Coordinator has met with the Healthy Living Network to register placements. She has also been supporting them to update some of their volunteering policies

All Saints Church – registered with Volunteer Connect to promote volunteer placements

WCC Libraries – On behalf of Rob Jackson the VC followed up volunteers that hadn't answered his emails.

The Volunteer Coordinator has met with Father Phillips from Polesworth Abbey around future volunteering opportunities around his re-enactment project that he wants to do – this will make a great volunteering opportunity.

A Community Centre has been in touch with the VC around advice on them giving gifts to their volunteers.

The VC has given support to Middleton Hall re log-in for Volunteer Connect.

Feedback

Hi Sarah

Workshop was great thank you, we were both really pleased we attended. Please can you add me to mailing list for the events email. I will be in touch in the next few weeks about meeting up to explore more funding opportunities for us. Kind Regards, Amanda Adams

Hi Davina

Thank you for today. I'm sure you go beyond your job description for the community groups
Best wishes, Kingsbury Heritage project.

Hi Sarah, Many thanks for your help with this. I've had a look and certainly you have picked up on some very
valid points. We will get moving on this and get the application in. Regards. Mary White

Thank you so much for your help with Coleshill Brownies grant application - we are delighted we were successful
in getting the amount we asked for. We could not have done it without your help Sarah. Kind Regards Amanda.



NORTH WARWICKSHIRE CITIZENS ADVICE BUREAU SERVICE LEVEL AGREEMENT 2018 – 2019

North Warwickshire Borough Council agrees funding for the provision of core advice and information services by North Warwickshire Citizens Advice Bureau as set out in this agreement.

INTRODUCTION

The objective of the bureau is to provide free, confidential, impartial and independent advice to enable local residents to deal with a wide range of issues, including benefits, housing, money advice, employment, consumer, relationships, taxation and many more. The nature of the assistance provided will depend on a client's needs and ranges from the provision of information to formal representation.

The North Warwickshire Citizens Advice Bureau (CAB) deals with approximately 9000 client contacts a year involving in the region of 10,000 issues.

The provision of this service requires that, at any one time, up to 3 advisers are on duty and 2 telephone lines are available to members of the public for a period of 16 hours per week as part of the County CAB telephone advice service and free telephone access is available from North Warwickshire's Community and Information Hubs (10am – 2pm Mon-Fri). For face-to-face advice, offices are available in Atherstone. Advice by e-mail is also available.

The standard of service is set out in the Citizens Advice Quality Assurance Standards Membership Agreement and Advice Quality Standard (see Part 2 of this agreement).

The bureau also receives funding for core services from Warwickshire County Council.

Further information can be found in the CAB's Annual Report 2017/18, which is submitted with this agreement.

CONTENTS:

Part 1 – General conditions

Part 2 – Service objectives and specification

Part 3 – Financial and resourcing arrangements

Part 4 – Monitoring arrangements

Part 5 – Declaration

PART 1 – GENERAL CONDITIONS

1.1 PARTIES

This is an agreement between North Warwickshire Borough Council (hereinafter called “the council”) and the Trustee Board of North Warwickshire Citizens Advice Bureau (hereinafter called “the bureau”).

1.2 OBJECT OF AGREEMENT

The council wishes to support the services of the bureau for the purpose of providing an information and advice service operated within the aims, principles and policies of Citizens Advice subject to an agreed grant and to a defined level of service.

1.3 PERIOD OF THE AGREEMENT

The agreement will commence on 1 April 2018 for a period of 12 months.

1.4 THE PARTIES’ OBLIGATIONS

- a) The bureau agrees to provide the services specified in Part 2 of this agreement (Service Objectives and Specifications).
- b) The council agrees to make the grant payments specified in Part 3 of this agreement (Financial and resourcing arrangements).

1.5 STATUS OF AGREEMENT

It is not the intention of either party that this agreement shall be legally binding and therefore neither party shall have any liability to the other for any failure to observe the terms of this agreement.

1.6 STATUS OF SERVICE PROVIDER

In carrying out this agreement, the bureau is acting in its own right as an independent organisation, and not as agents of the council.

1.7 MANAGEMENT

Responsibility for the management of the bureau is vested in the Trustee Board, the membership and operation of which is laid down by a constitution Memorandum and Articles of Association.

1.8 PARTIES’ REPRESENTATIVES

The council and the bureau will each appoint a contact officer.

- a) The role of the council’s contact officer is to:
 - Be the initial point of contact within the council for the bureau
 - Inform the bureau of any issues which may have an effect on the implementation of the service provision in this agreement
 - Provide information, advice and support to the bureau as reasonably required

- Set up an six monthly monitoring meeting with the bureau contact officer to consider the information set out in Part 4 of this agreement
 - Inform the bureau of any change in the council's contact officer.
- b) The role of the bureau's contact officer is to provide the information required in Part 4 of this agreement and to inform the council's contact officer, in writing, if there is:
- a proposal by the bureau to change or reduce the core services set out in Part 2 of this agreement;
 - a major change to the bureau's financial budget;
 - a change to the bureau's constitution; or
 - a change in the bureau contact officer.

The parties' contact officers will be the Engagement and Funding Officer of the Council and the Bureau Manager.

1.9 CONFIDENTIALITY

The council accepts that the bureau offers a confidential service and that all matters raised by individual clients are kept confidential.

1.10 STAFFING

- a) Paid and volunteer staff will be recruited and selected with full regard to an equal opportunities policy and procedures approved by Citizens Advice.
- b) Paid staff will be employed and remunerated with full regard to Citizens Advice Guidelines.

1.11 QUALITY ASSURANCE

The bureau undertakes to operate the quality assurance systems described in Part 2 of this agreement.

1.12 HEALTH AND SAFETY

The bureau shall have regard to the requirements of the Health and Safety at Work Act, 1974 and any other Acts, Regulations, Directives or Orders etc about health and safety.

1.13 INSURANCES

The bureau shall maintain with a reputable insurer the following insurances:

- Employer's Liability in a minimum amount of £5 million
- Public Liability in a minimum amount of £5 million per claim or series of claims.

1.14 DISPUTE RESOLUTION

If either party considers the other to be in breach of their duties under this agreement or has a grievance about some aspect of the agreement's operation, the parties shall make every effort to resolve the issue through joint discussions. Where this fails:

- the party wishing to make the complaint should provide the other with written details, including proposals for resolving it;
- a written response should be sent to the initiating party within 14 days;
- if the response is not considered to resolve the issue, the initiating party may request in writing to the contact officer a meeting of the authorised signatories (or their successor);
- where possible the meeting should be held within 14 days of the contact officer receiving the request;
- where the meeting does not resolve the complaint, the issue should be considered by the bureau's Trustee Board or the relevant council committee as a confidential item. Any submissions should be sent in advance to the other party and representation permitted;
- If either party is dissatisfied with the outcome as notified to it in writing within seven days of the meeting, arbitration can be requested and this will take place with a mutually acceptable external party.

1.15 REVIEW

- a) This agreement may require amendments in the light of experience of implementing its terms. Any amendments will need to be negotiated and agreed in writing by both parties.
- b) The mechanism used for determining the core-funding grant set out in 3.2 cannot be the subject of an amendment under a).
- c) A review of the level of services specified in 2.3 and 2.4 can be requested by either party, and a meeting held as soon as practicable after this. It can take into account changes in community needs, feedback from clients or other stakeholders, changes in the council's corporate objectives and any other relevant factors beyond the control of the bureau, such as the availability of staff.
- d) Any amendment to the service specification under c) will need to be negotiated and agreed in writing by both parties, as would any amount to be taken into account under 3.2c).

1.16 TERMINATION

- a) Either party giving the other party six months notice in writing, clearly stating the reasons, can terminate the agreement.
- b) Notice can be served if delivered, posted or faxed to the contact officer (see 1.8)

PART 2 – SERVICE OBJECTIVES AND SPECIFICATIONS

2.1 AIMS OF THE SERVICE

The aims of the Citizens Advice service, of which the bureau is a member and to which the bureau adheres are:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

The service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

2.2 PRINCIPLES UNDER WHICH THE SERVICES ARE PROVIDED

The bureau will provide an information and advice service which is:

- free
- confidential
- impartial
- open to all regardless of race, gender, sexuality or disability and
- in accordance with the Citizens Advice guidelines on equal opportunities.

2.3 CORE SERVICES FUNDED UNDER THIS AGREEMENT

The service (to which the funding arrangements in Part 3 relate) offered by the bureau shall be 'assisted information' and 'general help' (as defined by the Community Legal Service Quality Mark - see 2.5)

Assisted information is a service in which staff are available to help clients access information, and to identify where a client needs further information or advice.

General help is:

- Diagnosing the client's problems
- Giving information and explaining options
- Identifying further action the client can take and
- Giving basic assistance e.g. filling in forms, helping the client draft letters, and contacting third parties to seek information on the client's behalf.

Where necessary for a particular client, the core service provided by the bureau will also include contacting a third party to negotiate on the client's behalf.

In accordance with the Citizens Advice membership agreement the subjects covered will include:

- Consumer
- Money advice
- Welfare Benefits
- Employment
- Housing
- Family and personal matters

- Taxes
- Immigration and nationality
- Health
- Education

The service covered by this agreement will not include casework as defined by the Community Legal Service Quality Mark i.e. with casework, the service provider takes responsibility for further action, whereas with a general help service, the client retains responsibility for the case. Casework also includes representing a client at appeal proceedings where necessary, which general help does not.

2.4 MEANS OF ACCESSING THE SERVICE

The core service shall be available:

- by letter and fax
- to personal callers on a drop-in and appointment based basis at:

Location; The Parish Rooms, Welcome Street, Atherstone, CV9 1DU.

Hours of opening:

Monday	9.30 - 2.00
Wednesday	3.30 - 6.30
Friday	9.30 - 2.00

- by telephone on 0344 855 2322 to the County CAB telephone advice service between 10am and 4 pm Monday to Friday.

- By free phone available at local community hubs and from Coleshill and Polesworth Libraries

In addition an assisted information service is provided by e-mail on nwcab.advice@cabnet.org.uk

A home visiting service is not provided as part of this agreement.

All of these services shall be clearly advertised.

2.5 QUALITY ASSURANCE

- The bureau operates the core service to the requirements of the Advice Quality Standard at General Help level. This quality scheme for advice services is set nationally by the Legal Services Commission and audits are carried out annually. The seven key quality areas covered are:

- Access to service
- Seamless service (includes referral to other agencies)
- Running the organisation
- People management
- Running the service
- Meeting clients' needs
- Commitment to quality (includes complaints, user feedback)

b) The bureau also complies with Citizens Advice Quality Assurance Standards Membership Agreement, which is fully convergent with a) but contains additional requirements. The quality areas covered are:

- Quality of advice
- Quality of social policy work
- Governance
- Operational management
- Financial management
- Planning and managing resources
- Volunteers and paid staff
- Training and people development
- Networking and partnership
- Complaints and suggestions
- Client-centred service
- Case management

A copy of the scheme is supplied with this agreement.

c) All staff, both paid and voluntary, are required to undergo relevant training in order to achieve their competence level to a standard acceptable to the Trustee Board, and compatible with the aims, principles, and membership standards of Citizens Advice.

2.6 SERVICE DEVELOPMENT AND IMPROVEMENT

- a) The bureau has a business and development plan (see 4.6), the monitoring of which and the results of audits (see 4.2 and 4.3) lead to innovation and improvements in its service
- b) The bureau will participate in the activities of the Legal Advice Warwickshire Network and other relevant local networks in order to enhance the services provided to local residents.
- c) The bureau will work to secure additional funding in order to meet unmet needs for advice amongst the diverse local communities.
- d) The bureau will make use of clients' experiences to inform and influence the policy and delivery of other local services, and will inform the council of relevant issues

2.7 USER FEEDBACK AND INVOLVEMENT

- a) The bureau will operate a procedure for representations and complaints about the service in accordance with Citizens Advice guidelines and shall take all reasonable steps to bring this to the attention of the users of the bureau.
- b) The bureau will undertake an annual client satisfaction survey.
- c) The bureau will consult both clients and potential clients about service provision and opening hours.
- d) The bureau will encourage users to take up appropriate training opportunities within the bureau.
- e) The Trustee Board are to be constituted in such a way as to encourage representation from as wide a range of local people and organisations as possible.

2.8 CIRCUMSTANCES BEYOND THE BUREAU'S CONTROL

- a) The bureau will not be held responsible for any interruption in or disruption to the core services due to circumstances beyond its control.
- b) The services specified are dependent on the availability of suitable advisers.

PART 3 – FINANCIAL AND RESOURCING ARRANGEMENTS

- 3.1 The Council has agreed that the grants to be paid to the bureau for the financial year beginning April 2018 shall be a total of **£000**, made in two half-yearly instalments.
- 3.2 Together with the funds from Warwickshire County Council, these grants shall be construed as being sufficient to fund those core services referred to in Part 2 of this agreement, and for the purposes of this agreement are deemed to be the bureau's 'core funding'.
- 3.3 Service developments and additional services over and above those supported by the core funding and described in Part 2 of this agreement, can be considered for additional funding by the Council on the understanding that the Council can offer no commitment to fund. If the Council does fund these developments or additions in any one year, such funding will not affect the core funding arrangements and shall not be taken into account when calculating the core funding grants in the succeeding year.
- 3.4 All payments to be made under this agreement are exclusive of VAT. In the event of the bureau becoming liable for VAT during the period of the operation of this agreement, the council will enter into discussions with the bureau with the aim of reaching a mutually acceptable outcome.
- 3.5 The core funding grants awarded to the bureau under this agreement will be paid in two instalments, subject to full compliance with the terms of Part 4 of this agreement by the bureau, by 1 May and 1 November. There will be no need for the bureau to invoice or otherwise apply for the payments.
- 3.6 The bureau agrees to submit, to the council a copy of its approved accounts, within the meaning of the Charities Act, 1992 and 1993.
- 3.7 Any change to the core funding provided by North Warwickshire Borough Council or Warwickshire County Council referred to in 3.3 could cause the bureau to be unable to provide the services specified in part 2 of this agreement.
- 3.8 Where the bureau gains a surplus of income from grants, fundraising or other sources in any one year, the council will not seek repayment of any part of the grant. The bureau will maintain a level of reserves appropriate to meet its financial responsibilities.

PART 4 – MONITORING ARRANGEMENTS

- 4.1 The bureau monitors and evaluates its services in accordance with the procedures and directions set out in the Citizens Advice Quality Assurance Standards Membership Agreement (a copy of which is supplied with this agreement).
- 4.2 The bureau will be subject to annual external audits to ensure that it is meeting the standards required for the Community Legal Service Quality Mark at the Generalist Help level.
- 4.3 The bureau is subject to a three-yearly audit by Citizens Advice to ensure the service meets the standards set down in the Quality Assurance Standards Membership Agreements, as well as the Community Legal Service Quality Mark. This audit includes a quality of advice assessment. Continued membership of Citizens Advice is dependent on a satisfactory performance in this audit.
- 4.4 The bureau will provide a copy of the Annual Report to the council and an invitation for the council's contact officer to its Annual General Meeting.
- 4.5 The bureau will provide to the Council the annual information that it provides to Citizens Advice such as follows:
- a) Opening hours.
 - b) Number of enquiries (new and repeat listed separately).
 - c) Number of enquiries categorised by their complexity.
 - d) Percentage of people using the bureau by telephone [and by e-mail].
 - e) Number of paid staff. Hours worked. Type of paid staff.
 - f) Number of volunteers. Hours worked. Type of volunteer staff.
 - g) Training sessions undertaken by staff. Number of trainees.
 - h) Number of formal complaints about the bureau.
- 4.6 The bureau produces a three-year business and development plan, which it reviews annually. The plan includes, amongst other things:
- an assessment of client satisfaction
 - a client and community profile
 - a community advice needs analysis
 - a strategy for promoting the bureau within the community
 - a funding strategy; and
 - an equality action plan covering all aspects of the bureau's operation.
- 4.7 The bureau will provide information reasonably required by the council, subject to those requirements not being in breach of clients' confidentiality. Information will not be required more frequently than at quarterly intervals.
- 4.8 Subject to Citizens Advice guidelines these monitoring arrangements can be amended by agreement between the council and the bureau to reflect changes in service practice, for example data collection.
- 4.9 The bureau undertakes, in discussion with the Borough Council and Warwickshire County Council, over the period of this agreement to develop a set of performance indicators. These indicators should take note of those under development nationally.

PART 5 – DECLARATION

On behalf of North Warwickshire Borough Council I confirm that I have read the agreement as set out above and the council will comply with the terms and conditions contained within

Signed ...

Date:

Name of authorised signatory for North Warwickshire Borough Council: Emma McKay

Address of NWBC:

The Council House, South Street, Atherstone, Warwickshire, CV9 1DE.

On behalf of North Warwickshire CAB I confirm that I have read the agreement as set out above and the CAB will comply with the terms and conditions contained within

Signed ...

Date:

Name of authorised signatory(ies) for North Warwickshire CAB: Carol Musgrave

Address of CAB:

The Parish Rooms, Welcome Street, Atherstone, CV9 1DU

Report to North Warwickshire Borough Council February 2018

North Warwickshire Citizens Advice

- Our office in Atherstone is staffed largely by local volunteers. Advice is available face to face, by telephone and by email
- Outreach advice sessions operate from Coleshill Library and Town Hall
- We run awareness work & take-up campaigns online and in local communities

Our Achievements

In our recent Audit we were assessed over 9 areas of quality, leadership and governance. We achieved the maximum score possible and in addition to our AQS Quality Mark for General Advice we were also awarded the Quality Mark for telephone advice.

In November we were awarded a national One Service award by Citizens Advice for our co-design work on developing the new CRM system now used by all Citizens Advice offices across the county.

Volunteers

The bureau has 18 volunteer advisors and assessors and is currently recruiting so that we can extend our disability advice service, to meet the growing demand for help with transitions from DLA to PIP.

Staff and volunteer training has included the following in 2017-2018:

- Telephone Advice
- Safeguarding
- Campaigning and research
- Customer Service
- Council Tax Recovery
- Income maximisation
- Prevent Training

Complaints

We abide by Citizens Advice complaints procedures and, in respect of complaints about financial issues we are regulated by the Financial Conduct Authority.

We aim to resolve clients issue at the earliest possible stage. No complaints have been made about our service during the period.

Tackling financial exclusion

The world is changing quickly. Most people's incomes haven't grown for years or are being squeezed by inflation and welfare reform. Many people are struggling to pay back debts and tackle employment, family, consumer, housing and other issues.

We are always looking for ways to improve our services and develop new partnerships. This means opportunities to try new approaches locally through co-design and partnerships.

Our clients

Our research found that as a consequence of Welfare Reform, the low wage economy and other austerity measures, almost 51% of Warwickshire residents struggle to make ends meet or simply do not have enough money to live on. In North Warwickshire this figure rises to 58%.

The main (and increasing) demand for advice is in the area of benefits, along with debt and financial issues – all issues around financial exclusion affecting the 'just about managing'. Many of these clients are families with children.

Energy projects

We want to help people who are being significantly disadvantaged by the cost of their energy and are keen to help vulnerable consumers who fit some of the following criteria:

- Low income
- Pensionable age
- Disability
- Long term health condition
- Family with child dependants
- Unemployed

Our local energy advice services help people get the best deal on their energy bills and are available in a range of settings. Sessions can cover switching supplier, tariff or payment method, getting financial support and how to be more energy efficient in the home.

In addition to the one to one work that we do we also provide training for front line workers.

Working in partnership with NWBC and Act on Energy we recently held an Essential Energy Forum for front line workers. Workers from across the support sector came together for a session on how best to support vulnerable clients on and around energy issues.

Other Training

Our qualified trainer also delivers the following sessions

- MECC (Make Every Contact Count)
- Prevent
- Getting ready for Employment – Rights and Responsibilities

Funded projects

Breakthrough Programme (Big Lottery and European Social Fund)

This project supports financially excluded people to resolve their problems and make positive steps to employment. It is due to end in August 2018.

Energy Best Deal

Funding to support Energy Training for front line workers

Value: £600

Energy Best Deal Extra

Funding for one to one advice on energy savings and income maximisation.

Value: £3,450

Big Energy Saving Network

Funding for our Energy Champion, Lorraine Verrall to give face to face support on energy issues to 100 vulnerable clients

Value: £5,000

Coleshill Town Council

Funding for a monthly outreach session at Coleshill Town Hall and a local 'income max' campaign.

Value: £1,500

County Councillor Grants

Funding for a targeted 'income max' campaign in Dordon.

Value: £1,200

Funding for a targeted 'income max' campaign in Kingsbury.

Value: £1,200

Future plans

As a local service we feel very much rooted in the community and will continue to extend services to meet demand by working in new partnerships and finding new funding opportunities.

County Citizens Advice will continue our partnership to deliver countywide general advice services and the newly awarded contract for specialist benefit advice – supporting vulnerable people with benefits reviews and appeals.

Research and Campaigning

Our reports are available online at <http://nwcab.org.uk/social-policy/>



Advice Statistics

PLEASE NOTE: All statistics are part year, between the dates 01/04/17 – 22/02/18, thus are not suitable for comparison to statistics from a full financial year.

Key Statistics North Warwickshire (member) 2017-18

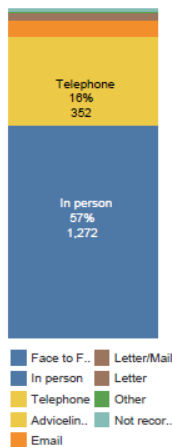
Summary

Issues	9,218
Contacts	3,156
Cases	1,520

Outcomes

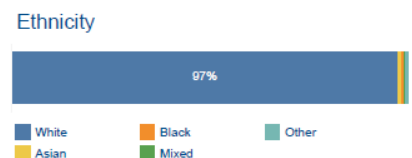
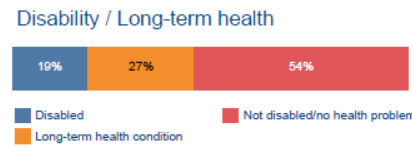
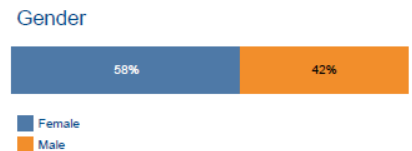
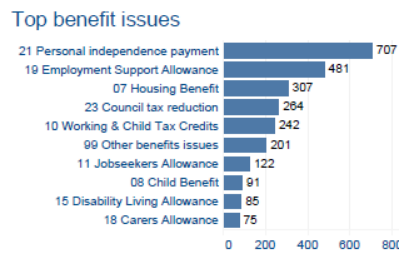
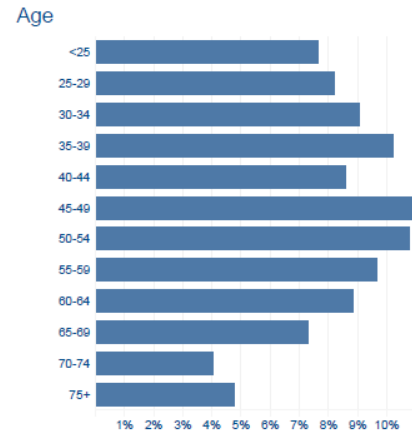
Income gain	£317,329
Re-imbursments, services, loans	£12,452
Debts written off	£97,948
Repayments rescheduled	£3,422

Channel (client & third party)



Issues

Issues	Clients
Benefits & tax credits	3,123
Benefits Universal Credit	176
Consumer goods & services	242
Debt	1,364
Discrimination	81
Education	24
Employment	436
Financial services & capability	889
Health & community care	194
Housing	522
Immigration & asylum	40
Legal	418
Other	310
Relationships & family	514
Tax	91
Travel & transport	88
Utilities & communications	728
Grand Total	9,218



Outcomes

- 102 benefit increases or reinstatements, new benefit awards or decisions challenged for a total annualised gain of £276,688.
- 38 better deals on energy through assistance switching supplier, and 38 better deals made with the same supplier, for total annualised savings of £15,400; an average saving of £202 per year per household who switched.
- 76 clients let us know they their health and capacity to manage had improved after advice.
- 97 food bank referrals and applications for charitable grants and support, with estimated total gain for clients of £8,276
- 22 clients added to the Priority Service Register
- £176,152.77 of debt confirmed written off by DRO, negotiation with creditors or other debt solutions following advice

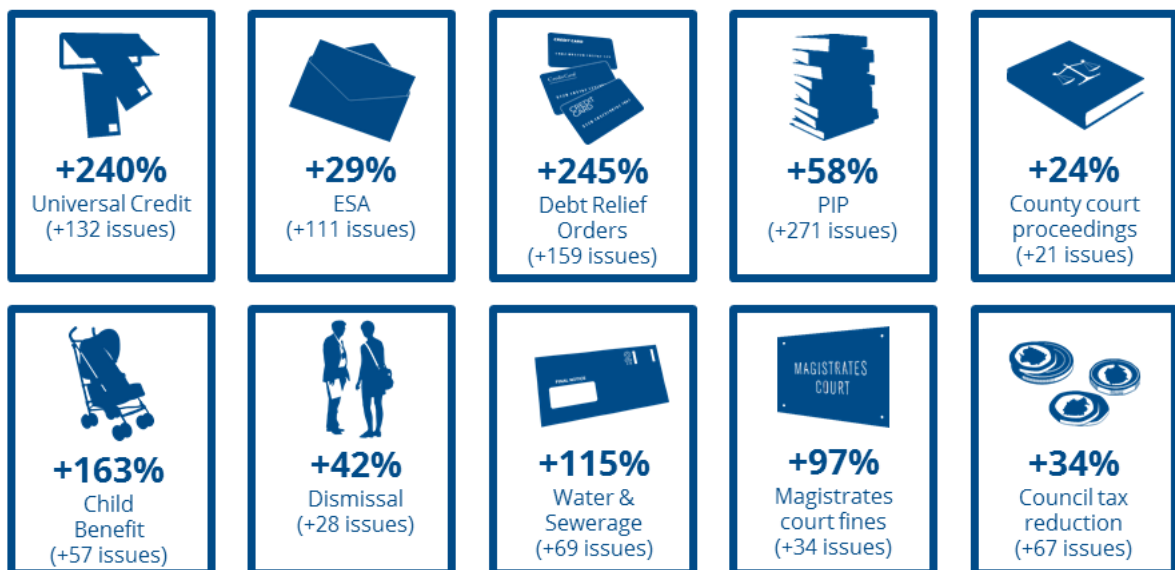
Issues

Issue	Total in period
Benefits & Tax Credits	3,361
Debt	1,405
Financial Services & Capability	896
Utilities & Communications	735
Housing	526
Relationships & Family	514
Employment	436
Legal	422
Other inc. Food Banks & Charities	316
Consumer	242
Health & Care	194
Tax	91
Travel & Transport	89
Discrimination	61
Immigration	40
Education	24

Note: In addition to these issue counts, the Breakthrough Project is on target to provide in depth assistance to 75 clients in the district between August 2016 – 2018, all of whom receive advice and support on multiple issues.

Issue Increases: Part-year 2016–2017

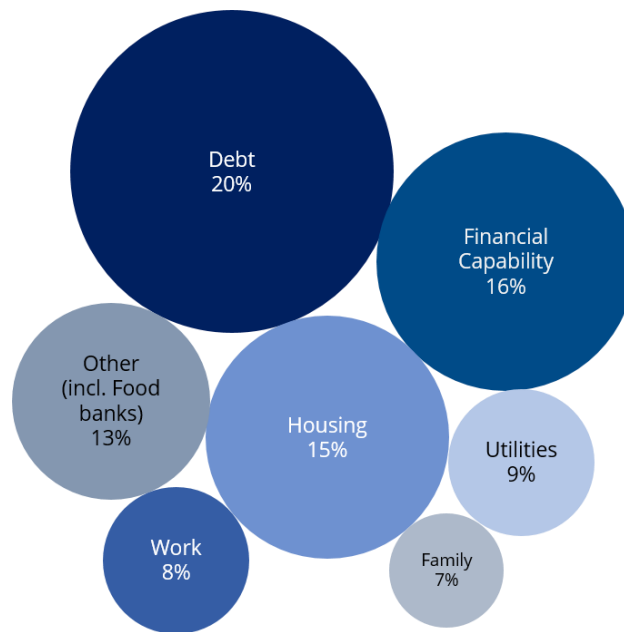
Working together in Warwickshire 



Linked Issues

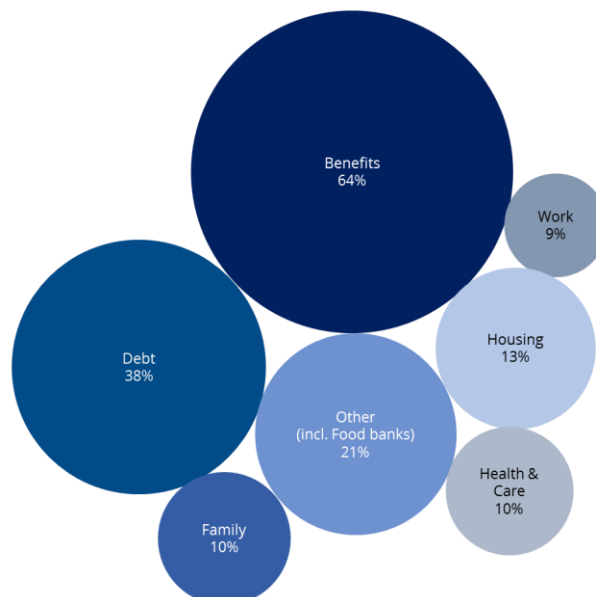
Benefits have consistently been the largest area of advice in which North Warwickshire Citizens Advice deals with each year and continues to increase in scale. Due to the impact benefits issues have on claimants' lives, they usually result in other problems for the client such as with debt or housing. For this reason, our enquiries continue to grow increasingly complex and cover multiple enquiry areas.

Issues linked to Benefits enquiries 2016-17



Read as: 20% of Benefits enquiries also include issues with Debt, etc. Data from financial year 2016-17.

Issues linked to Financial Capability enquiries 2017-18



Value for Money

In return for a cash contribution from **North Warwickshire Borough Council** in 2016-2017 of **£2,000** Live & Local:

Helped build sustainable, vibrant and cohesive communities by:

- Supporting **5** voluntary organisations to develop their skills and volunteer base;
- Creating **78** volunteering instances;
- Enabling **5** communities to choose and promote **11** professional, high quality events in villages;
- Entertaining **633** people in their own community;
- Achieving an average of **67%** audience capacity.

Supported the local economy by:

- Attracting inward investment of **£6,897** from Arts Council, England and the County Council;
- Raising **£5,332** in earned income;
- Enabling 212 hours of voluntary time (equivalent **£2,936** in-kind contribution¹);

Therefore, for each pound invested by NWBC, an additional **£7.58** was attracted from other sources.

- Enabling groups to retain **£1,299**² from the events that is reinvested in their local community.

Gave communities more say:

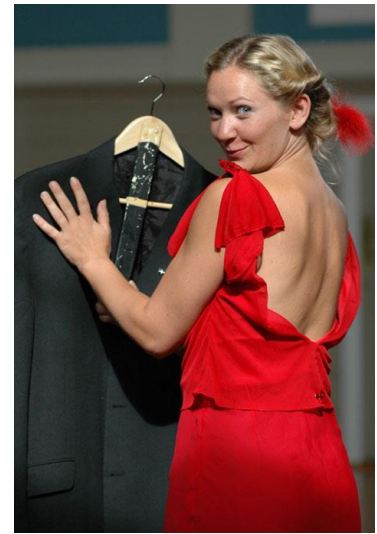
- All events are chosen and run by community groups with Live & Local's support;
- It motivates people to volunteer and get involved, and supports the work of village hall committees and other local associations;
- Many of the volunteers are retired or semi-retired and have worked to increase participation in communities whilst developing new skills.

Promoted health and wellbeing:

It is a focus of social interaction for weeks before and after the show; helping reduce isolation and loneliness; getting people out to see and make friends.

Supported environmental sustainability:

Through reducing the carbon footprint of audiences travelling to see shows, by enabling events actually in their communities



"The attendances have grown and grown. We now have our own stage which we bought through lottery funding as a direct result of Live & Local - this has spawned other events in the village hall."

Volunteer Promoter

"It's very rewarding to see the church full and being used. Vital for regeneration of the building and removing barriers for use of the church and obtaining grants to build toilets"

Volunteer Promoter

"[Live & Local] gives us confidence in handling professional artists and managing events. [It] adds colour to our lives."

Volunteer Promoter

¹ Based on ESF £13.85/hr for a project co-ordinator

² Retained box office and other income (raffles etc)

LIVE & LOCAL MONITORING

Network Health Check

As at: 16-Feb-18

This report lists targets, current programme (including available returns), active venues in current year, along with which ones are new or returning. Also details of venues recruited during year but haven't yet promoted and any venues currently going through recruitment

North Warwickshire Borough Council

Targets & Current Programme

Year Target	C/F Target	Other Targets	Target Offset	Total Target	Requests this Year	Total Program	(Inc CFP to Spring)	Difference to Target
10	0		0	10	11	11	(2)	+1

Other targets/outcomes: N/a

(Over target by 1)

Notes

1. Year Target – Events target from funding provided for current financial year.
2. C/F Target – Events target from any funding carried over from previous financial years(s).
3. C/F Program – Events already programmed from funding carried over from previous financial years(s).
4. Other Targets – Other non-event related targets detailed below.
5. Target Offset – Adjustment to total events target caused by Other Targets

Current confirmed programme: (Total: 11)

17-Sep-17	Atherstone - The Big Weekend				The Whale			
Attendance: 50	Capacity: 50	% Capacity: 100%	Talking Birds				Drama	
17-Sep-17	Atherstone - The Big Weekend				The Whale			Sell Out
Attendance: 50	Capacity: 50	% Capacity: 100%	Talking Birds				Drama	
06-Oct-17	Hurley Village Hall				Harvest			
Attendance: 109	Capacity: 150	% Capacity: 73%	New Perspectives Theatre				Drama	
13-Oct-17	Fillongley Village Hall				My Darling Clementine in Concert			
Attendance: 56	Capacity: 80	% Capacity: 70%	My Darling Clementine				Roots	
09-Dec-17	Fillongley Village Hall				Jez Lowe's Yule Do			Sell Out
Attendance: 76	Capacity: 90	% Capacity: 84%	Jez Lowe and the Bad Pennies				Folk	
15-Dec-17	Owen Street Community Arts Centre, Atherstone				The Elves and the Carpenter			
Attendance: 19	Capacity: 70	% Capacity: 27%	Badapple Theatre				Drama	
09-Feb-18	Owen Street Community Arts Centre, Atherstone				Tim Kliphuis Trio Goes Grappelli			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc	Tim Kliphuis Trio				Gypsy Jazz	
10-Feb-18	Fillongley Village Hall				The Thing That Came From Over There			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc	Gonzo Moose Theatre				Drama	
24-Mar-18	Owen Street Community Arts Centre, Atherstone				No Petticoats Here			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc	Louise Jordan				Folk	
20-Apr-18	Hurley Village Hall				Amy Johnson			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc	Badapple Theatre				Drama	
18-May-18	Owen Street Community Arts Centre, Atherstone				Whisky Fireside (and other Songs from the Road)			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc	The Mile Roses				Folk	

Returned	Sell Outs 2	Attendance	360	Volunteers 13	
6 out of 11 events.	Cancs 0	Average	60 (Exld canc Tbc)	Hours 40	(£554.00)

Active Venues

With shows requested and confirmed for this report period: (Total: 4)

Venue

Atherstone - The Big Weekend
 Fillongley Village Hall
 Hurley Village Hall
 Owen Street Community Arts Centre, Atherstone

Promoting Group

North Warwickshire Borough Council
 Fillongley Village Hall Committee
 Hurley Community Association
 Owen Street Community Arts Centre

Awaiting requests:

(Total: 5)

Venue

Ansley Village Hall
 Arley & St Michaels Community Centre
 Coleshill Cricket Club Cttee

Promoting Group

Warwickshire CAVA & Big Local
 Warwickshire CAVA & Big Local
 Coleshill Cricket Club Cttee

New or returning this year:

(Total: 3)

Venue

Ansley Village Hall
 Fillongley Social Club
 Rowland Court

Promoting Group

Warwickshire CAVA & Big Local
 Fillongley Big Picture Show
 Warwickshire CAVA & Big Local

Big Picture Show Cinema Screenings

Date	VenueName	ShowTitle	Capacity	Attend	%Cap
08/10/17	Fillongley Social Club	Lion (2016)	80	39	49 %
28/11/17	Arley & St Michaels Community Centre	A Street Cat Named Bob (2016)	65	19	29 %
24/02/18	Fillongley Social Club	Papadopoulos & Sons (2012)	70	0	0 %
20/04/18	Fillongley Social Club	Film To Be Confirmed	70	0	0 %
		Totals to date	285	58	
		Avg to date	73	29	39 %

Appendix F

Allotment Federation

Service Level Agreement (2018 – 2019)

North Warwickshire Borough Council agrees funding for the promotion of allotment gardening through information and activities provided by North Warwickshire Allotment Federation as set out in this agreement.

INTRODUCTION

The Allotment Federation is made up of representatives from within the allotment community of North Warwickshire. The Federation is run by a committee of elected volunteers with an agreed constitution.

The aim of the Federation is to promote and support Allotments Associations and Allotment gardening in all its forms.

CONTENTS

- Part 1 - General conditions
- Part 2 - Service objectives and specification
- Part 3 - Financial and resourcing arrangements
- Part 4 - Monitoring arrangements
- Part 5 - Declaration

PART 1 - GENERAL CONDITIONS

1.1 PARTIES

This is an agreement between North Warwickshire Borough Council (hereinafter called "the Council") and the committee of North Warwickshire Allotment Federation (hereinafter called "the Federation").

1.2 OBJECT OF AGREEMENT

The Council wishes to support the services of the Federation to promote allotment gardening in North Warwickshire within the aims of the Federation's constitution and subject to an agreed grant and to a defined level of service.

1.3 PERIOD OF THE AGREEMENT

The agreement will commence on 1 April 2018 and will be reviewed annually on or before 1st November each year. The agreement will continue until such time as:

- a) either party is unable to meet its obligations as laid out in PART 2 and PART 3 of this agreement; OR
- b) either party decides to end the agreement following the process laid out at 1.10 below.

1.4 THE PARTIES' OBLIGATIONS

- a) The Federation agrees to provide the services specified in Part 2 of this agreement.
- b) The Council agrees to make the grant payments specified in Part 3 of this agreement.

1.5 STATUS OF SERVICE PROVIDER

In carrying out this agreement, the Federation is acting in its own right as an independent organisation and not as agents of the Council.

1.6 MANAGEMENT

Responsibility for the management of the Federation is vested in the committee, the membership and operation of which is laid down by a constitution.

1.7 PARTIES' REPRESENTATIVES

The Council and the Federation will each appoint a contact officer.

- a) The role of the Council's contact officer is to:
 - Be the initial point of contact within the Council for the Federation
 - Inform the Federation of any issues which may have an effect on the implementation of the service provision in this agreement
 - Provide information, advice and support to the Federation as reasonably required.
 - Set up an annual monitoring meeting with the Federation contact officer to consider the information set out in Part 4 of this agreement
 - Inform the Federation of any change in the Council's contact officer.
- b) The role of the Federation's contact officer is to provide the information required in Part 4 of this agreement and to inform the Council's contact officer, in writing, if there is:
 - a proposal by the Federation to change or reduce the services set out in Part 2 of this agreement;
 - a major change to the Federation's financial budget;
 - a change to the Federation's constitution; or
 - a change in the Federation contact officer.
- c) The parties' contact officers shall be the Community Development Manager of the Council and the Federation Committee Secretary.

1.8 DISPUTE RESOLUTION

If either party considers the other to be in breach of their duties under this agreement or has a grievance about some aspect of the agreement's operation, the parties shall make every effort to resolve the issue through joint discussions. Where this fails:

- the party wishing to make the complaint should provide the other with written details, including proposals for resolving it;
- a written response should be sent to the initiating party within 14 days;
- if the response is not considered to resolve the issue, the initiating party may make a request in writing to the contact officer a meeting of the authorised signatories (or their successor);
- where possible the meeting should be held within 14 days of the contact officer receiving the request;
- where the meeting does not resolve the complaint, the issue should be considered by a full meeting of Federation members or the relevant council committee. Any submissions should be sent in advance to the other party and representation permitted;
- if either party is dissatisfied with the outcome as notified to it in writing within seven days of the meeting, arbitration can be requested and this will take place with a mutually acceptable external party.

1.9 REVIEW

- a) This agreement may require amendments in the light of experience of implementing its terms. Amendments can take into account changes in community needs, feedback from members of the Federation or other stakeholders, changes in the Council's corporate objectives and any other relevant factors beyond the control of the Federation, such as the availability of volunteers.
- b) Any amendments will need to be negotiated and agreed in writing by both parties.

1.10 TERMINATION

- a) Either party giving the other party six months notice in writing, clearly stating the reasons, can terminate the agreement.
- c) In the case of termination of the agreement, the Federation will be required to return to the Council any part of the funding which has not been used for legitimate purposes within the terms of the agreement.
- b) Notice can be served if delivered, posted or faxed to the contact officer (see 1.8)

PART 2 - SERVICE OBJECTIVES AND SPECIFICATIONS

2.1 AIMS OF THE SERVICE

The aims of the services provided by the Federation under this agreement are:

- To provide a point of contact for information on allotment gardening in North Warwickshire,
- To identify the needs of the allotment community in North Warwickshire
- To assist the allotment community in meeting its needs
- To organise activities which promote allotment gardening and support allotment groups

2.2 PRINCIPLES UNDER WHICH THE SERVICES ARE PROVIDED

The Federation will provide information and activities which are:

- Confidential
- Impartial
- In keeping with all relevant legislation
- In accordance with the constitution of the Federation

2.3 SERVICES FUNDED UNDER THIS AGREEMENT

The services (to which the funding arrangements in Part 3 relate) offered by the Federation shall be:

- a) to work with interested individuals, the Borough Council, Town and Parish Councils and other organisations to support the development and management of allotment land as appropriate and within available resources.
- b) to run an annual Allotment awards competition open to all allotment sites in North Warwickshire
- c) to develop and maintain a website to provide information on allotment gardening in North Warwickshire and the work of the Federation.
- d) to keep a contact list for all known allotment sites in the Borough and update this list on an annual basis

2.4 SERVICE DEVELOPMENT

The Federation committee will actively seek feedback from the allotment community through the AGM and after events. This will be used to inform the future work of the Federation. The Federation will seek to keep the allotment community informed of their work through site representatives and contacts.

2.5 CIRCUMSTANCES BEYOND THE FEDERATION'S CONTROL

- a) The Federation will not be held responsible for any interruption in or disruption to services due to circumstances beyond its control.
- b) The services specified are dependent on the availability of suitable volunteers.

PART 3 - FINANCIAL AND RESOURCING ARRANGEMENTS

- 3.1 The Council has agreed that the grant to be paid to the Federation on 1st April annually shall be £500, subject to confirmation of the availability of resources within the Council's annual revenue budget.
- 3.2 This grant shall be construed as being sufficient to fund those services referred to in Part 2 of this agreement.
- 3.3 Service developments and additional services over and above those supported by the funding and described in Part 2 of this agreement, can be considered for additional funding by the Council on the understanding that the Council can offer no commitment to fund.
- 3.4 The funding grants awarded to the Federation under this agreement will be paid in one instalment, subject to full compliance with the terms of Part 4 of this agreement by the Federation, The Federation will be required to apply for the following year's funding at the time that it submits its annual report to the Council.
- 3.5 The Federation agrees to submit, to the Council a copy of its approved accounts on request.
- 3.6 Any change to the core funding provided by the Council referred to in 3.1 could cause the Federation to be unable to provide the services specified in part 2 of this agreement.
- 3.7 Where the Federation gains a surplus of income from grants, fundraising or other sources in any one year, the Council will not seek repayment of any part of the grant.

The Federation will maintain a level of reserves appropriate to meet its financial responsibilities.

PART 4 - MONITORING ARRANGEMENTS

- 4.1 The Federation shall provide an annual report to the Council during November each year. The report shall include the following information:

- a) a summary of activity undertaken in the previous twelve months including feedback from events and the Annual General Meeting
 - b) the number of entrants to Allotment awards
 - c) confirmation that information on the Federation's website is current
 - d) a current contact list for all known allotment sites in the Borough
- 4.2 The Federation shall provide any other information reasonably required by the Council. Information shall not be requested more frequently than at quarterly intervals.
- 4.3 The Federation shall provide the Council with notification of its Annual General Meeting and an invitation for the Council's Contact Officer to attend.
- 4.4 These monitoring arrangements can be amended by agreement between the Council and the Federation.

PART 5 – DECLARATION

On behalf of North Warwickshire Borough Council I confirm that I have read the agreement as set out above and the Council will comply with the terms and conditions contained within

Signed:

Date:

Name of authorised signatory(ies) for North Warwickshire Borough Council:
Emma McKay, Engagement and Funding Officer

Address of North Warwickshire Borough Council:
The Council House, South Street, Atherstone, Warwickshire, CV9 1BG.

On behalf of North Warwickshire Allotment Federation I confirm that I have read the agreement as set out above and the Federation will comply with the terms and conditions contained within

Signed:

Date:

Name of authorised signatory(ies) for North Warwickshire Allotment Federation:
00000

Address of North Warwickshire Allotment Federation:

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Agenda Item No 8

Community and Environment Board

12 March 2018

**Report of the
Assistant Director
(Leisure and Community Development)**

LEADER Programme Update

1 Summary

- 1.1 This report updates Members on the progress made in respect of the delivery of the North Warwickshire and Hinckley and Bosworth LEADER programme (2015 to 2020).

Recommendation to the Board

That Members note the progress made in respect of the North Warwickshire and Hinckley and Bosworth LEADER programme (2015 to 2020).

2 Consultation

- 2.1 Consultation has taken place with relevant Members and any comments received will be reported at the meeting.

3 Introduction

- 3.1 LEADER is a community-led development programme that is jointly funded by the Department for Environment, Food and Rural Affairs (DEFRA) and the European Union. North Warwickshire, together with its partner area, Hinckley and Bosworth, was awarded financial support of £1.4 million for the programme, which operates until 2020.
- 3.2 The programme is managed by the Local Action Group (LAG), which is made up of representatives drawn from the private, voluntary and public sectors across the two Boroughs. The Borough Council is represented on the LAG by the Leader of the Council. The strategic direction for the programme is set by the Local Development Strategy (LDS), which has been agreed by the LAG.
- 3.3 North Warwickshire Borough Council acts as the Accountable Body and it works in partnership with Hinckley and Bosworth Borough Council to oversee the delivery of the programme.

4 Progress

4.1 As the Board will be aware, the LEADER programme is divided into six priority areas:

- Farm Productivity
- Micro and Small Enterprises
- Rural Tourism
- Rural Services
- Culture and Heritage
- Forestry Productivity

4.2 To date, twenty six projects have received funding approval from the Local Action Group, with a cumulative grant total of £495,856. Of those, fourteen projects have been completed, with a combined actual spend of £229,452 (See Appendix A for details).

...

4.3 For the Board's information, the North Warwickshire Cycle Way project was granted LEADER funding in the sum of £34,946 in January 2018. This funding will provide an on-road, 34 mile circular route around the Borough, as well as three shorter, off-road family routes at Kingsbury Water Park. The funding will also be used to sign and promote the routes, as well as provide cycling furniture across the Borough. The project is scheduled for completion by May 2018.

4.4 A further twenty projects have received approval at the first stage of the funding process (outline application/expression of interest), with a cumulative potential grant total of £595,975. It should be noted that this figure is based on estimated project costs. The actual amount to be requested at the full application stage, therefore, is subject to change. Further, there may be projects that are approved at the first stage of the process that, for whatever reason, do not to proceed to a full application.

5 Programme Changes

5.1 Following a report presented to the Board in October 2017, Members will be aware that a number of changes have been made to the programme in respect of the grant application process and the levels of funding that can be awarded to projects. These changes can be summarised as follows:

- The two-stage funding application process was adapted in accordance with DEFRA requirements to incorporate a simplified expression of interest form, as opposed to a more onerous outline application
- The regularity of calls for applications changed from a pre-determined timetable of every four months to a "rolling programme", thereby allowing funding applications to be submitted at any time

- The levels of funding were revised to increase the maximum grant available to £50,000 for all six priority areas (the previous award limits were either £25,000 or £30,000 dependent upon the priority area)

5.2 These changes have introduced a simplified and more flexible process for potential applicants, and have proved beneficial to the team in promoting the programme and encouraging funding applications.

6 **Staffing**

6.1 Following the resignation of the LEADER Project Manager and the LEADER Development Officer towards the end of last year, two new members of staff have subsequently been appointed. Both of these posts are fixed term; the Project Manager until September 2019 and the Development Officer until December 2018.

7 **Conclusion**

7.1 The local programme continues to progress at an improved rate of delivery and the aforementioned changes should encourage more applications to be submitted for programme support. Projects still need to be completed and funding claims received by December 2019, in order for the programme to close by March 2020.

8 **Report Implications**

8.1 **Finance and Value for Money Implications**

8.1.1 The funding implications of involvement in the LEADER programme are identified in the main body of the report and in the attached Appendix. A. The Authority is incurring indirect expenditure in its capacity as the Accountable Body for the programme, through providing management time and Officer support for related activity. Costs relating to the provision of financial management will be incorporated in the Running Costs and Animation (RCA) return, which will be claimed back throughout the lifetime of the programme.

8.2 **Safer Communities Implications**

8.2.1 LEADER funding is being used to create jobs and grow the local economy, which should have a positive impact upon reducing levels of crime and anti-social behaviour.

8.3 **Legal, Data Protection and Human Rights Implications**

8.3.1 There are no direct legal, data protection or human rights implications directly arising from this report.

8.4 Environment, Sustainability and Health Implications

8.4.1 There are no direct environment and sustainability implications arising from the report. It should be noted, however, that the LEADER programme supports sustainable rural regeneration and encourages the design and delivery of economic projects that help to regenerate and sustain local communities. Each individual application for funding will be required to provide evidence of the environmental impact of the project and will be assessed against that evidence.

8.4.2 LEADER is helping to create a stronger sense of place and improve health through actions that support communities. Approved projects can additionally enhance the rural environment by providing new leisure and recreation opportunities. Improving employment opportunities should also have a positive impact on people's mental health and wellbeing.

8.5 Human Resources Implications

8.5.1 There are no direct human resource implications directly arising from this report.

8.6 Risk Management Implications

8.6.1 The risks associated with the LEADER programme have been, and will continue to be, managed and monitored through approved divisional Risk Management processes, most specifically in relation to the effective management of partnership work, the efficient delivery of externally supported projects that meet the priorities and expectations of funding partners and the appropriate administration of all forms of financial assistance. Implementation of relevant processes and procedures will ensure the delivery of a LEADER programme that meets the priorities identified in the Local Development Strategy and minimises any risks to the Authority in its capacity as the Accountable Body.

8.6.2 With regard to the Authority's role as the Accountable Body, the financial allocation to the LEADER programme is made in Euros, which is then converted into sterling on an annual basis. This will not entail an additional risk to the Accountable Body, as the Programme Delivery Plan is adjusted annually to take account of currency fluctuations. The amount in sterling will be allocated at the beginning of the final year of the programme and any fluctuations before the end of the programme will be covered by DEFRA.

8.6.3 The Authority has approved a process to offer short-term loans to voluntary and community organisations. These loans cover the gap between invoices being paid to contractors and the grant being paid by the Rural Payments Agency. The approved process through which loans can be offered to voluntary and community organisations is designed to reduce the risk to the Authority of non-repayment of the loan.

8.7 Equalities Implications

8.7.1 The research and consultation work that was carried out in advance of the programme provided opportunities for the local community to influence the production of the LDS. This consultation included groups and individuals defined by the protected characteristics under the Equality Act. Each individual application for funding is asked to evidence the equalities impact of the proposed project and this evidence is reviewed within the appraisal process. An Equalities Impact and Needs Assessment was included within the LEADER report considered by the Board in July 2015.

8.8 Links to Council's Priorities

8.8.1 The LEADER programme, and the projects that it supports, directly link to all six of the corporate priorities:

- Responsible financial and resource management
- Creating safer communities
- Protecting our countryside and heritage
- Improving leisure and wellbeing opportunities
- Promoting sustainable and vibrant communities
- Supporting employment and business

8.8.2 Additionally, projects funded by the LEADER programme will positively impact upon at least one of the priorities of the Sustainable Community Strategy, which are to:

- Raise aspirations, educational attainment and skill levels
- Develop healthier communities
- Improve access to services

The Contact Officer for this report is Rachel Stephens (719301).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
1	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (LEADER - Programme Update)	March 17
2	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (LEADER - Programme Update)	October 17

										23/02/2018
Progress with projects										
APPROVED PROJECTS										
Applicant	Project	Priority	Area	Grant £	%	Jobs	Actual Grant Claimed	Date Claimed	Comment	
TN & AM Scarratt	Grain processing	Farming	HB	£19,297.00	24	0	£19,251.00	09/08/2017	Completed	
CLOG's (RawnPure)	Irrigation for organic veg and fruit	Farming	HB	£7,640.00	40	0.5			In progress	
TJA Thirby and Partners	Rotary Goat Parlour	Farming	NW	£48,720.00	40	3			GFA signed	
H Lowe and Sons	Long Life Spuds (refrigeration)	Farming	NW	£35,200.00	40	1.8	£28,430.64	02/01/2018	Completed	
C W Antrobus	No Till Seed Drill	Farming	NW	£27,712.00	40	1.5			GFA Signed	
Catlane Friesians Ltd	Improvements to out of parlour feeding system/tractor guidance system	Farming	HB	£3,180.00	40	0.5				
		Farming Total		£141,749.00		7.3	£47,681.64			
C J Springthorpe	Project Kindling (new machine)	Forestry	HB	£3,390.00	40	0.5	£3,390.00	09/08/2017	Completed	
Cadeby Tree Sales Ltd	Christmas Tree Automatic Netting and Palletiser Machine with Elevator	Forestry	HB	£22,545.00	40	3	£19,003.68	08/12/2017	Completed	
Milner Forestry	bespoke shed for processing and storage of wood chip	Forestry	HB	£36,536.00	40	2	£19,248.00	21/12/2017	1st Claim received	
		Forestry Total		£62,471.00		5.5	£41,641.68			
St Mary's Church	Refurbish Youth HQ	Rural Services	NW	£14,079.92	100	0.5	£14,079.92	20/07/2017	Completed	
Markfield Parish Council	Refurbish community centre	Rural Services	HB	£6,418.50	75	0	£6,177.72	16/10/2017	Completed	
Congerstone Sports and Leisure Community Hub	Community hub building	Rural Services	HB	£24,983.93	11.5	0.29			Not started - awaiting matched funding	
Shustoke Village Hall Committee Ltd	Improve building for providing meals	Rural Services	NW	£24,105.50	100	1	£24,105.50	01/08/2017	Completed	
		Rural Services Total		£69,587.85		1.79	£44,363.14			
Whitmore's Ltd	Post Office development	Small & Micro	NW	£5,334.00	40	2.8	£5,333.40	22/07/2016	Completed	
Prezzybox.com Ltd	Visual Studio	Small & Micro	NW	£21,756.00	40	2	£20,082.44	19/07/2017	Completed	
Bosworth Marina Ltd	Marina café	Small & Micro	HB	£16,680.00	40	4.7	£16,680.00	10/11/17	Completed	
Lauren Marie Photography	Photography studio start-up	Small & Micro	NW	£4,533.37	40	1	£4,303.40	09/02/2017	Completed	
W H Gayton & Sons Ltd	Bakery extension	Small & Micro	NW	£24,996.70	24.1	2	£24,966.70	14/12/2017	Completed	
Carlton Stud Ltd	Stud farm building	Small & Micro	HB	£24,999.95		2.0			Claim delayed to February	
Spotty Dog Communications Ltd	Media Production Expansion	Small & Micro	HB	£3,301.49	40	0.5			Claim delayed to February	
Super Duper Goods Ltd -	New Printer Project	Small and Micro	HB	34,960	40	4				
WDP Paintball Ltd - NPF Bassetts Pole -	Low Impact Paintball Markers	Small and Micro	NW	10,680	40	3				
KJN Automation -	New Nike Machining Centre	Small & Micro	HB	£24,400.00	40	3	£24,400.00	01/12/2017	Completed	
		Small & Micro Total		£171,641.51		25	£95,765.94			
North Warwickshire BC	Re-invigorating cycle routes	Tourism	NW	£33,351.78	100	0			GFA signed	
Market Bosworth Community Enterprises CiC	Web-site and event system for promoting town.	Tourism	HB	£3,542.00	80	0			GFA signed	
Northern Warwickshire Tourism -	Explore Northern Warwickshire!	Tourism	NW	£ 13,513.00	100	0				

		Tourism Total		£ 50,406.78		0	£0.00				
		Grand Total		£ 495,856.14		39.59	£229,452.40				
Approved	Approved Grant	Approved Projects	RPA Projects	RPA Grant	RPA Jobs	Actual Jobs	Availabile funds				
Farming	141,749	6	6	174,168	2.5	7.3	£32,419.00				
Small and Micro	171,642	10	23	464,448	39	25	£292,806.49				
Rural Services	69,588	4	5	116,112	3	2	£46,524.15				
Rural Tourism	50,407	3	7	232,224	7	0	£181,817.22				
Forestry	62,471	3	2	58,056	1	5.5	-£4,415.00				
Cultural & Heritage	-	0	4	116,112	2	0	£116,112.00				
Total	495,856	26	47	1,161,120	55	40	£665,263.86				
North Warwickshire	99,814	12									
Hinckley & Bosworth	396,042	14									
Projects under appraisal for full applications											
The Friends of Atherstone Heritage	Upgrade the Atherstone Heritage Centre	Heritage	NW	22,970	100	0					
Manor Hill Farmers	No Till Seed Drill	Farming	HB	24,750	40	0.5					
Acorn Barn Events -	Camping, Glamping and Outdoor Events Venue	Tourism	NW	22,560	40	3.5					
Warton Music Festival Ltd -	Warton Music Festival	Tourism	NW	17,960	40	0					
				88,240		4					
Expressions of Interest Supported Full Applications that may come in future											
Whitacre Hall	Tea Rooms and Educational Walks	Tourism	NW	35,000	40	1.5					
Vale Farm Bed and Breakfast -	Bed & Breakfast at Vale Farm	Tourism	HB	34,800	40	0.5					
Funky Footwear -	Showroom/Office	Small and Micro	NW	8,000	40	1					
Pinwall Hall Farm -	Pinwall Hall Farm Country House Accommodation	Tourism	HB	26,000	40	1.5					
Squirrel at Wellsborough -	Improvement/conversion of existing stable for rural business use	Tourism	HB	9,200	40	1					
Moor Farm Training Ltd -	New Stable Block Facility for Disabled, Special Needs and Young Riders	Small and Micro	NW	31,520	40	3					
Swimsuit Dryer Co Ltd -	Mezzanine and building upgrades	Small and Micro	HB	5,800	40	1.5					
Market Bosworth Community Library	Audio Visual Equipment to enable film showing	Rural Services	HB	6,234							
White Hill Farm Stable Stays	New accommodation through stable conversion	Tourism	HB	20,000		1.25					
Gopsall Hall Farm	Camping and accommodation	Tourism	HB	32,000		2.5					
T N & A M Scarratt	Precision spray equipment	Farming	HB	7,320		0					
Sheepy All Saints	new underfloor heating and front doors as part of Church improvement work	Rural services	HB	49,667		0					

PA Wright & Son	Automation of tractor and implement guidance	Farming	HB	24,000						
Sport in Desford	Construction of floodlit double sports court for tennis, netball, futsal	Rural Services	HB	49,998		1.5				
Market Bosworth Memorial Gardens	Memorial Garden with band stand	Rural Services	HB	12,222						
Warton Club Limited	Function room, kitchen and heating	Rural Services		26,000		2				
Phoenix Mindful Moments	Yoga	Micro	NW	48,000		3				
Market Bosworth Society	Digitising our Archive	Heritage	HB	28,250		1				
Hinckley and Bosworth Borough Council	Consultancy fees	Heritage	HB	45,500						
Dandelion Hideaway		Micro	HB	8,224		1				
				507,735		22.25				
Expressions of Interest supported 01/02/18										
Ruby's Yard		Rural Service	NW	48,000						
				48,000						
Overall Summary										
		Grant				Projects			Jobs	
Approved		495,856				22			40	
In Pipeline		643,974.75				20			26	
TOTAL		1,139,831				42			66	

Agenda Item No 9

Community and Environment Board

12 March 2018

**Report of the
Assistant Director
(Leisure and Community Development)**

**Leisure Facilities: Key
Performance Indicators**

1 Summary

- 1.1 This report asks Members to consider the adoption of a set of key indicators through which the Board could monitor the operational and financial performance of the Borough Council's leisure facilities at each of its meetings.

Recommendation to the Board

That Member approve or otherwise amend the proposed set of indicators through which the Board will monitor the operational and financial performance of the Borough Council's leisure facilities at each of its meetings.

2 Consultation

- 2.1 Consultation has taken place with relevant Members and any comments received will be reported at the meeting.

3 Introduction

- 3.1 The Board will be aware that, during recent meetings, increased consideration has been afforded to the leisure facilities performance indicators reported to Members by the Assistant Director (Finance and Human Resources) within her Budgetary Control reports. Indeed, Members have sought assurances about the relevance and accuracy of the data used to establish the performance of the facilities.
- 3.2 Additionally, Members will be aware that the external consultants commissioned to undertake a Strategic Review of the Leisure and Community Development Service were required to assess the operational performance of the Borough Council's leisure facilities. In so doing, the consultants reviewed a number of key performance indicators (operational recovery rate, staffing as a proportion of both income and cost and income per fitness station) in order to draw conclusions about the relative effectiveness of the service.

- 3.3 A combination of the social and demographic factors in the Borough, coupled with the type, quality and extent of facility provision, including the limited daytime access to a number of the facilities, was taken into account by the consultants in their analysis of usage levels and the ability to generate revenue, as this is important context that has a significant impact on operational performance. They also reviewed the operational challenges facing the service.
- 3.4 The consultants identified that the leisure facilities portfolio is challenging to manage and operate. With the exception of Coleshill Leisure Centre, the facilities are ageing and relatively small. Two of the facilities are dual-use, which imposes a degree of limitation on access, most especially at Polesworth Sports Centre. The consultants highlighted that usage, membership and operational performance were a reflection of the Borough's communities, as well as of the age, nature and location of the facilities. The consultants considered that three sites were operating relatively effectively and that the potential existed to further improve their performance. They maintained, however, that it was difficult to see how Arley Sports Centre and Atherstone Memorial Hall could improve their operating position, given the limited range of on-site provision.
- 3.5 In recognising that there had already been consistent progress in respect of moving the in-house operation in the right direction, the consultants concluded that the existing service was good, but also that it had the potential to improve and further reduce cost. In this regard, the consultants recommended the development of a Service Improvement Plan, which should include specific key performance indicators, which would be used by both Councillors and senior management to regularly monitor and direct the financial and operational performance of the leisure facilities.

4 Key Performance Indicators

- 4.1 Members will recall that the staff structure within the Leisure Facilities service has recently been revised, both in order to reduce cost and also to provide it with a more focused, operationally efficient outlook. As such, the service is well placed to respond positively to the need for further improvement. The early work of the Business Development team has concentrated on making effective use of the Gladstone leisure management system, thereby ensuring the availability of reliable performance information, the development of an effective New Year offer, through which to encourage enhanced levels of membership of each facility, and an improvement in the marketing and promotion of the service, including through social media channels.
- 4.2 Considerable time has been devoted to ensuring the integrity and consistent use of the leisure management system, which operates within Arley Sports Centre, Atherstone Leisure Complex (but not the Memorial Hall), Coleshill Leisure Centre and Polesworth Sports Centre. This has enabled consideration to be afforded to the development of a suite of indicators that would enable both this Board and senior management to monitor the performance of the leisure facilities on a regular and consistent basis. As well

as monitoring the level of income receipts at each facility, it is proposed to adopt, monitor and manage the following suite of key performance indicators:

- Total number of members
- Total number of visits
- Total income per visit
- Subsidy per visit
- Staff cost v total income
- Staff cost v total cost
- Operational recovery rate
- Income per fitness station
- Number of members per fitness station
- Average length of membership

... 4.3 The definitions of the listed indicators, which are widely used within the leisure industry, are identified within Appendix A, which is attached to this report.

4.4 The Business Development team, in conjunction with colleagues in the Finance Division, will collate, monitor and manage the indicators for each leisure facility on a regular (at least monthly) basis. Subject to approval by Members, up-to-date (usually end of quarter) reports will be brought to each meeting of this Board, thereby affording Members the opportunity to both understand and direct financial and operational performance, essentially with effect from April 2018. The end of March 2018 baseline position, however, will be reported to Board at its meeting to be held in May and this information will be used to set performance targets for 2018/19.

4.5 Use of the listed key performance indicators will enable the effectiveness and efficiency of each facility to be monitored, both within each financial year and over time, enabling performance comparisons to be made between different financial years. Subject to the identification of appropriate comparators, it may also be possible to benchmark local performance against that of other operators within the industry.

4.6 By way of example, Appendix A includes three tables. The first table identifies the performance of each facility against each indicator at the end of Quarter 3 (December 2017). The second table shows the performance of each facility at the end of each of the first three Quarters, thereby showing performance throughout the year, whilst the third table identifies the performance at the end of 2016/17. This table will be populated at the end of each financial year in order to provide an overall (year on year) picture of the financial and operational performance of the facilities.

4.7 The Board is asked to consider and approve, or otherwise amend, the list of proposed key indicators, which will be used to monitor and manage the performance of the Borough Council's leisure facilities. Subject to their approval by Members, the indicators can also be included within the Service Improvement Plan, which Officers were instructed to produce at the Full

Council meeting held on 21 February 2018. The draft Plan will also be tabled for consideration at the Board’s meeting to be held in May.

- 4.8 Paragraph 4.1 above highlights that the early work of the Business Development team included the development of an effective New Year offer, through which to encourage enhanced levels of membership at each facility. In this respect, new customers were afforded an opportunity to purchase an Ultimate Membership of the facilities for £19.99 per month (monthly contract), instead of £31.00 per month. The table below identifies that the New Year promotion was well received by new customers, given that the end of January 2018 levels of direct debit membership at Atherstone, Coleshill and Polesworth were the highest ever recorded. The Business Development team is now required to focus on “customer retention”, which will be a significant challenge, given what has been said by the consultants about the age, quality, nature and location of the facility portfolio.

	January 2018: £19.99 Sales	January 2018: Other DD Sales	DD Membership Totals
Arley SC	20	10	157
Atherstone LC	437	49	1244
Coleshill LC	113	76	915
Polesworth SC	55	27	420

5 Report Implications

5.1 Finance and Value for Money Implications

- 5.1.1 Whilst there is no financial implication arising directly out of this report, the proposed set of key indicators will enable the Board to monitor the financial performance of the leisure facilities at each of its meetings.

5.2 Safer Communities Implications

- 5.2.1 The Authority’s leisure facilities contribute to community safety by providing well-managed services that afford opportunities for positive activity and, therefore, a creative alternative to potential criminal or anti-social behaviour.

5.3 Environment, Sustainability and Health Implications

- 5.3.1 Leisure facilities have a positive impact on the physical and mental wellbeing of individuals and the sustainability of local communities by providing opportunities for formal and informal recreation and by contributing to an improved quality of life.

5.4 Equalities Implications

- 5.4.1 There are no equalities implications arising directly from the report, in that the proposed key performance indicators will not have an adverse consequence on the Borough Council’s drive to ensure equality of opportunity in all aspects of service provision.

5.5 Links to Council's Priorities

5.5.1 The proposed set of key performance indicators has direct links to the following corporate priorities:

- Responsible financial and resource management
- Creating safer communities
- Improving leisure and wellbeing opportunities
- Promoting sustainable and vibrant communities

5.5.2 Additionally, the Borough Council's leisure facilities contribute directly to the priorities of the Sustainable Community Strategy to:

- Raise aspirations, educational attainment and skill levels
- Develop healthier communities
- Improve access to services

The Contact Officer for this report is Simon Powell (719352).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
1	Strategic Leisure Ltd.	Draft Leisure Facilities Strategy Documents	2017

KPIs to period 9 2017	ASC	ALC	CLC	PSC	Average
Total members	390	2969	1926	952	1559
Total visits	29460	144919	94347	53012	80435
Total income per visit	£2.01	£2.54	£2.96	£2.58	£2.52
Subsidy per visit	£1.10	£0.49	£0.24	£0.55	£0.59
Staff cost vs total income	91%	64%	61%	81%	74%
Staff cost vs total cost	59%	53%	56%	67%	59%
Operating recovery rate	65%	84%	92%	83%	81%
Income per station	£1,993	£5,178	£5,026	£3,071	£3,817
Member per station	19	46	48	42	39
Length of stay	14	11	14	12	13

KPIs per Quarter	ASC				ALC				CLC				PSC			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Total members	378	407	390		2724	2767	2969		1869	1834	1926		969	940	952	
Total visits	9630	9280	10550		50203	51729	42987		33426	30052	30869		16487	18964	17561	
Total income per visit	£2.34	£2.33	£2.23		£2.81	£2.98	£2.90		£2.80	£3.93	£3.39		£3.10	£2.85	£2.76	
Subsidy per visit	£1.51	£1.12	£1.15		£0.36	£0.33	£0.31		£0.56	-£0.09	£0.32		£0.75	£0.32	£0.79	
Staff cost vs total income	94%	83%	96%		54%	54%	85%		57%	51%	76%		78%	72%	95%	
Staff cost vs total cost	57%	52%	63%		48%	49%	63%		47%	52%	69%		63%	65%	74%	
Operating recovery rate	61%	68%	66%		89%	90%	74%		83%	102%	91%		81%	90%	78%	
Income per station	£751	£691	£608		£1,695	£1,727	£1,611		£1,687	£1,672	£1,748		£1,045	£1,066	£1,005	
Member per station	n/a	19	19		n/a	46	45		n/a	41	47		n/a	32	42	
Length of stay	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

KPIs to period 9 2017	Arley S C				Atherstone L C				Coleshill L C				Polesworth SC			
	16/17	17/18	18/19	APSE	16/17	17/18	18/19	APSE	16/17	17/18	18/19	APSE	16/17	17/18	18/19	APSE
Total members	448				2410				1802				1014			
Total visits	38413				172505				120183				68565			
Total income per visit	£1.32			£2.65	£1.64			£3.26	£1.64			£2.65	£1.49			£2.65
Subsidy per visit	£1.25			£1.96	£0.34			£1.20	£0.48			£1.96	£0.04			£1.96
Staff cost vs total income	139%			101%	73%			86%	78%			101%	88%			101%
Staff cost vs total cost	71%			65%	60%			66%	60%			65%	70%			65%
Operating recovery rate	51%			68%	83%			74%	77%			68%	80%			68%
Income per station	£1,650				£3,202				£3,352				£1,847			
Member per station	n/a				n/a				n/a				n/a			
Length of stay																

Definitions/Calculation	Unit	Definition
Total members	No.	All members holding a current subscription
Total visits	No.	All activity visits
Total income per visit	£	Total income divided by total visits
Subsidy per visit	£	Total costs (excludes CECs and capital repayments) minus total income divided by total visits
Staff cost vs total income	%	Operational facility staff cost divided by total income
Staff cost vs total cost	%	Operational facility staff cost divided by total cost (excludes CECs and capital repayments)
Operating recovery rate	%	Total income divided by total cost (excludes CECs and capital repayments)
Income per station	£	Gym and classes income divided by number of fitness stations
Member per station	No.	All gym members divided by number of fitness stations
Length of stay	No of Mths	Average length of direct debit membership (includes current members)

Agenda Item No 10

Community and Environment Board

12 March 2018

**Report of the
Assistant Director
(Leisure and Community Development)**

**North Warwickshire Green Space
Strategy Progress Report**

1 Summary

- 1.1 This report informs Members of the progress made in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy (2008 to 2018).

Recommendation to the Board

That Members note and comment upon the progress made in respect of the implementation of the priorities of the North Warwickshire Green Space Strategy (2008 to 2018).

2 Consultation

- 2.1 Consultation has taken place with relevant Members and any comments received will be reported at the meeting.

3 Background

- 3.1 The North Warwickshire Green Space Strategy was formally adopted by the Borough Council in December 2008. Together with its supporting Action and Funding Plan, its purpose is to provide a framework for the provision and enhancement of green space for the benefit of communities across the Borough. It addresses green and open space provided primarily by the Borough and parish and town councils, but also includes some areas in the management of other providers.
- 3.2 The Action and Funding Plan supporting the Strategy is considered within the context provided by the Borough Council's overall capital and revenue requirements and is rolled forward annually. It directs the work of the "Green Space" team, which is located in the Community Development section of the Leisure and Community Development Division. Successful delivery, however, is dependent upon extensive partnership working both within and outside the Authority. To be effective, the Strategy must remain current and relevant to the needs of local communities and must help the Authority to move forward in meeting those needs.

3.3 The current Green Space Strategy sets out a number of policy and service priorities, area-based priorities and policies in respect of resources, monitoring and development. This report provides the Board with an update on progress in respect of delivery against those priorities, subsequent to the overview that it received in October 2017.

4 Service Priorities

4.1 Safety and Security

4.1.1 The Strategy identifies a commitment to invest in basic service improvements by improving site infrastructure. A programme of related work is prepared annually within the context of available revenue, capital and external funding resources.

4.1.2 In 2017, bollards have been installed at Royal Meadow Drive Recreation Ground, Atherstone, and in Abbey Green Park, Polesworth, in order to prevent nuisance vehicles gaining access to these sites. At Mancetter Recreation Ground, boundary repairs have been completed through the Community Payback initiative and a deterrent to motorcycle access to the area will be installed in the near future.

4.1.3 Following a number of anti-social behaviour incidents, the CCTV camera that is currently situated at Hill Top, Arley, will be relocated to Bretts Hall Recreation Ground in Ansley Common. This work will be undertaken upon completion of the installation of the new play area at this site.

4.2 Tree Management

4.2.1 Progress in respect of the Tree Management programme was last reported to the Board in October 2017.

4.2.2 Subsequent to the appointment of the Green Space Officer (Trees), there has been an improvement in the timeliness and quality of the Borough Council's tree-related services. Indeed, October 2017 and the end of January 2018, the Officer has undertaken 109 reactive, tree-related site visits, in addition to the work that he has carried out on behalf of the Housing and Planning and Development Divisions. Within this period, work has been instructed in relation to 69 trees, 49 of which have been felled. Members will be aware of our commitment to replace the trees felled, and this will be organised accordingly. Additionally, the Officer has been involved in 25 Planning Applications or Notifications in relation to protected trees, as well as a consultee offering tree-related advice on a further 20 Planning Applications. During 2018/19, it is proposed to reintroduce a proactive tree inspection programme, to which the Authority aspired when it adopted its approach to tree management in 2010. This work is being preceded by the development of a definitive list of trees owned by the Borough Council, after which a risk-based schedule of inspections will be produced.

4.3 Biodiversity and Climate Change

4.3.1 The Green Space Strategy sets out a number of priorities in respect of the conservation and enhancement of biodiversity through habitat creation and management, to which the Local Nature Reserves Project is making a significant contribution.

4.3.2 Members will be aware that the Borough Council is working in partnership with Warwickshire Wildlife Trust to manage the reserves at Kingsbury Meadow, Dafferns Wood in New Arley, Cole End Park in Coleshill and Abbey Green Park in Polesworth. Through the partnership, the Trust is carrying out specialist conservation management on each Reserve and is also supporting the Friends of Dafferns Wood group, which is now actively involved in managing that site. The Trust also provides a programme of events to encourage volunteering and participation at each of the Local Nature Reserves.

4.3.3 A report detailing the Wildlife Trust's work over the year is attached at Appendix A. The report highlights that there is a measureable increase in biodiversity within the Reserves and an encouraging level of active community engagement, from which the feedback has been very positive.

4.3.4 Under the Management Agreement, the Trust is required to submit a budget for approval by 1 September each year in respect of anticipated expenditure in the following financial year. In 2017 / 18, this amounted to £16,000 (excluding VAT) payable by the Borough Council, in return for which the Trust will have provided approximately 800 committed volunteer hours on site by the end of the year. The sum required for 2018 / 19 is £15,750 (excluding VAT), for which appropriate provision has been made in the Authority's approved revenue budget.

4.4 **Partnership Working**

4.4.1 In addition to promoting partnership working to improve and manage the Authority's own sites, the Strategy recognises the important role that other providers have in delivering green space provision across the Borough. It, therefore, commits the Authority to supporting partners where their green spaces have been identified as Area Priorities.

4.5 **Outdoor Sports - Hurley Daw Mill Sports Ground**

4.5.1 The responsibility for Hurley Daw Mill Sports Ground was formally transferred to the Hurley Kings Football Club on the 7 December 2017 for a period of 25 years. As the Board is aware, this action brought to a conclusion a long-term partnership project that has seen significant improvements made to the playing pitches and associated ancillary accommodation at this site.

4.6 **Outdoor Sports – Playing Pitches**

4.6.1 As previously reported to Members, the Borough Council's playing pitches are in need of investment. There have been issues with moles at numerous sites,

including Ansley Workshops, Boot Hill, Grendon, and Ridge Lane, which have caused pitches to be temporarily withdrawn. This season, eight out of eleven pitches are being used by teams from North Warwickshire (four adult teams and four junior teams).

4.6.2 A new draft Playing Pitch Strategy has been produced by external consultants, as part of the Strategic Leisure Review process. The revised draft Strategy addresses current and future needs in terms of both the quantity and the quality of sports pitch provision and will set the platform for considered, coherent funding bids to be made to external organisations.

4.6.3 It is anticipated that the new draft Playing Pitch Strategy will be presented for consideration by the Board at its meeting to be held in May 2018. It is known, however, that the draft Strategy will continue to advance the need to improve the quality of playing pitch provision, as well as the need to provide more youth and mini football pitches, to seek to develop one or two sports hubs in the Borough and also to develop two additional 3G artificial grass pitches in North Warwickshire.

4.7 Children and Young People

4.7.1 The Green Space Strategy recognises the vital role of open space in helping children and young people to develop skills through play and social interaction and it commits the Authority to supporting the development of a strategic network of play facilities across the Borough. The Play Area Development Programme has enabled the Authority to meet this commitment through the delivery of an associated action plan.

4.7.2 Progress in respect of projects that include play provision at Ansley Common is detailed in section 5 below.

4.7.3 The Borough Council has commissioned an independent inspection of its play areas, as well as a number of sites owned by partner organisations, through the Children's Play Advisory Service. The inspections took place in June 2017 and included a safety inspection, site risk assessment, an accessibility assessment and the production of a "play value" score for each play space. A report was produced, which categorised equipment and ancillary items that needed replacing, repairing, maintaining and / or monitoring, in response to which a prioritised works programme has been developed. Work undertaken further to the inspection is detailed below.

4.7.4 Work is being progressed with the Friends of Dafferns Wood Group, which has been successful in applying for a Smart Start grant through Warwickshire County Council to create a safe area for learning for young children in the Wood. The application was a joint submission with the Friends of Dafferns Wood Group, the local Jellybeans Nursery and Arley Primary School. The safe area has been created, with further work to be completed in March 2018.

4.8 Community Engagement

- 4.8.1 The Green Space Strategy acknowledges the value of open space to communities and seeks to encourage people to use their local spaces and to take pride in their development. Local communities are consulted during the preparation of site management plans and they actively inform proposals for the development or refurbishment of play facilities. Additionally, the Local Nature Reserves Project directly engages local people in the development and management of these sites.

5 Improvement Schemes 2017 / 18

5.1 Coleshill Area

- 5.1.1 As previously reported, proposals for improvements at Cole End Park in Coleshill have been partially implemented with the establishment of the Local Nature Reserve. Section 106 funding has been secured through a local planning agreement that will eventually realise a receipt to be used in respect of the further enhancement of Cole End Park. Upon receipt of the money, enhancements will be made to the footpaths within the Park, trees will be planted and new toddler equipment will be provided in the play area.

5.2 Curdworth, Hurley and Wood End

- 5.2.1 Replacement goalposts were installed at Piccadilly Sports Field in May 2017, due to damage having been caused to the original posts. A three seat swing was also installed within the adjacent play area in October 2017. This development was made possible through the local Community Association's acquisition of external funding.

5.3 Kingsbury

- 5.3.1 Replacement timber parts to the mound slide at Sycamore Road Recreation Ground were installed in February 2018 following discovery of wood rot. The replacement parts were within warranty and supplied and fitted at cost to the play equipment manufacturer, not the Borough Council.
- 5.3.2 A report was presented to the Resources Board, at its meeting held in January 2018, regarding the land adjacent to Elm Tree Close, Kingsbury. This area of green space is owned by the Borough Council. Despite its designation as public open space, however, it has been maintained as an extended private garden by the current and previous owners a property in Elm Tree Close. At the Board meeting, Members determined to sell a 2 metre strip of land to the owners of the property adjacent to the open space, and this process is currently being advanced. Some shrubbery from the boundary line will be removed to enable access for a mower and the Streetscape Division will resume the maintenance of this land in the near future.

5.4 Arley and Whitacre

- 5.4.1 Members will be aware of the installation of new play equipment at Bretts Hall Recreation Ground in Ansley Common. Funding for the project has been

sourced from the Borough Council's capital programme and its Equality Fund, as well as through external sources, including Ansley Common Residents Association (ACRA), which also lobbied for the new play equipment, the local County Councillor, the Tesco "Bags of Help" scheme, Smart Start, the Ley Group and Ansley Parish Council. The total project cost is £68,800. The site works are due for completion in March 2018 and a celebration event is due to be held in the spring.

- 5.4.2 Repairs to various items of play equipment were undertaken at Old Arley Recreation Ground in both September 2017 and February 2018, mainly in order to address wood rot.

5.5 Atherstone and Mancetter

- 5.5.1 Section 106 funding of £26,937 has previously been earmarked towards improvements at Meadow Street Gardens in Atherstone. The Borough Council is working in partnership with Friends of Atherstone Heritage to redesign Meadow Street Gardens to enhance this valuable space and highlight the rich heritage of Atherstone as a centre for hat making. Following a procurement exercise, a landscape architect was appointed in February 2018 and design work will be undertaken in conjunction with the local community this spring. Once concept and developed designs have been worked up, the Borough Council will be applying for Heritage Lottery Funding to finance the associated construction works.

- 5.5.2 Repairs to various timber and other items of play equipment have been undertaken at Ridge Lane Recreation Ground, again principally due to wood rot.

5.6 Polesworth and Dordon

- 5.6.1 Repairs to the safer surfacing beneath play equipment at Long Street, Dordon, have been carried out following an arson incident.

5.7 Baddesley and Grendon

- 5.7.1 Replacement timber parts to a swing at Baxterley Recreation Ground were fitted, again following the discovery of wood rot. The replacement parts were within warranty and supplied and fitted at cost to the play equipment manufacturer.

5.8 Hartshill

- 5.8.1 Due to some damage caused to the fencing at Grange Road Recreation Ground in December 2017, maintenance work has been carried out at this site. Further work is planned, however, in order to rectify a gap in the fence line.

6 Moving Forward

- 6.1 The current Green Space Strategy concludes at the end of March 2018. Over the last 10 years, the Borough Council has achieved many positive outcomes through its implementation of the provisions and priorities of the Strategy, all of which have been reported to the Board. It has not been possible to advance a number of priorities, however, principally due to capacity and / or resource constraints. Members will be aware of the Authority's receipt of a revised draft Green Space Strategy from the consultants undertaking a Strategic Review of the Leisure and Community Development service. The outstanding actions from the original Strategy, a list of which is attached at Appendix B, will be reviewed as consideration is given to the development and adoption of the new Green Space Strategy (2018 to 2031). It is currently anticipated that the revised draft Green Space Strategy will be tabled for consideration at the Board's meeting to be held in May 2018.

7 Report Implications

7.1 Finance and Value for Money Implications

- 7.1.1 There is no new financial implication arising directly out of this report, other than the contribution to be made to the Warwickshire Wildlife Trust, to which reference is made at paragraph 4.3.4 above.

- 7.1.2 Delivery against key priorities of the Strategy, from its inception to date, has to a great extent been made possible through external funding and grant aid. It is likely that securing such funding in the future will become increasingly difficult, as partners and funding bodies face similar pressures to those being experienced by the Authority at a time of increasing demand for their support.

7.2 Safer Communities Implications

- 7.2.1 Projects advanced through the Green Space Strategy contribute to community safety by providing well-managed recreation areas that afford opportunities for positive activity.

7.3 Legal, Data Protection and Human Rights Implications

- 7.3.1 Projects advanced through the Green Space Strategy are compliant with all relevant legislation.

7.4 Environment, Sustainability and Health Implications

7.4.1 Delivery of priorities identified in the Green Space Strategy contributes directly to environmental improvements, enhancement of biodiversity and mitigation of the effects of climate change. It also helps to build sustainable and vibrant communities.

7.5 Equalities Implications

7.5.1 The provisions of the Green Space Strategy are targeted at reducing inequalities in access to good quality green space provision. The equalities implications of all projects advanced through the Strategy are considered as part of the project management process.

7.6 Links to Council's Priorities

7.6.1 The North Warwickshire Green Space Strategy has direct and positive links to all six of the corporate priorities:

- Responsible financial and resource management
- Creating safer communities
- Protecting our countryside and heritage
- Improving leisure and wellbeing opportunities
- Promoting sustainable and vibrant communities
- Supporting employment and business

7.6.2 Additionally, implementation of the provisions of the Green Space Strategy contributes directly to the attainment of the priorities of the Sustainable Community Strategy to:

- Raise aspirations, educational attainment and skill levels
- Develop healthier communities
- Improve access to services

The Contact Officer for this report is Katherine Webster (719492).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
1	Assistant Director (Streetscape) & Assistant Director (Leisure & Community Development)	Report to Resources Board (Land Adjacent to Elm Tree Close, Kingsbury)	Jan 2018
2	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (North Warwickshire Green Space Strategy Progress Report)	Oct 2017
3	North Warwickshire Borough Council	North Warwickshire Green Space Strategy	2008-2018

Appendix A

North Warwickshire Borough Council / Warwickshire Wildlife

Report – February 2018

K. Curtis - WWT

Site	Volunteer Hours - March 2017 to February 2018 to date
Abbey Green Park – <ul style="list-style-type: none"> • Cutting and clearing grassland areas • Bioblitz • Fixed point photography • Reed pulling from watercourse (15 and 20th) 	207
Cole End Park – <ul style="list-style-type: none"> • Balsam pulling • Bioblitz • Fixed point photography • Delivered a corporate day via Severn Trent Water • Woodland management – coppicing cpt. 4 and creation of habitat piles 	205
Kingsbury Meadow – <ul style="list-style-type: none"> • Cutting and clearing grassland area • Grassland condition survey • School session delivered by Education team • Sedgebeds and waterway management (16th Feb 2018) 	171
Daffern’s Wood – <ul style="list-style-type: none"> • Grassland condition survey • Woodland condition survey • Woodland management – coppicing cpt. 4 and creation of FS area • Large sycamore thinning • Woodland management (14th Feb 2018) 	45
Total	628 (to date)

Warwickshire Wildlife Trust has delivered a further productive year across the North Warwickshire LNR’s in 2017 and 2018. Achieving over 628 committed volunteer hours, with a projection of near to 800 by the time the remainder of the practical sessions have been completed, this will be a further year of success for engagement.

Particular highlights this year have been engaging with Severn Trent Water to undertake Himalayan balsam control at Cole End Park where a group of eight employees came and

pulled the invasive plant from around the river corridor. The Trust has also had productive sessions managing the wild flower meadows at Abbey Green Park, raking off the cut grass to allow the wildflowers to flourish and proliferate next year. In addition, through completing the winter woodland management of Daffern's Wood to create structural and age diversity for a host of wildlife species, this will be assisting a local forest school group by providing a base camp area within the wood.



Figure 1 Grass raking at Abbey Green Park LNR – copyright J. Stuart 2018

We have also trained the local volunteer group leader at Daffern's wood in first aid and Health and Safety Training over two separate sessions and look to recruit and support the group back into actively managing the site across 2018 as well as the other LNR's. A restructure within the Trust will also provide NWBC LNR's a dedicated Reserves Officer who will lead on the site management, events and revision of the management plans across 2018/19 and beyond.



Figure 2 Severn Trent after pulling Balsam at Cole End Park LNR – copyright J. Stuart 2018



Figure 3 Abbey Green Park LNR - copyright Alexis Evans 2018



Figure 4 Cole End Park LNR Dead Hedge - copyright Alexis Evans 2018



Figure 5 Willow Arch at Kingsbury Meadow – copyright J. Stuart 2018

Appendix B - Actions of the Green Space Strategy that are outstanding.

	Action	Progress
PP01	Inform the Planning process	More regular briefing meeting taking place.
PP02	Inform any review of the Borough Council's land holdings and any proposals for disposal	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
SP03	Introduce a Park Ranger service to provide site supervision, ensuring a regular presence at each of the Borough Council's parks, play areas and recreation grounds and a timely response to issues such as vandalism and anti-social behaviour	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
SP04	Invest in basic service improvements, such as improving footpaths and site furniture, installing signage and securing sites against inappropriate access	Undertaken at a number of Sites e.g. Royal Meadow Drive Recreation Ground, Mancetter Recreation Ground, Cole End Park, Abbey Green Park, Daffern's Wood, Long Street Dordon Recreation Ground, Baxterley Recreation Ground
SP07	Seek opportunities to mitigate the effects of climate change, particularly increased flood risk, through appropriate planting and land management when developing individual site management plans and grounds maintenance schedules	Undertaken at some Sites but not all.
SP08	Support partners to enhance and conserve biodiversity on publicly accessible sites	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
SP10	Work in partnership with other providers and, where improvements to their green spaces have been identified as Area Priorities, support them to deliver these through the Area Forum Fund and by offering advice and guidance	Assistance has been provided to Baddesley, Fillongley Shuttington and Water Orton Parish

		and Coleshill Town Councils.
SP15	Explore opportunities to include natural, wildplay areas when developing individual site management plans	Wildplay opportunities identified at Local Nature Reserves
AP03	Seek the provision of junior play facilities in the south of the area	Incomplete
AP04	Work with local schools to meet the demand for more community access to football pitches	Schools will be consulted as part of the review of leisure, health and wellbeing.
AP05	Where appropriate, and in consultation with the local community, allow some informal open space to be developed for alternative green space uses, such as new play space or for management as natural green space	The Town Council and communities will be consulted as part of the review of leisure, health and wellbeing.
AP06	Support the Parish Council to develop a management plan for the recreation ground	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP07	Support the improvement of play facilities at the parish recreation ground (Water Orton)	Parish Council invited to training events and Kickwall donated to the Parish Council.
AP08	Support the provision of additional play facilities at the informal green space in Smiths Way (Water Orton)	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP09	Work with the Parish Council and other providers to meet the demand for more community access to outdoor sports facilities	The consult again as part of the review of leisure, health and wellbeing.
AP10	Seek the provision of additional open space for outdoor sport and children's play (Water Orton)	Incomplete. Pending further decision of the review of leisure

		provision.
AP11	Allow the release of some informal open space to secure funds to improve existing facilities in the area (Water Orton)	£5730 S106 funding made available to parish Council. Release of informal open space to be reviewed in the context of the review of leisure provision.
AP12	Ensure there is no loss of publicly accessible open space within the area (Curdworth, Wishaw, Middleton, Marston, Bodymoor Heath, Lea Marston, Whitacre Heath, Nether Whitacre, Hurley, Wood End and Piccadilly)	Ongoing.
AP13	Support the Parish Council to develop an improvement plan for the open space and play area at Middleton	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP14	Support the Parish Council to develop an improvement plan for the open space and play area at Lea Marston	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP15	Support the Parish Council to develop a management plan for the King George V Playing Fields at Curdworth to ensure ongoing improvement of facilities	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP16	Support the promotion of access to rights of way across the area (Curdworth, Wishaw, Middleton, Marston, Bodymoor Heath, Lea Marston, Whitacre Heath, Nether Whitacre, Hurley, Wood End and Piccadilly)	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP21	Work with the local school to meet the demand for more community access to outdoor sports facilities (Kingsbury)	Schools will be consulted again course in the review of leisure, health and wellbeing

AP22	Develop a management plan for Old Arley Recreation Ground to enable its development as a recreation “hub”	Incomplete. Pending further decision of the review of leisure provision.
AP23	Support the Parish Council to develop a management plan for Hill Top Recreation Ground	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP24	Support improved access to the countryside through the promotion of footpaths and routeways through the area	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP25	Support the improvement of play facilities at Hill Top, New Arley	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP27	Develop a management plan for Bretts Hall Recreation Ground in Ansley Common, in conjunction with an improvement plan for the adjacent Bretts Hall Allotments site	Play area being installed, due to be completed by March 2018. Management plan to follow.
AP28	Support Ansley Parish Council to develop a management plan for Ansley Recreation Ground	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP29	Develop a formal “destination” park within the area (Atherstone, Mancetter and Ridge Lane)	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP30	Work with partners at the neighbouring cricket ground to develop a sports “hub” at Royal Meadow Drive Recreation Ground to provide a focus for a range of good quality pitch sports provision with appropriate ancillary facilities	To be addressed in the overarching review of leisure, health and wellbeing provision.

AP32	Improve access to and within the Borough Council's open spaces across the area and support similar improvements to other providers' open spaces	Consultants engaged to created proposals for improvement to Meadow Street Gardens
AP35	Where appropriate, and in consultation with the local community, allow some informal open space to be developed for alternative green space uses, such as new play space, or for management as natural green space (Atherstone, Mancetter and Ridge Lane)	To be addressed in the overarching review of leisure, health and wellbeing provision.
AP37	Support the County Council in its work to develop a management plan for Pooley Country Park	Incomplete. Funding not available.
AP39	Where appropriate, and in consultation with the local community, allow some informal open space to be developed for alternative green space uses such as new play space or for management as natural green space (Polesworth, Birchmoor and Dordon)	Part of Abbey Green Park developed as Local Nature Reserve
AP42	Work with partners to seek to ensure the sustainable long-term provision of publicly accessible open space in Baxterley	To be addressed in the overarching review of leisure, health and wellbeing provision
AP45	Seek the provision of more play facilities, particularly youth facilities, in the area (Baddesley Ensor, Grendon, Baxterley, Bentley, and Merevale)	To be addressed in the overarching review of leisure, health and wellbeing provision.
AP46	Support the parish councils to develop management plans for the recreation grounds at Fillongley and Shustoke	Grant awarded to develop and implement a management at Fillongley. Action incomplete for Shustoke Parish Council.
AP48	Support the provision of new play facilities in the north of Hartshill	To be addressed in the overarching review of leisure, health and wellbeing provision.
AP50	Ensure the future of the informal open space at Cherryfields as publicly accessible open space and improve the facilities it offers	To be addressed in the overarching review of leisure, health and

		wellbeing provision.
AP53	Support the Parish Councils to develop management plans to ensure ongoing investment in the outdoor sports facilities at the recreation grounds in Newton Regis and Austrey	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP54	Support the improvement of the facilities at the playing field in Shuttington	Incomplete. To be addressed in the overarching review of leisure, health and wellbeing provision.
AP55	Allow the release of some informal open space to secure funds to improve existing facilities in the area (Newton Regis, Seckington, No Man's Heath, Shuttington, Alvecote, Austrey and Warton)	To be addressed in the overarching review of leisure, health and wellbeing provision.
RP03	Adopt a Supplementary Planning Document to enable the Authority to seek targeted financial contributions from housing developments towards open space, sport and recreation facilities using the Open Space, Sport and Recreation Study as evidence of need both locally and Borough-wide.	To be addressed in the overarching review of leisure, health and wellbeing provision.

Agenda Item No 11

Community and Environment Board

12 March 2018

**Report of the
Assistant Director
(Leisure and Community Development)**

**Health and Wellbeing Action Plan
(2017 to 2020)**

1 Summary

- 1.1 This report provides Members with an update on the progress being made in respect of the actions identified in the approved three-year Health and Wellbeing Action Plan.

Recommendation to the Board

That the Board notes and comments upon the progress being made in respect of the delivery of commitments identified in the current Health and Wellbeing Action Plan.

2 Consultation

- 2.1 The Chairman, Vice-Chairman and Opposition Spokesperson for the Community and Environment and Resources Boards and the Safer Communities Sub-Committee, together with Members with responsibility for Health, Wellbeing and Leisure and Young People, have all had an opportunity to comment on the content of this report. Any comments received will be reported verbally at the meeting.

3 Introduction

- ... 3.1 The three-year Health and Wellbeing Action Plan (2017 to 2020), a copy of which is attached at Appendix A, has been developed by the Health and Wellbeing Working Party and was endorsed by the Board in March 2017. The Working Party monitors progress in respect of delivery of the actions identified within the Plan at each of its meetings. Indeed, the Plan received detailed scrutiny by the Working Party at its meeting held in February 2018.
- 3.2 The Action Plan provides an holistic view of activity that takes place across the Authority that impacts on the health and wellbeing of the local population. Accordingly, the Action Plan seeks to ensure that the Borough Council, along with its partners, is doing all that it can to improve the health of the community in a co-ordinated and effective manner.

3.3 “Improving Leisure and Wellbeing Opportunities” is a corporate priority, and the actions outlined in the Health and Wellbeing Action Plan are aligned with this commitment.

4 Progress to Date in 2017 / 18

4.1 Joint Strategic Needs Assessment

4.1.1 A needs assessment is a systematic method for the reviewing the health issues facing a defined population. Its production is intended to lead towards the development of an agreed set of resourced priorities that will improve health and reduce related inequalities.

4.1.2 A pilot Joint Strategic Needs Assessment has been completed covering Atherstone and Mancetter, and an action plan, attached at Appendix B, has been produced in conjunction with stakeholders. A steering group has been established, which will monitor the work of the action plan. Membership from the Borough Council includes the Community Development Manager and the Senior Policy Support Officer.

4.1.3 As a result of the success of the Atherstone / Mancetter pilot, needs assessments are being completed across the county. In this respect, a needs assessment will be undertaken that will cover Arley, Coleshill and Kingsbury. Work will commence this year and the aim is to finish the assessment within a six month timescale.

4.2 Events

4.2.1 The Borough Council organises and delivers two Big Day Out events each year. The initiative, which was originally supported through Warwickshire County Council, is designed to get more people outdoors and enjoying their local green space. The Community Development section has developed the events to engage with the community, including in respect of the wider determinants of health, such as local businesses having stalls through which to boost the local economy and getting people out and about to increase social interaction and reduce social isolation. Working with #onething, Big Day Out has also become a successful means through which to engage people who would not ordinarily be seen by their GP in having a mini-health check.

4.2.2 The most recent event, held at Royal Meadow Drive Recreation Ground, Atherstone, on 17 September 2017, was well attended, with approximately 1500 people enjoying activities such as children’s rides, dog shows, Live and Local’s story telling whale and face painting. More than 70 health checks were carried out, as a result of which 17 people referred on to their GP, and 27 pledges were made regarding lifestyle changes. The next Big Day Out will take place at Coleshill Memorial Park on 10 June 2018.

4.3 Community Health and Wellbeing Hubs (CHAW)

4.3.1 In February 2017, the North Warwickshire Community Partnership commissioned the opportunity to manage and facilitate the delivery of the Community Health and Wellbeing (CHAW) Hubs in North Warwickshire. Working with the Borough Council, County Council and Warwickshire Community and Voluntary Action, the service was specifically commissioned to provide delivery support to champion health and wellbeing across the hubs through, amongst other things, events, publicity material and training. The service will deliver both preventative and early intervention approaches to health and wellbeing at each of the six hub locations:

- Arley
- Atherstone
- Baddesley Ensor
- Coleshill
- Dordon
- Hartshill

4.3.2 The Healthy Living Network was successful in securing the commission and its work commenced in June 2017. Its stated vision is “to support our population to maximise their independence and empower them to make choices that fit with their lives and deliver better outcomes for health and wellbeing through a preventative approach.”

4.3.3 A steering group has been established through the Community Partnership to provide a network for those partners who are linked or have an interest in the project, with the aim of supporting the Healthy Living Network in its delivery of the service, reducing duplication and making the links between agencies and partners. Membership includes representation from the Clinical Commissioning Group, Warwickshire County Council, North Warwickshire Borough Council, Age UK and the Healthy Living Network.

4.4 Addressing Teenage Conceptions

4.4.1 The number of conceptions amongst people under 18 years of age is on the increase in North Warwickshire. Indeed, Atherstone Central is identified as the Ward with the highest teenage conception figures on the National Child and Maternal Health Intelligence Network.

4.4.2 An Addressing Teenage Conceptions (ATC) group has been established, which (according to its terms of reference) will develop and monitor the delivery of the Warwickshire North Health and Wellbeing Partnership’s Teenage Conception Action Plan. Membership of the group includes representatives from Nuneaton and Bedworth Borough Council, North Warwickshire Borough Council, Warwickshire North Clinical Commissioning Group, Warwickshire County Council and appropriate local services. By co-ordinating partnership action plans and initiatives, the ATC group will seek to reduce teenage conception rates across the boroughs of Nuneaton and Bedworth and North Warwickshire under the following themes:

- Service Development

- Partnership
- Education
- Supporting Young People

4.4.3 The Health Store service, which offers Chlamydia Screening, Condom Distribution, Contraception, Pregnancy Testing, Health Advice and Signposting to young people under 25 years of age, has now been extended to the Ratcliffe Centre in Atherstone. The sessions, which are held every Tuesday evening, are also being supported by Edible Links (formally the Foodbank), which provide snacks, drinks and sanitary products as and when required.

4.5 **Fitter Futures**

4.5.1 In July 2015, Fitter Futures Warwickshire was commissioned by Warwickshire County Council (Public Health) to deliver a county-wide Physical Activity on Referral project and to co-ordinate the referral pathways to related commissioned services, which include a structured family weight management scheme and an adult weight management service.

4.5.2 Physical Activity on Referral for young people and adults, a 12 weeks exercise programme accessible by referral from a health professional, is managed by Nuneaton and Bedworth Leisure Trust. Individuals can be referred onto the programme for a variety of health conditions, including; obesity, Diabetes (type 1 and type 2), Hypertension, dementia, cancer and musculo-skeletal problems. In North Warwickshire, the programme continues to be delivered at all four of the Borough Council's leisure facilities; in Arley, Atherstone, Coleshill and Polesworth. From April 2017 to January 2018, 103 people were referred on to the programme in North Warwickshire. To assist in the further development of the service, nine members of staff from across all four leisure centres are attending Level 4 Exercise Referral training in April, thereby increasing the total number of trained staff to 13.

4.5.3 "Change Makers" is the structured family weight management scheme, which offers a nine weeks healthy eating and physical activity programme for children aged from 4 to 12 years and their families. The scheme has been commissioned by Public Health until 30 June 2019 and is managed across the county by Rugby Borough Council. In North Warwickshire, the service is delivered by a Family Lifestyle Advisor, who sits within the Community Development section. From September 2017, 161 children from North Warwickshire have been identified as being overweight on the current National Child Measurement Programme (NCMP). Since April 2017, Change Makers has delivered courses in eight venues, including Arley Primary School, St Benedict's Catholic Primary School in Atherstone, Hurley Primary School, Racemeadow Primary School in Atherstone, Woodside Primary School in Baddesley Ensor, Warton Nethersole School, Birchwood Primary School in Polesworth and Abbey Green Park, Polesworth. Twenty eight overweight children have completed a course since April 2017.

4.5.4 In North Warwickshire, the Adult Weight Management Service is being delivered by Slimming World, which offers 12 weeks of free sessions to eligible individuals (anyone aged over 12 years of age with a BMI 30+ or BMI 28+ with a health-related condition). From April 2017 to January 2018, there were 140 referrals to the Adult Weight Management Service in North Warwickshire.

4.6 **#onething**

4.6.1 Originally established to respond to an increasing trend in the number of women with cardiovascular disease in Warwickshire North, the #onething campaign supports people to make an informed small change to their lifestyle, with a view to improving their health and encouraging them to have an NHS health check.

4.6.2 The programme is now being delivered by the Healthy Living Network, which attends events in the Borough to give health checks and encourage people to make a pledge to change one thing about their lifestyle.

4.6.3 Since 1 April 2018, 238 people have received a health check, 63 of whom have made a lifestyle pledge. Of those people receiving a health check, 26% were identified as being at a higher risk of hypertension, diabetes or cardiovascular disease and were referred to their GP.

4.7 **Holiday Provision in Leisure Centres**

4.7.1 A targeted programme of activity for children and young people is provided in each of the Borough Council's leisure facilities during school holiday periods.

4.7.2 The nature of provision is different at each site, with the service provided at Polesworth Sports Centre being delivered by an external organisation, which has considerable experience of organising programmes for children in North Warwickshire. Ordinarily, the programmes at Atherstone Leisure Complex, Coleshill Leisure Centre and Arley Sports Centre are delivered in-house. This year has seen new activities introduced, such as inflatable tumble track sessions, films, Lego play, circus skills and cooking.

4.7.3 A Sales, Marketing and Promotions Officer has recently been appointed and will have a positive impact on the level of community engagement and promotion of the school holiday service.

4.8 **Walking**

4.8.1 Eleven health walks continue to operate throughout the Borough, in Coleshill, Kingsbury, Old Arley, Atherstone, Austrey, Dordon, Hartshill, Mancetter, Middleton, Ridge Lane and Nether Whitacre. Each walk is led by trained

volunteer leaders, who co-ordinate and manage their individual walk programmes. Additional walks are established upon request, such as the Nether Whitacre walk, which was organised in response to a direct approach from the community to the Borough Council.

- 4.8.2 The walking groups have recently been constituted, which has enabled them to apply for 'Awards for All' funding, the success of which is due to be determined May 2018. The funding would enable the groups to purchase items such as t-shirts (promoting the walking groups), backpacks for both leaders and group members, marketing literature (e.g. walking booklets), as well as a GPS device for each group to enable them to find alternative routes at short notice. Funding would also enable the groups to organise walking trips to destinations outside North Warwickshire.

4.9 Cycling

- 4.9.1 As an outcome of both the International Women's Tour and the production of a Destination Management Plan for North Warwickshire and Hinckley and Bosworth, a scheme had been developed to re-establish the North Warwickshire Cycle Way and to additionally develop three family cycle routes around Kingsbury Water Park. The Cycle Way, which had been informally decommissioned by the County Council, has been awarded £34,946 of LEADER funding, which will be used to sign and promote the routes, as well as to provide cycling furniture across the Borough. The project is due for completion by May 2018.

- 4.9.2 Moving forward, it has been acknowledged that there is a need for the work to be incorporated into a wider strategic approach to the development of walking and cycling routes in the Borough. Work is progressing to establish a steering group of various partners through which to advance this work.

4.10 Safeguarding

- 4.10.1 The Authority is continuing to provide a comprehensive programme of child protection and adult safeguarding training, in order to ensure that all Borough Council employees receive appropriate training within three months of commencing their employment (and every three years thereafter). In accordance with the provisions of the related policies, Borough Councillors receive the training once within each political cycle.

4.11 Borough Care

- 4.11.1 Members will be aware of the Borough Care scheme, which offers 24/7 help and support to residents in North Warwickshire. Currently, over 2400 borough residents of all ages enjoy the reassurance of being able to get help quickly and easily should an accident, sudden illness or other crisis occur in the home. This, along with Borough Care Visiting Officers providing information, advice and help to access the many statutory and voluntary services and government agencies, ensures the Borough Care service plays a key role in maintaining people's wellbeing and independence.

4.11.2 The Borough Care alarm is for people of all ages living in North Warwickshire who feel that they may be vulnerable, or have a medical condition or disability and consider a fast, simple method of summoning help would benefit them. The service is available to people living alone, couples and families regardless of whether they are owner occupiers, live in social housing or are private tenants.

4.11.3 From April 2017 to March 2018, one standard charge of £3.50 (+ VAT) per week covers the complete service, which includes the cost of the alarm equipment, its installation, any maintenance to the equipment should it be necessary, and the visiting and 24 hour emergency response services.

4.11.4 The service is due to expand into Nuneaton and Bedworth and, later this year, a pilot project will test the feasibility of providing alarms that operate via the mobile telephone network for people who do not have a landline.

4.12 Dementia

4.12.1 Improving integration and access for people living with dementia is a priority for the Warwickshire North Health and Wellbeing Partnership. In this regard, partnership work is continuing with a view to making North Warwickshire a Dementia Friendly Community, which will include the development of an action plan and signing up to a Dementia Action Alliance.

4.12.2 Quarterly meetings are being held with groups and organisations that offer a service to people living with dementia and their carers, with a view to sharing information, good practice, raising awareness of other services and networking. This work is being supported with funding made available through Warwickshire County Council.

4.12.3 Work will also be progressed to establish North Warwickshire Borough Council as a Dementia Friendly Organisation.

5 Report Implications

5.1 Finance and Value for Money Implications

5.1.1 The health and wellbeing actions within the Plan that are identified as having a cost implication for the Authority will be funded either through approved revenue budgets or secured external funding. The Board will be aware that annual revenue provision of £8,750 is made to support the activity of the Health and Wellbeing Working Party, in addition to which a one-off allocation of £5,000 was made in 2017 / 18.

5.1.2 An agreement has been negotiated and signed with Warwickshire County Council that commits its Public Health Department to providing a grant of £17,000 to the Borough Council in 2017 / 18 and 2018 / 19 to support related activity. The agreement includes an option to extend its provisions by a

further year, subject to satisfactory progress having been made between 2017 and 2019.

5.2 Safer Communities Implications

5.2.1 Tackling evident health-related problems in society, such as alcohol and drug misuse, seeks, amongst other things, to make communities safer places in which to live, work and visit.

5.3 Legal, Data Protection and Human Rights Implications

5.3.1 There are no legal, data protection or human rights implications arising directly from this report.

5.4 Environment, Sustainability and Health Implications

5.4.1 The immediate and wider environment in which people live and work have a direct impact on individual and collective health. Good quality housing, green space and focused health improvement interventions, therefore, positively impact upon people's environment and their wellbeing. If people are in good health they are more likely to live longer, happier, independent lives and to make a positive contribution to their community, thereby improving quality of life for everyone.

5.4.2 The current and proposed activity identified within the Health and Wellbeing Action Plan is designed to positively impact upon individual and collective health and wellbeing, with the aim of helping people to live longer, healthier lives and to reduce health inequalities in society.

5.4.3 There is a clear and evident link between good quality service provision and the positive health and wellbeing of participants. Programmes of work, therefore, will include increasing the quality and extent of provision, most especially in targeted locations within the Borough.

5.5 Human Resources Implications

5.5.1 There are no human resource implications arising directly from this report.

5.6 Risk Management Implications

5.6.1 There are no direct risks consequent upon the services identified within this report. The activity that is included within the Health and Wellbeing Action Plan, however, will be risk assessed and appropriate controls put in place, where appropriate.

5.7 Equalities Implications

5.7.1 Hard to reach communities are often those that are most in need of health and wellbeing advice and support. Interventions are, and will continue to be,

targeted at specific communities identified as being most in need of related services.

5.8 Links to Council's Priorities

5.8.1 Health and wellbeing activity positively impacts on all of the services provided by the Borough Council and, therefore, links to each of the Authority's corporate priorities:

- Responsible financial and resource management
- Creating safer communities
- Protecting our countryside and heritage
- Improving leisure and wellbeing opportunities
- Promoting sustainable and vibrant communities
- Supporting employment and business

5.8.2 Additionally, health improvement activity directly links to all three Sustainable Community Strategy priorities:

- Raising aspirations, educational attainment and skill levels
- Developing healthier communities
- Improving access to services

The Contact Officers for this report are Becky Evans (719346) and Emma Bracey (719232).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
1	North Warwickshire Borough Council	Health and Wellbeing Action Plan	2017 to 2020
2	Warwickshire County Council	Warwickshire Health and Wellbeing Strategy	2014 to 2018
3	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (Health and Wellbeing Action Plan)	October 2017

Appendix A

North Warwickshire Health and Wellbeing Action Plan 2017 to 2020

Aim: To encourage and support the local community to adopt a proactive approach in the positive self-management of their health and wellbeing

Theme	Action	Target	Timescale	Resource / Cost	Responsible Officer	Progress
To study and respond to the factors contributing to Atherstone / Mancetter's poor health outcomes and disseminate the results to stakeholders and within the community	Support Public Health Warwickshire to conduct an in-depth study of a place-based Health Needs Assessment focused on Atherstone / Mancetter	<ul style="list-style-type: none"> Completed Health Needs Assessment 	March 2018	Nil	Warwickshire County Council (WCC PH)	Stakeholder event took place June 2017 by PH Atherstone/Mancetter JSNA now to include Hartshill
		<ul style="list-style-type: none"> H&WWP agreement on key health messages 	March 2018	Nil	Community Development Officer (Health Improvement) (CDO (HI))	Steering group date pencilled in for the 15th Feb to look at next steps for wider JSNA events including Hartshill door knock
	Organise a series of community events to disseminate the key health messages	<ul style="list-style-type: none"> ✓ Deliver one health event per Hub per year ✓ Organise one Big Day Out event in Atherstone / Mancetter each year 	March 2020	£500	Community Projects Officer (CPO)	June 2017 Dordon event 800 attendees
			March 2020	£1,500	Special Projects Officer (SPO)	17 September, Atherstone 1500 attendees 10 June 2018 Coleshill Memorial Park

	Use the data to influence the internal and external planning and provision of health and wellbeing services in Atherstone / Mancetter	<ul style="list-style-type: none"> Disseminate the health statistics and their causal factors to the CCG Hubs + local GPs (via a local seminar) 	March 2018	Nil	CDO (HI) WCC PH	
Development of the "Health Offer" in Community Hubs	Develop a signposting and access to health services programme within Community Hubs	<ul style="list-style-type: none"> ✓ Delivery of a (national / local) health campaign information service within the Hubs 	June 2017	Nil	CDO (HI)	
	Support the North Warwickshire Community Partnership in its tender for Facilitation and Service Delivery Support in the Hubs	<ul style="list-style-type: none"> ✓ Employment of a Support Worker to organise and deliver health events in the Community Hubs 	June 2017	Nil (funded through the Community Partnership)	CPO	Healthy Living Network were awarded the contract for CHAW in 2017
	Engage with, and promote, initiatives regarding food provision (Food Hub)	<ul style="list-style-type: none"> ✓ Support a "Cook It" session during one school holiday ✓ If appropriate, support "Cook It" sessions during each school holiday at one of the Hubs 	March 2018 March 2020	£100 £1000	CDO (HI) CPO CDO (HI)	CHAW are delivering Family Cookery Club at Arley Community Centre (starts 1 March 2018) Holiday Hunger sessions being delivered during school holidays
Reducing the number of under 18 conceptions through the provision of support for	Work with the WCC "Respect Yourself" team to raise awareness of its	<ul style="list-style-type: none"> A student mentor to be available within one North 	March 2018	£500	CDO (HI)	

services in North Warwickshire relating to teenage pregnancy	website and to develop student mentors in local schools	Warwickshire secondary school	March 2020			
		<ul style="list-style-type: none"> At least one student mentor within each secondary school 				
	Support the Addressing Teenage Conceptions (ATC) group	<ul style="list-style-type: none"> Borough Council attendance at ATC meetings Progress reports presented to the Community and Environment Board 	March 2020	Nil	Assistant Director (Leisure and Community Development) (AD (L&CD))	Simon Powell is the NWBC rep Reports are sent with the Health Update to Community and Environment Board
			March and October each year	Nil		
Extend the Health Store service to a location in Atherstone	<ul style="list-style-type: none"> Health Store service available one day per week in Atherstone 		July 2017	£4,000 (2017 / 18)	AD (L&CD) and Community Development Manager (CDM)	Health Store in Atherstone started in November 2017. Launch of the service is planned for March.
Investigate the viability of providing a series of sexual health and unplanned pregnancy programmes for students in local secondary	<ul style="list-style-type: none"> Work with ATC to identify the most suitable programme(s) 		March 2018	Nil	CDO (HI)	Loudmouth production will be offered in the Ratcliffe Centre for the launch of

	schools	<ul style="list-style-type: none"> ✓ Attend a relevant theatre production ✓ Commission the delivery of a relevant theatre production in at least one local secondary school 	<p>March 2018</p> <p>March 2019</p>	<p>Nil</p> <p>Approx. £1,500 per school</p>	<p>Portfolio Holder for Health</p> <p>CDO (HI)</p>	<p>Health Store.</p> <p>All secondary schools have been offered their choice of Loudmouth productions. To date, QE and Coleshill have chosen the relationship based production</p>
Increase the number of adults and children who are physically active and reduce the percentage of adults and children with excess weight	Support and promote the Fitter Futures services in North Warwickshire, including Physical Activity on Referral, Adult Weight Management and Family Weight Management	<p>Change Makers:</p> <ul style="list-style-type: none"> • Deliver 11 courses • 85 completers • Target of 48 overweight children <p>Physical Activity on Referral</p> <ul style="list-style-type: none"> • 200 new referrals <p>Adult Weight Management</p> <ul style="list-style-type: none"> • 300 new referrals 	July 2018	Nil	Fitter Futures	<p><u>17/18:</u></p> <p>Change Makers: 10 courses have been delivered in NW. Number of completers: 58 Number of overweight children: 25</p> <p>PA on Referral: 190 referrals</p>

	Investigate the viability of extending the Physical Activity on Referral service to include other activities, such as Yoga	<ul style="list-style-type: none"> ✓ Undertake related consultation with service users ✓ Extension of the service to include at least one alternative activity in one leisure centre 	<p>June 2018</p> <p>March 2018</p>	<p>Nil</p> <p>£1,000</p>	<p>CDO (HI)</p> <p>CDO (HI)</p>	
	Continue to support the #onething campaign, including the desire to increase the number of health checks given to local residents	<ul style="list-style-type: none"> ✓ Increased number of people screened ✓ Increased in number of pledges ✓ Increased early detection of hypertension ✓ Increased early detection of (pre) diabetes ✓ Increased early detection of cardiovascular disease ✓ Increase in early risk detection % through health checks 	June 2018	£500	WCC PH	<p>2017/18:</p> <p>Increased number of people screened (mini health check): 128</p> <p>Increased in number of pledges: 13</p> <p>Increased early detection of hypertension: 28</p> <p>Increased early detection of (pre) diabetes: 9</p> <p>Increased early detection of cardiovascular disease: 37</p> <p>Increase in early risk detection % through health checks: 28.9%</p>

	Provide a programme of holiday provision for children and young people in the Borough Council's leisure facilities	<ul style="list-style-type: none"> • Provision of a holiday programme for young people at each Borough Council leisure facility • Undertake a programme of promotional work to ensure awareness of the holiday programmes • Link with the Food Hub to provide water and health snacks during holiday programmes 	March 2020	Provision made within facilities' revenue budgets	Leisure Facilities Manager (LFM)	On going
			March 2020	£1,000 per year	LFM	Marketing and Promotions Officer has been recruited
			March 2020	Nil	CDO (HI)	Organise through each facility the delivery of fruit and water to all venues throughout holidays
	Increase the number of members of, and visits to, the Borough Council's leisure facilities	<ul style="list-style-type: none"> • KPIs to be recommended through the Strategic Leisure Review 	March 2018	Nil	AD (L&CD) and LFM	Strategies are being considered by Members at Exec Board 12 February 2018
	Support and develop the existing network of local walking groups	<ul style="list-style-type: none"> ✓ Constitution of the walking groups ✓ Continuum of walks available from entry level to independent walks 	March 2018	Nil	SPO	Complete
			March 2020	£500 (for marketing)	SPO	

	Encourage the improvement and accessibility of the walking and cycling networks in North Warwickshire	<ul style="list-style-type: none"> • Re-establishment of the North Warwickshire Cycle Way • Complete a review of the accessibility of walking routes in the Borough • Production of publicity to promote all accessible walking routes in the Borough 	March 2018	Seeking LEADER funding	Engagement and Funding Officer (E&FO)	Grant Funding Agreement signed. Work commenced Jan 18
			March 2020	Nil	SPO	
			March 2020	£500	SPO	
	Monitor and challenge the number of take-away food outlets in North Warwickshire	<ul style="list-style-type: none"> • Undertake a mapping and analysis of take-away food outlets in North Warwickshire 	July 2017	Nil	Licencing	Complete
Promote adult and children safeguarding as being everyone's responsibility	Deliver Child Protection / Child Sexual Exploitation training to all Borough Council staff and Councillors	<ul style="list-style-type: none"> • 100% of staff to attend safeguarding training within three months of commencing their employment • 100% of staff to attend safeguarding 	On-going	Provision in training budget	CDM	
			On-going	Provision in training budget	CDM	

		<p>training every three years</p> <ul style="list-style-type: none"> 100% of Borough Councillors to attend safeguarding training in each political term 	On-going	Provision in training budget	CDM	Complete for current political term
	Deliver Safeguarding Adults training to all frontline employees	<ul style="list-style-type: none"> 100% of frontline staff trained within three months of commencing their employment 	On-going	Provision in training budget	Assistant Director (Housing) (AD (H))	
	Support the promotion of the Borough Care service throughout North Warwickshire	<ul style="list-style-type: none"> Service update presented to the H&WWP Targets - CSM 	March 2018	Nil	Community Support Manager (CSM)	
Work with internal and external partners to address health and wellbeing priorities for North Warwickshire	Work with Warwickshire North Health and Wellbeing Partnership to improve End of Life Care provision in North Warwickshire	<ul style="list-style-type: none"> Service update presented to the H&WWP by the End of Life Care GP lead Report back from Warwickshire North Health and Wellbeing Partnership 	June 2017	Nil	CDM	Heather Kelly (Senior Commissioning Manager CCG) attended Working Party Jan 18
			On-going	Nil	AD (L&CD)	

		<ul style="list-style-type: none"> Support the “Compassionate Communities” initiative 	On-going	Nil	WCC (PH)	CDM attends meetings
	In conjunction with Warwickshire North Health and Wellbeing Partnership and NHSE seek to improve access to primary care services in North Warwickshire	<ul style="list-style-type: none"> Progress reports from the CCG presented to both the H&WWP and the WN H&WP 	On-going	Nil	Portfolio Holder for Health	
	Work with Warwickshire North Health and Wellbeing Partnership to improve early referral to cancer services in North Warwickshire	<ul style="list-style-type: none"> ✓ Identify the barriers to early referral to cancer services and disseminate the findings accordingly 	March 2020	Nil	CDO (HI)	Bernie Lee to attended Health and Wellbeing Working Party in January 2018
	Work with Warwickshire County Council to improve transport for health and access to health services in North Warwickshire	<ul style="list-style-type: none"> Progress report presented to the H&WWP regarding the countywide transport for health services Report to the H&WWP on the work of Beeline 	June 2017 June 2017	Nil Nil	CDO (HI) CDO (HI)	 Presentation given at HWWP June 2017
	Work with those Parish Councils developing Neighbourhood Plans to ensure the inclusion of commitments to promote a	<ul style="list-style-type: none"> Analyse and report to the H&WWP on Neighbourhood Plans and their links to the 	March 2018	Nil	CDM	

	healthy environment	development of a health environment				
	Work with the Warwickshire Health and Wellbeing Board and the Adult Social Care and Scrutiny Committee to ensure that the Sustainability and Transformation Plan (STP) brings improvements to North Warwickshire	<ul style="list-style-type: none"> Progress reports relating to the STP (proactive and preventative) presented to the H&WWP and in turn in the minutes presented to the C&E Board 	March 2020	Nil	Portfolio Holder for Health	
	Support the implementation of Warwickshire County Council's Suicide Strategy in North Warwickshire	<ul style="list-style-type: none"> Annual County Council report to the H&WWP on the outcomes identified in the Strategy 	March 2020	Nil	WCC	
	Work with Warwickshire County Council, The Partnership Trust and the West Midland Combined Authority in the implementation of their mental health strategies in North Warwickshire	<ul style="list-style-type: none"> Annual reports to the H&WWP from the County Council and the Combined Authority on the outcomes identified in the strategies 	March 2020	Nil	WCC	
	Influence the development and implementation of the Strategic Leisure Review in order to ensure provisions	<ul style="list-style-type: none"> Successful production of Health, Wellbeing and Leisure, Green 	October 2017	Provision made within revenue budget	AD (L&CD)	Strategies are being considered by Members at Exec Board 12

	for the improvement of the health and wellbeing of local residents	Space, Playing Pitch and Leisure Facilities Strategies				February 2018
	Work with Environment Health to improve and extend the monitoring of air quality in North Warwickshire	<ul style="list-style-type: none"> Investigate the potential to monitor PM₁₀ and PM_{2.5} Report on the Nitrogen Dioxide in North Warwickshire 	March 2020 March 2020	Nil	Environmental Health	
	Support residents to live independently by providing an effective adaptations service and / or taking action to ensure that properties are in good repair and do not have significant hazards, as reflected in the national Decent Homes Standard	<ul style="list-style-type: none"> Actively promote the HEART service Promote related services through the Community Hubs Provide training for frontline staff to provide links with health and social care services and priorities 	March 2020	Nil	AD (H)	
	Underpin all services delivered with a philosophy of promoting positive mental wellbeing in all users of the service and in	<ul style="list-style-type: none"> Encourage frontline staff to complete the Five Ways to Wellbeing e-learning module 	March 2020	Nil	CDO (HI)	

	all staff working within the provider service	<ul style="list-style-type: none"> Encourage frontline staff to become Dementia Friends 	March 2020	Nil	CDO (HI)	MECC has been updated.
		<ul style="list-style-type: none"> Continue the goal to create a Dementia Friendly Community & Organisation 	March 2020	Nil	CDO (HI)	
		<ul style="list-style-type: none"> Encourage frontline staff to complete MECC training 	March 2020	Nil	CDO (HI)	

✓ Please note that those targets indicated with a “tick“ are reported to Public Health as part of the agreed offer of funding for the North Warwickshire Health Improvement Service

#onething clarification on measurable outcomes

Mini health check consists of lifestyle advice, blood pressure, blood sugar levels, cholesterol (not all are offered at all events, this is dependant on appropriately skilled staff available on the day). These tests results provide early risk indicators

Number of pledges made

Number of individuals who were signposted to their GP due to high blood pressure readings

Number of individuals who were signposted to their GP due to high blood sugar level readings

Number of individuals who were signposted to their GP due to high cholesterol readings

Appendix B

Draft Recommendations and Action Plan: Atherstone Needs Assessment Version 2.0 (January 2018)

	Recommendation	Action	Action Owner	Due Date	Progress (RAG)	Update/ Comments
North Warwickshire Working Party Steering Group:						
1	Develop and agree list of priority areas and actions for Atherstone/Mancetter from the needs assessment process	The Steering group to develop a draft list of actions, to be shared with the NW working Party, consider a 2 year plan. Actions to be shared with stakeholders at a follow up event in November, to refine, sign off and to seek support for the actions Routine feedback to North Warwickshire Working Party Quarterly updates on website	Steering Group NW Working Party	Dec 2017		Steering group met on the 12th October Stakeholder Event Held in November Presentation to the Health and Wellbeing Board in November 2017 Feedback to working party on the 10th January for sign off. Quarterly updates on JSNA website See summary action plan
2	Incorporate the local narrative of place into the needs assessment	Provide the historical context of Atherstone and how it could explain patterns of ill health For example, mining history/static population/ cultural/ low aspirations, Atherstone civic Society Local historical group Heritage Centre	NW Working Party Steering Group to provide, Insight Service to incorporate into NA	Oct 2017		Complete
3	Finalise and publish the needs assessment document	Update the document following the inclusion of some additional information into the document to plug gaps or to support emerging themes and intelligence from the 2 stakeholder events.	JSNA Steering Group	16th Nov 2017		Complete Published following JSNA Strategic Group December 2017
Intelligence:						
4	Community Safety Partnership to be made aware of potential drug misuse and drug dealing activity and agree most appropriate action.	Need to agree if these are adopted/approved and will need to be separated out, prioritised and allocated. Ensure CSP are aware of data from needs assessment. Ask CSP for current actions and future actions as a result of this Robert Begg - raise with Community Safety Partnership Mange to identify appropriate action.	Robert Beggs/ Louise Williams/ Jemma Bull, Robert Beggs Martin Peter Beale	Nov 2017		Data has been included in the profile Insight team have forwarded a copy of the report to the CSP, CSP response to be followed up locally
5	Incorporate and address data gaps	Collect data and explore areas to fill gaps in intelligence and knowledge where available/appropriate : <ul style="list-style-type: none"> Consider self-harm by age Housing data on rentals - short term or long term rentals? 	Insight Service & key stakeholders (as part of working group)	Nov '17 onwards		The JSNA Strategic Group has agreed that the Proof of Concept Hub areas will be prioritised as the first JSNA place-based Needs Assessments. Additional data on self harm has been requested from WNCCG Housing rental data is still to be reviewed to consider if it is available to be split into long and

		Service provision data: <ul style="list-style-type: none"> • Drug use (<i>treatment</i>) • Fitter Futures data including Change Makers • Health Checks Data 				short term rentals with a focus on Atherstone data first
6	Incorporate and address data gaps and Hartshill element in future JSNA Place-based Needs Assessment Proof of Concept Atherstone area.	<ul style="list-style-type: none"> • Run a Hartshill Door Knock and Stakeholder Event 	Insight Service & key stakeholders (<i>as part of working group</i>)	January - March 2018		The JSNA Strategic Group has agreed that the Proof of Concept Hub areas will be prioritised as the first JSNA place-based Needs Assessments. Run a Hartshill Door Knock and Stakeholder Event Roll out of JSNA programme across North Warwickshire
7	Further work to look at patterns of Road Traffic Accidents locally and targeted local education programmes to reduce the risk	Feed into Community Safety Partnership and WCC highways Analysts to map hotspots for RTA	CSP/ Road Transport team Insight Team Robert Beggs	tbc		Highlight to CSP issues around RTA identified within the needs assessment and ask for feedback on future work to understand these patterns and agree next steps if required
8	It is recommended that the area of fuel debt issues to be explored further to help understand the reasons why fuel debt is becoming of increasing concern to Atherstone residents.	Contact CAB/Family Support Workers/NWBC to understand what is already provided in terms of services Promotion of consistent messages around fuel poverty Consider more analysis and research to understand the challenges for low income families including fuel debt and heating versus eating	CAB/NWBH & WB Working Party/ Insight/ NWBC Housing/ Act on Energy HLN	tbc		Targeted campaigns around fuel poverty have been run throughout winter - including Public Health Warm and Well Campaign Alerts shared in cold weather with providers Consider/prioritise additional research to understand the challenges for low income families.
9	Undertake a more detailed piece of work to understand what local people who are lonely or feel socially isolated Link together needs/services e.g. Age concern	Undertake some qualitative research - Revenues and Benefits would know and be able to identify single occupancy households Share information to Partners and Community Borough Care, Age UK, Voluntary Centres 'Carers' to target services	Community Development / WCC	tbc		Targeted work needed to understand local issues for people who are lonely and isolated including areas in Hartshill, Atherstone, Mancetter and Dordon
Service provision:						
10	Review and share the wellbeing "offer" from pharmacies	Atherstone has a HLP, review the offer with the pharmacy signposting to local services. Look at the wider "hub" offer from the pharmacy Complete Pharmacy Needs Assessment (PNA)	PH and Atherstone instore Pharmacy	tbc		PNA is underway. Scheduled to be complete by March 31st 2018. Need to communicate what the Pharmacy does (Connecting Warwickshire) and feed regular information to Pharmacy. Pharmacies have been added as a key contact on local and Countywide groups and partnerships.
11	Clarity on all partners service offer around 'Hubs'	Review the location of local hubs Define "hubs" and who is the lead for each Hub Review the training offer to hubs and frontline staff Review services offered through local hubs Review mobile hubs offer to work in conjunction with the	All Statutory Partners Link to Hubs meeting	ongoing		There are good examples of integrated ways of working for customer facing services - Leisure, library, NHS, Police, DWP, NWBC etc locally One Public Estate to be linked into the hub work, what are the needs for hubs versus local provision Work together across partners to have one hub solution by all organisations and partners at a

		Hubs but provide a venue to take messages out into the community for a range of partner organisations Consider following the evaluation, extending the Community Health and Wellbeing Hub offer or a longer period and picking up the above				strategic level NW Hubs offer to consider: <ul style="list-style-type: none"> Benefit entitlement surgery at hubs - raise awareness of hotspot - community partnership Review of mobile offer to include Bob the Bus Volunteer Centre, Learn My Way
12	Align "hubs" work through a coordinated approach.	Following the review of the definition and offer from hubs, consider the shared outcomes and aligning the local offer Keep updated on new Hubs and strategic context	All Statutory Partners Link to Hub meeting Include DWP	March 2018		A hub meeting was held in September to discuss the community health and wellbeing hubs, partners were invited to describe the hub context and look at opportunities for networking. A second meeting was held in November to move this work forward and make the links between hubs Lead to be identified to coordinate the offer
13	Focus on improving identifying and the management of long term conditions	Increased targeted work within Atherstone communities routinely to promote health checks, mini health checks and healthier lifestyles through the #onething campaign PH to cost up an increased provision of events within Atherstone/Mancetter	PH/WNCCG /NWBC #onething steering gp PH WNCCG/PH	Jan 2018 tbc tbc		PH have developed a service specification to increase provision of the #onething service from January 2018. Heart Shield CPR training for school children has been funded for an additional 12 months Support and promote local and national programmes for NW residents including #onething, Heartshield, NHS Health checks and links to schools
14	Review EoL provision in Atherstone	Pilot a compassionate community approach in Atherstone Review new model of EoL care for WNCCG to ensure issues raised in the needs assessment are taken account of.	PH, WNCCG, WCC WNCCG			Funding has been secured for the pilot Partner support has been secured also First steering group to be held in January 2018 Roll out expected from April 2018 Link to the WNHWP to ensure that issues around EoL across the area continue to be addressed. Focusing on: the current provision - choice, family, privacy. What is the EoL services (services at home) No Hospice, no consultant for Warwickshire North, no specialist nurses
15	Review pain management services	Review in context of quality referrals and reducing acute activity	WNCCG Scott Maddock	tbc		Discuss pain management with Warwickshire North CCG commissioning team. This links to the MSK pathway work and also could link with engangece services in primary care and a minor surgery LES. Feed comments to WNCCG
16	Review admiral nurse provision and family dementia support	Need to understand the gap in any provision between the current Dementia Navigator offer and the Admiral Nurses offer.	WNCCG Heather Kelly Ann Coyle	tbc		Feed comments to WNCCG and ask for a response
17	Review digital training offer to ensure this is available and communicated to staff and volunteers to raise awareness of health and wellbeing	New MECC training launched - include Councillors PH bringing together a new learning and development offer Partners to promote	Public Health	Sept 2017		Training has been launched Discussions been HR at NWBC and WCC Public Health regarding role out, targeting and monitoring
18	Establish an outreach service for young people in Atherstone with a core	Secure funding for outreach services Secure location for the service	Health Working Group,	Sept 2016 Sept		October 2017 limited service opened at the radcliffe centre but more long term premises to be secured Funding Secured for 2018/19 and 2019/20

	element of sexual health service provision	Promote the service amongst young people and review activity at the hub	WNHWBP	2017		Meeting being held at the end of January to discuss an extended offer including: Young Carers Service DWP schools advisors, Disabilities Youth Project? CAMHS, signposting, communication. Links including pharmacies
19	Review services locally addressing children and young people's mental health	Consider running a pilot with one or two primary schools using possible NWCP funds to undertake the work? Identify what schools currently offer, what services there are currently New action with CAMHS Reach into schools	CAMHS	tbc		New provider for CAMHS Links also with school nurses (Elefriend Mina) Needs to link to the outreach project at Atherstone as well
20	Develop Supplementary Planning Guidance for NWBC that can be used within Atherstone to support a healthier environment	Identify officers to work on SPG Benchmark against other authorities Identify priorities for SPG Review the Warwick Local Plan	Planning/ Public Health/ Local Estates Forums	tbc		Links between planners and health established through Local Estates Forum
21	Review access to primary care across the Area	STP Workforce Strategy Pharmacy Role Set up a task and finish group to review primary care provision across Warwickshire	STP/WNCCG WCC HOSC Local Estates Forum	tbc tbc		This is being reviewed at a County Level through the Task and Finish Group Pending outcomes from the task and finish group
Promotion/Communication:						
22	Coordination of signposting offer to ensure there is a consistent offer to signposting through all agencies and partners to promote the range of services/opportunities current available, promoting local assets. This could include better signposting for a range of local services	Consider another event "big day out" in Atherstone to promote a wider range of services Review the NWBC referral form to ensure appropriate health signposting. Understand further whether vulnerable groups in Atherstone including carers, have the right information, advice and access to the support they require, particularly in areas such as mental health and learning disabilities.	NWBC Community Development NWBC Community Partnership WCC	Tbc Tb tbc		Fitter futures link and promote via the next Big Day Out at Mancetter widely (Steph Wagstaff) Comments made on local NWBC referral form and health links Improve links via STP actions regarding sharing information/shared portal Use hubs to improve signposting and service links Review directory of services and information available directory Facebook, word of mouth, face to face.
23	Increase footfall at hubs to increase engagement of local communities and potential numbers of volunteers	Not appropriate outcome Move into Hubs (10/11)	NWBC/ Hubs/ HLN	June 2018		Aligned to food hub actions Increase community capacity to support a number of key programmes of work
24	Raise awareness of dementia services and support	See dementia friendly communities action plan including online training	WCC/NWBC	Ongoing		Event June next Year DAA Online training available A regular dementia friendly meeting has been established and leaflets produced Dementia communications plan is available
25	Promote Green Spaces in Atherstone		NWBC	Ongoing		Big Day Out support this work Awaiting green space strategy for future action
26	Develop Facebook Page Presence forum Ebulletin - Rugby model	Develop a single information source for whats on locally? One point of contact email address	Community Development WCC Localities	Ongoing		
27	Atherstone offer for Health and Wellbeing					

28	Network /community workers forum		Localities DWP			Dordon local workers forum established and links are being made in other locations
Comments <ul style="list-style-type: none">• Transport issue - review and understand issue• Missing - Cancer screening work to increase uptake• Too many recommendations						

Health and Wellbeing Working Party

Minutes

8 February 2018

Present Cllr. Bell (Chairman), Cllr. Smith and Cllr. Chambers
 Simon Powell, Becky Evans and Emma Bracey (all NWBC)

Apologies for Absence Rachel Robinson (WCC)

Item	Notes	Action
2	<p>Minutes of the Last Meeting (10 January 2018)</p> <p>The minutes of the previous meeting, which had been considered and accepted by the Community and Environment Board in January 2018, were agreed as an accurate record of the proceedings.</p> <p>Matters Arising</p> <p>Updates from the previous meeting:</p> <p>End of Life Care – MB reported that Andrea Green (CCG) had attended a recent meeting of the Warwickshire North Health and Wellbeing Partnership, at which she informed those present of the “inadequate” rating received by the George Eliot Hospital in respect of its End of Life Care. MB had sought advice from Dr J Linnane, as it was felt that the Hospital was not responsible for all of the factors that had affected the rating. It was, however, felt that the rating could be used to draw attention to matters that required improvement. JC asked if it was the CCG or the Hospital that was responsible for developing and improving End of Life Care. MB agreed to seek some clarity on this issue. MB was also due to attend an imminent meeting of the Community Liaison Group at George Eliot Hospital, from which she would report back in due course.</p> <p>The Working Party felt that it would be helpful to invite a representative from the Hospital to attend a future meeting in order to discuss both its Community Outreach work and End of Life Care.</p> <p>Fitter Futures Quarterly Reports – EB was asked to investigate opportunities for Cancer Rehabilitation training for leisure facilities staff and to report on progress at the next meeting</p> <p>Planning – The Working Party wanted to retain this item on the agenda, in order that RR could provide an update on related Planning and Health work that had been undertaken in Nuneaton and Bedworth.</p> <p>Health Store / Addressing Teenage Conceptions – MB, BE and EB had attended a mini-market and presentation event at the Nuneaton Health Store. The Atherstone Health Store launch is due in March 2018. It was noted with regret that currently there are no nurses available at the</p>	<p>MB</p> <p>MB</p> <p>BE / EB</p> <p>EB</p> <p>RR</p>

Item	Notes	Action
	Atherstone Health Store, at least until April 2018. It was, however, hoped that they would be available from this date.	
3	<p>Health and Wellbeing Action Plan</p> <p>The Working Party reviewed and updated the Health and Wellbeing Action Plan, in respect of which the following points / comments were made:</p> <p>To study and respond to the factors contributing to Atherstone and Mancetter’s poor health outcomes and disseminate the results to the stakeholders and within the community – A Steering Group had been established and would be meeting (possibly on 15 February) to look at the next steps for wider JSNA events, including a Hartshill “door knock”. MB is attending this meeting and she would report back in due course.</p> <p>Development of the “Health Offer” in the Community Hubs – The Healthy Living Network was awarded the contract for CHAW in 2017 and is currently looking for a further 12 month’s funding.</p> <p>Holiday Hunger – Sessions were running throughout all school holidays at St Mary’s Church, Atherstone, and in Dordon Village Hall. Families will be invited to cook their own lunch and to participate in healthy games and activities. The Working Party suggested involving parish and town councils / local groups in the promotion of these sessions in order to maximise their impact across different age groups, as the sessions are currently aimed at families with primary school age children. It was also commented that there are older children out on the street during the day who are hungry, but that there was no provisions for them. It was suggested that a link could be made with the Health Store. EB would investigate and report back to the Working Party.</p> <p>Leisure facilities were due to open on bank holidays in due course, although there was now a need to consult with staff prior to the introduction of this initiative. SP would inform the Working Party and the C&E Board when this matter had been resolved.</p> <p>Reducing the number of Under 18s conceptions through the provision of, and support for, services in North Warwickshire relating to teenage pregnancies – Once the Health Store has been launched and has regular attendance from local young people, Student Mentors would be sought to assist in the development of this service.</p> <p>Increase the number of adults and children who are physically active and reduce the percentage of adults and children with excess weight – It was suggested that the Healthy Living Network should be invited to the next meeting of the Working Party, to give an update both on CHAW and on the #onething mini-health checks initiative. MB stated that she had previously spoken to SJ from the Healthy Living Network with regard to increasing the number of men participating in mini-health checks.</p> <p>JC stated that whilst the quarterly reports from Fitter Futures would be helpful, it would be beneficial for the Working Party to also receive updates</p>	<p>MB</p> <p>EB</p> <p>SP</p> <p>EB</p>

Item	Notes	Action
	<p>from groups such as Slimming World regarding their programmes of work. EB will speak to Fitter Futures / Slimming World to investigate the viability of providing this information.</p> <p>SP reported that the “corporate membership” package had been introduced at the leisure facilities. Additionally, whilst there had been a drop in attendances at the sites during December, a New Year offer had been so successful that record levels of DD memberships had been recorded at Atherstone, Coleshill and Polesworth. SP held a concern, however, about the peak time capacity of the facilities to accommodate memberships at this level and that this could result in a retention / service quality issue.</p> <p>The maintenance of walking and cycling routes was raised as a matter of concern by the Working Party. The County Council was responsible for most of the routes. The Borough Council was not responsible for the maintenance of any of the routes. It was suggested that the local walking groups could be asked to walk known routes, with a view to assessing their maintenance needs. This work could be co-ordinated by the Special Projects Officer (once maternity cover had been arranged).</p> <p>Promote adult and children safeguarding as being everyone’s responsibility – All Borough Councillors had received child protection training.</p> <p>Work with internal and external partners to address health and wellbeing priorities for North Warwickshire – MB is chairing a countywide Task and Finish Group focusing on Primary Care services. The Group was looking to set up a meeting with planners of primary care services to ensure that they were well connected. MB will report back to the next meeting of the Working Party.</p> <p>It was suggested that Cllr. Phillips could be invited to a future meeting to update on the work of Beeline.</p> <p>CAMHS – CAMHS is to be renamed “Rise” and the contract would be operated by the Coventry and Warwickshire Partnership Trust. MB was due to attend a Board meeting later in the day that would be updated on this development. It was also noted that North Warwickshire is to be a priority area for mental health services. JC stated that the routes in to mental health services are so complicated that people often fall through the net. This was a subject about which the Working Party would welcome further information.</p>	<p>EB</p> <p>SPO</p> <p>MB</p> <p>BE / EB</p> <p>BE / EB</p>
4	<p>JSNA</p> <p>The Working Party has for RR to update the next meeting regarding the actions taken in pursuance of the Atherstone and Mancetter JSNA.</p> <p>MB reported that the County Council had adapted its JSNA model, so now Hartshill would be included alongside Atherstone and Mancetter. There were to be two JSNA areas in North Warwickshire (the other area would include Arley, Coleshill and Kingsbury).</p>	RR

Item	Notes	Action
	<p>MB also gave an update regarding homelessness in North Warwickshire. Whilst homelessness levels are relatively low in the Borough, they are rising. She was, however, very impressed with the services available for people in North Warwickshire.</p> <p>JC commented that road traffic collisions have reportedly reduced / are reducing, but requires confirmation of the integrity of this information. BE would establish the position and report back to the Working Party.</p> <p>JC asked whether a GP would be able to attend a future meeting to discuss data around hypertension and whether or not patients were being seen by their GP and, if so, whether or not they were continuing with their treatment plan.</p> <p>The Working Party asked for a list of the JSNA actions that were in progress and those that required to be progressed. There also needed to be a discussion about how to communicate progress to stakeholders and the wider community.</p>	<p>BE</p> <p>RR</p>
5	<p>Health, Wellbeing and Leisure Strategy</p> <p>Each member of the Working Party was given a copy of the latest draft of the Health, Wellbeing and Leisure Strategy to review and upon which to forward comment to BE. The purpose of the Strategy, as an over-arching or umbrella document to the Leisure Facilities, Green Space and Playing Pitch Strategies, was explained. SP also commented that the Health, Wellbeing and Leisure Strategy would bring to the fore the significance of health in respect of the leisure-related work undertaken in particular by the Borough Council.</p> <p>SP reported that the Strategic Leisure Review would be considered by the Executive Board on 12 February and then by Full Council on 21 February.</p> <p>JC sought clarification in respect of a matter concerning potential developer contributions to leisure-related projects.</p>	
6	<p>County Health and Wellbeing Board</p> <p>MB reported that the County Health and Wellbeing Board was beginning its “Year of Health and Wellbeing”. RR would be asked to update on progress at the next meeting.</p> <p>Delayed Transfer of Care – MB reported comments made at the Health and Wellbeing Board with regard to the “transfer of care”, stating that some of the delays in bed care are significant. There was also a perceived lack of “step down” services in North Warwickshire. Additionally, around 70% of care homes in South Warwickshire are self-funded, although the same is not true in North Warwickshire. The funding for care homes can be difficult in North Warwickshire. It was agreed that it was important to keep this point on the Working Party’s radar.</p> <p>CQC Consultation – BE would circulate this consultation to all members of the Working Party.</p>	<p>RR</p> <p>BE</p>

Item	Notes	Action
7	<p>Any Other Business</p> <p>Grapevine Charity Visit to Atherstone Leisure Complex – Grapevine visited Atherstone Leisure Complex to give feedback on how accessible the site was for people with Autism and other disabilities. The group gave feedback on the outside of the building, the reception area, the interior, the waiting area, the atmosphere and the staff. The group reported that while opening times and class information could be made bigger and clearer, the overall site was very user friendly and accessible. A visit to Coleshill Leisure Centre was now being planned.</p> <p>Cancer Screening Services in North Warwickshire – The Working Party was unsure about the frequency of various cancer screening services in North Warwickshire and what the local uptake was for each of the screening types. The Working Party would be interested in receiving this information and details about how to increase uptake of cancer screenings by local residents.</p>	<p>EB</p> <p>EB/RR</p>
	<p>Dates of Future Meetings</p> <p>19 April – 10.00am, Board Room 14 June – 10.00am, Board Room 13 September – 10.00am (room to be confirmed)</p>	

Agenda Item No 13

Community and Environment Board

12 March 2018

Report of the Assistant Director (Streetscape)

Atherstone Market

1 Summary

- 1.1 This report updates Members on the current agreement with Atherstone Town Council and Hinckley and Bosworth Borough Council to manage the events and market trading in Atherstone Market Square and proposes that responsibility for overseeing the day-to-day operation of the Market passes to Atherstone Town Council.

Recommendation to the Board

- a That Members note the contents of the report and approve the proposal that Atherstone Town Council oversees the operation of the Market from 1 April, 2018, and;**
- b That a further report be brought back in twelve months' time to review the success of the Market and how it is managed and operated**

2 Consultation with Members

- 2.1 Local Members have been provided with an advanced copy of this report and invited to comment.

3 Background

- 3.1 The Council initially entered into an agreement with Atherstone Town Council and Hinckley and Bosworth Borough Council (HBBC) in August, 2011 whereby the Town Council would assume responsibility for the Market Square, Atherstone and Hinckley and Bosworth Borough Council would lead on the promotion and operational management of the markets and events to be held there.
- 3.2 In July, 2012 following the initial success of that agreement the arrangement was extended on a month-by-month basis but was essentially open-ended. Officers have recently spoken with the Town Council and held discussions with Officers from Hinckley and Bosworth Borough Council to review the action taken to date and to assess the current state of the Market and its long-term viability.

- 3.3 At the time the new arrangements were put in place there were five traders on a Tuesday and six on a Friday. Initially, the promotional work undertaken and the organisational improvements introduced by Hinckley and Bosworth Borough Council led to an increase in traders and activity on both Tuesdays and Fridays. Charges have remained fixed at £10 per pitch since 2011 with no increase. Traders erect their own stalls and Officers from Hinckley and Bosworth Borough Council are responsible for collecting the rent and overseeing the operation of the Market.
- 3.4 Hinckley and Bosworth Borough Council, in partnership with Atherstone Town Council, have tried a number of initiatives over time to support, promote and to try to grow the Market, including:
- Advertising through leaflets (over 3,000 distributed) and A-frames
 - Promotion in trade publications
 - Promotion and invitations at Hinckley Market to encourage traders to also attend Atherstone Market
 - Banners produced and erected
 - Providing information and advice to market traders
 - Improving the look of the market stalls through new sheeting canopies
- 3.5 Unfortunately, despite the efforts of Hinckley and Bosworth Officers, the initial gains in trader numbers have fallen back. A recent run of retirements and ill health has seen the numbers fall still further and although more than a dozen new traders have held pitches at Atherstone Market over the period, their attendance has not been sustained. For the first time since 2011 Hinckley and Bosworth Borough Council is set to make a loss on the management of Atherstone Market and now feels that their involvement can no longer be sustained financially and they have stated their intention to withdraw from the agreement at the end of March, 2018.

4 Future Operation of Atherstone Market

- 4.1 The fall in trader numbers at Atherstone reflects the national trend and fewer and fewer small local markets are proving sustainable as older, established traders retire and there is no appetite to take their place. In order that a Market continues to operate in Atherstone for the foreseeable future, the following is proposed:
- The Market will continue to operate on Tuesdays and Fridays
 - HBBC will withdraw from the collection of rents and will no longer continue to oversee the operation of the Market from 1 April, 2018
 - Atherstone Town Council will collect rents from 1 April onwards and look at the option to utilise direct debit payments in future (possibly in conjunction with North Warwickshire Borough Council)
 - HBBC will continue to share expertise and provide assistance where possible and signpost other traders to Atherstone Market.

4.2 Atherstone Town Council has been successful in promoting and increasing the use of the Market Square for other one-off events and it is hoped that the Market will continue to operate successfully under their management. However, Atherstone Market Square remains under the overall ownership of the Borough Council and it is proposed therefore that if the proposed arrangements are agreed by the Board that they are kept under review and that a further report on progress be brought back to this Board in twelve months' time.

5 Report Implications

5.1 Finance and Value for Money Implications

5.1.1 There are no financial implications to the Council from maintaining the current agreement as proposed.

The Contact Officer for this report is Richard Dobbs (719440).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

Agenda Item No 14

Community and Environment Board

12 March 2018

Report of the Chief Executive and the Deputy Chief Executive

Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2017

1 Summary

- 1.1 This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Community and Environment Board for April to December 2017.

Recommendation to the Board

That Members consider the performance achieved and highlight any areas for further investigation.

2 Consultation

- 2.1 Consultation has taken place with the relevant Members and any comments received will be reported at the meeting.

3 Background

- 3.1 This report shows the third quarter position with the achievement of the Corporate Plan and Performance Indicator targets for 2017/18. This is the third report showing the progress achieved so far during 2017/18.

4 Progress achieved during 2017/18

- 4.1 Attached at Appendices A and B are reports outlining the progress achieved for all the Corporate Plan targets and the performance with the local performance indicators during April to December 2017/18 for the Community and Environment Board.
- 4.2 Members will recall the use of a traffic light indicator for the monitoring of the performance achieved.

Red – target currently not being achieved (shown as a red triangle)

Amber – target currently behind schedule and requires remedial action to be achieved (shown as an amber circle)

Green – target currently on schedule to be achieved (shown as a green star)

5 Performance Indicators

- 5.1 Members will be aware that national indicators are no longer in place and have been replaced by national data returns specified by the government. A number of previous national and best value indicators have been kept as local indicators as they are considered to be useful in terms of managing the performance of our service delivery corporately.
- 5.2 The current national and local performance indicators have been reviewed by each division and Management Team for monitoring for the 2017/18.

6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 84% of the Corporate Plan targets and 82% of the performance indicator targets are currently on schedule to be achieved. The report shows that individual targets that have been classified as red, amber or green. Individual comments from the relevant division have been included where appropriate. The table below shows the following status in terms of the traffic light indicator status:

Corporate Plan

Status	Number	Percentage
Green	16	84%
Amber	3	16%
Red	0	0%
Total	19	100%

Performance Indicators

Status	Number	Percentage
Green	9	82%
Amber	1	9%
Red	1	9%
Total	11	100%

7 Summary

- 7.1 Members may wish to identify any areas that require further consideration where targets are not currently being achieved.

8 Report Implications

8.1 Safer Communities Implications

8.1.1 There are a number of Safer Communities related actions highlighted in the report including improving community life, health and well being and adult safeguarding.

8.2 Legal Data Protection and Human Rights Implications

8.2.1 The national indicators were specified by the Secretary of State for Communities and Local Government. They have now been ended and replaced by a single list of data returns to Central Government from April 2011.

8.3 Environment and Sustainability Implications

8.3.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. There are a number of specific actions and indicators included within the report which contribute towards improving the environment and sustainability under the priority of promoting sustainable and vibrant communities.

8.4 Risk Management Implications

8.4.1 Effective performance monitoring will enable the Council to minimise associated risks with the failure to achieve targets and deliver services at the required performance level.

8.5 Equality Implications

8.5.1 There are a number of equality related actions and indicators highlighted in the report including developing access to community services, tackling health inequalities and raising aspirations work.

8.6 Links to Council's Priorities

8.6.1 There are a number of targets and performance indicators contributing towards the priorities of improving leisure and well being opportunities, promoting sustainable and vibrant communities and supporting employment and businesses.






The Contact Officer for this report is Robert Beggs (719238).

Background Papers







Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97



Background Paper No	Author	Nature of Background Paper	Date
National Indicators for Local Authorities and Local Authority Partnerships	Department for Communities and Local Government	Statutory Guidance	February 2008

NWCP Community and Environment Board 17/18

	Action	Priority	Reporting Officer	Quarter 1	Quarter 2	Quarter 3 Update	Status
NWCP 017	To continue to take action to reduce the Council's carbon footprint and carbon emission in the Borough, in accordance with the Climate Change Strategy and Action Plan and to report annually in March on progress. This will include acting on any Government led initiatives for domestic properties.	Protecting our Countryside & Heritage	Steve Maxey	The Council has a Carbon Management Plan with a list of actions. The life span of certain buildings and a lack of dedicated resource hampers progress but a number of actions are progressing. An alternative energy use scheme is under investigation for Atherstone leisure centre and our land holdings are being reviewed for sustainable energy production. A district heating feasibility study has been completed and may be submitted as part of a sub regional bid for European funding. A proposal across Warwickshire to provide an energy company is being developed by the Districts/Boroughs and County Councils. Solar panels have been fitted to the new Coleshill Leisure Centre. As well as saving carbon the Council receives feed in tariff payments, totally around £700 in 16/17	SPARSE and Local Partnerships have been approached to update the Council's action plan in this area. Work on district heating and a Warwickshire energy comply continues	SPARSE and Local Partnerships have been approached to update the Council's action plan in this area. Work on district heating and a Warwickshire energy comply continues	 Green
NWCP 018	To maintain a very high standard of street cleanliness (95%) throughout the Borough and to continue to raise awareness (both of the public and other agencies) of the problems of litter, fly-posting and dog fouling	Protecting our Countryside & Heritage	Richard Dobbs/Angela Coates	1st Quarter cleanliness score for litter was 90%. A report on the street cleaning service will be considered by a future meeting of the C&E Board. Increased public awareness and social media campaigns are in the pipeline.	Due to staffing issues it has not been possible to complete the Q2 survey. The number of fly-tips in the borough has continued to increase and this has had an impact on the resources available to undertake amenity cleaning.	The Q3 survey was completed in late December. The Q3 result was significantly better than previous surveys with 100% of sites inspected achieving an acceptable level of cleanliness. The next survey is due to be completed in early February, 2018	 Green
NWCP 028	To continue to work in partnership with other agencies to tackle health inequalities and specifically to co-ordinate the sustainable implementation of the new corporate Health Improvement Action Plan (2017 to 2020), including its focus on priorities that are compatible with those of the approved Health, Well-being and Leisure Strategy, the Community Partnership and the Northern Warwickshire Health and Well-being Partnership	Improving Leisure & Wellbeing Opportunities	Simon Powell	Action Plan was endorsed by the C&E Board in March 2017. Its provisions and actions are being implemented through the direction provided by the Health and Wellbeing Working Party. Recent activity has included a "Big Day Out" held in Dordon in June 2017, advancement of a commitment to host a "Health Store" in Atherstone in response to the rise in teenage conceptions and the continued development of the Fitter Futures programme in the Borough	Action Plan was endorsed by the C&E Board in March 2017. Its provisions and actions are being implemented through the direction provided by the Health and Wellbeing Working Party. Recent activity has included a "Big Day Out" held in Atherstone in September 2017, advancement of a commitment to host a "Health Store" in Atherstone in response to the rise in teenage conceptions and the continued development of the Fitter Futures programme in the Borough	The Action Plan was endorsed by the C&E Board in March 2017. Its provisions and actions are being implemented through the direction provided by the Health and Wellbeing Working Party. Recent activity has included a Dementia Friendly Communities meeting and the opening of the "Health Store" in Atherstone.	 Green
NWCP 101	To commence implementation of the approved outcomes of the review of Leisure and Community Development services and to report to relevant Boards on progress by March 2018	Improving Leisure & Wellbeing Opportunities	Simon Powell	Receipt of the draft Green Space, Playing Pitch and Leisure Facilities Strategies is anticipated at the end of July 2017	Receipt of the draft Green Space, Playing Pitch and Leisure Facilities Strategies from the external consultants was delayed and was now anticipated during October 2017. Implementation would commence after the Strategies had received the consideration of Councillors.	Receipt of the draft Green Space, Playing Pitch and Leisure Facilities Strategies from the external consultants was delayed. Consideration of the draft Strategies by relevant Boards was now anticipated during January / February 2018. Implementation would commence after the Strategies had received the consideration of Councillors.	 Amber
NWCP 102	Subsequent to completion of the process of Review of Leisure and Community Development Services, to commence implementation of the new North Warwickshire Green Space and Playing Pitch Strategies, in accordance with their associated Action and Funding Plans and to report on progress by March 2018	Improving Leisure & Wellbeing Opportunities	Simon Powell	Receipt of the draft Green Space and Playing Pitch Strategies is anticipated at the end of July 2017	Receipt of the draft Green Space and Playing Pitch Strategies from the external consultants was delayed and was now anticipated during October 2017. Implementation would commence after the Strategies had received the consideration of Councillors.	Receipt of the draft Green Space, Playing Pitch and Leisure Facilities Strategies from the external consultants was delayed. Consideration of the draft Strategies by relevant Boards was now anticipated during January / February 2018. Implementation would commence after the Strategies had received the consideration of Councillors.	 Amber

	Action	Priority	Reporting Officer	Quarter 1	Quarter 2	Quarter 3 Update	Status
NWCP 103	In conjunction with WCC and other partners, ensure the success of the Women's 2017 International Cycle Race and its impact upon the community of North Warwickshire	Improving Leisure & Wellbeing Opportunities	Steve Maxey	The Cycle Race was delivered very successfully on 9th June. A large range of activities were planned and a huge turnout from the public took place. Evaluation of the race's impact will be considered with partners	Initial evaluation feedback suggests that 15,000 attended the Atherstone start of the race, up significantly on last year. The net value to the local economy is calculate at over £270,000. 48% were estimated to have come from outside of Warwickshire and 92% of attendees rated the event as "very good".	Initial evaluation feedback suggests that 15,000 attended the Atherstone start of the race, up significantly on last year. The net value to the local economy is calculate at over £270,000. 48% were estimated to have come from outside of Warwickshire and 92% of attendees rated the event as "very good".	Green
NWCP 029	To carry out the Council's obligations as a member of the Warwickshire Safeguarding Children Board, including those relating to the Child Protection Policy and, where appropriate, to co-ordinate all related activity alongside the need to safeguard adults and other vulnerable people in the community, where appropriate and to report on progress by March 2018	Creating Safer Communities	Simon Powell	The Authority's commitment to "child protection" and to the Safeguard Children Board continue to be advanced in accordance with the Child Protection Policy. Initial work has also been undertaken to introduce more consistency with the approach being taken to safeguard adults and other vulnerable people in the community	The Authority's commitment to "child protection" and to the Safeguard Children Board continue to be advanced in accordance with the Child Protection Policy. Initial work has also been undertaken to introduce more consistency with the approach being taken to safeguard adults and other vulnerable people in the community	The Authority's commitment to "child protection" and to the Safeguard Children Board continue to be advanced in accordance with the Child Protection Policy. Initial work has also been undertaken to introduce more consistency with the approach being taken to safeguard adults and other vulnerable people in the community	Green
NWCP 055	To report by September 2017 on progress on the delivery of the Customer Access Strategy, including the use of Community Hubs, the BOB bus, increased take-up of online services and the success of driving channel shift	Promoting Sustainable & Vibrant Communities	Bob Trahern	Whilst this deadline could be achieved, due to unplanned work caused by the revaluation of business rates and a re-prioritisation of work, the report on updating on the BOB Bus and Community Hubs will now be taken later in the year. An update on online take up and the success of driving channel shift will be delivered as planned in partnership with the AD (CS) and a report will be taken to the September Resources Board	A report on the Councils On Line Activity was taken to Resources Board in September and also one on the Council's Peer Review outcomes from a very pleasing LGA report on customer satisfaction levels. Reports on the community hubs and BOB Bus are considered every quarter by the North Warwickshire Community Partnership and will form part of further reports to be considered by the C & E Board in March 2018	A report on the Councils On Line Activity was taken to Resources Board in September and also one on the Council's Peer Review outcomes from a very pleasing LGA report on customer satisfaction levels. Reports on the community hubs and BOB Bus are considered every quarter by the North Warwickshire Community Partnership and will form part of further reports to be considered by the C & E Board in March 2018	Green
NWCP 081	To continue to review the refuse and recycling service with particular emphasis on options around recycling to ensure the sustainability and cost-effectiveness of the service while building sufficient capacity to accommodate future housing growth	Promoting Sustainable & Vibrant Communities	Richard Dobbs	A special meeting of C&E Board in September will consider a number of changes to the Refuse & Recycling service designed to increase efficiency and build in capacity. Partnership work with neighbouring authorities is also being progressed	The proposed Christmas changes and suspension of the green waste collection service was agreed by C&E Board. A future move to zonal working was also agreed in principle and the details are now being worked through. Partnership work continues on a sub-regional strategic approach to waste management	A joint contract with NBBC for recycling waste is out to tender. The Christmas suspension went well. A scheme to tackle excess garden waste was approved by C&E Board in January and a trial will begin shortly to evaluate replacement containers for paper & cardboard	Green
NWCP 090	In partnership with the Local Action Group and Hinckley & Bosworth Borough Council, to continue to ensure the successful delivery of the LEADER programme (2015 to 2020) in accordance with the priorities identified in the approved Local Development Strategy and Business Plan and report on progress by March 2018	Supporting Employment & Business	Simon Powell	A LEADER LAG meeting was held in May 2017, at which 13 outline applications were considered, 11 of which were approved for progression towards a full application	Further to the Quarter 1 report, Expressions of Interest (EoI) have replaced Outline Applications. 17 EoIs have been received, two additional Full Applications have been approved and the LAG is in receipt of a further five Full Applications	The LEADER programme continues to receive Expressions of Interest and Full Applications. A new Manager and Development Officer have been recruited and it is expected that they will commence their duties in January 2018, which will help in the drive to advance the local programme	Green
NWCP 091	In partnership with Job Centre Plus, implement the ongoing roll-out of Universal Credit and input into the Universal Support/Delivery local agenda, to support residents impacted by providing support and advice	Promoting Sustainable & Vibrant Communities	Bob Trahern/Angela Coates	The Chelmsley Wood Job centre has gone live with full service Universal Credit in June. This will impact on customers who sign on in the South of the borough. Further roll out across the Tamworth and Nuneaton jobcentres are planned for the end of the year and Atherstone Jobcentre goes live in May 2018. The Council has developed on line forms to assist customers better manage their affairs which we anticipate will support UC customers and has further events planned with the DWP to better support customers going forward over the rest of the year.	As before. The Council ran a very successful jobs fair with the DWP and other partners in early October and are working with customers and partners alike to prepare for the wider roll out of Universal Credit going forward. This was launched at a kick off meeting of the Northern Warwickshire Financial Inclusion Partnership held on 21 September when the improved on line Customer Referral Form was launched which will be very beneficial to Universal Credit affected customers amongst others	Following the Chancellors Autumn Budget, the roll out timetable for Universal Credit at the Atherstone Jobcentre has been delayed until September. We continue to work with DWP, Housing and other partners to prepare customers for the changes being introduced which included providing information in the December Northtalk regarding help and advice available to all to better manage personal finances	Green

	Action	Priority	Reporting Officer	Quarter 1	Quarter 2	Quarter 3 Update	Status
NWCP 097	To work in partnership with the Highways Authority, Highways England and other partners to improve both the appearance and safety of the Borough's main roads (see also Safer Communities priorities)	Protecting our Countryside & Heritage	Richard Dobbs	Ongoing partnership work continues across the sub region and the highways network. Closer cooperation on tackling fly-tipping is also being explored	Multi-agency, sub-regional fly-tipping meetings are being held. NWBC continues to work with WCC and HE on shared use of TM and lane closures	Ongoing partnership work continues across the sub region and the highways network. Multi-agency, sub-regional fly-tipping meetings continue to be held	 Green
NWCP 106	To report on options for reviewing local facilities and issues within individual Wards through a programme of Ward walks/audits (including engaging partner agencies) by March 2018	Promoting Sustainable & Vibrant Communities	Steve Maxey	The first walks have taken place in Arley. Futher walks will be scheduled as staff time becomes available	The first walks have taken place in Arley. Futher walks will be scheduled as staff time becomes available	The first walks have taken place in Arley. Futher walks will be scheduled as staff time becomes available	 Green
NWCP 107	In order to promote and support community life, the Borough Council:- a) Will work in conjunction with partners through the North Warwickshire Community Partnership in order to advance the priorities and objectives of the North Warwickshire Community Sustainable Community Strategy including, in respect of the commitment to improve access to opportunities, services and facilities for local residents and will report in March on progress. b) In accordance with the approved new approach to Community Development work, will ensure the appropriate engagement of partners, community groups and individuals in the co-ordinated delivery of local activity that is designed to support and enhance community life and will report to Board on progress by March 2018	Promoting Sustainable & Vibrant Communities	Steve Maxey/Bob Trahern/Simon Powell	The approved new way of working in Community Development continues to be progressed in Atherstone and Dordon in accordance with the approach agreed by the C&E Board in January 2017. This work includes the active engagement of stakeholders, community groups and local residents	The Council ran a very successful jobs fair with the DWP and other partners and at the launch of the Northern Warwickshire Financial Inclusion Partnership held on 21 September the improved on line Customer Referral Form was launched which will be very beneficial to all customers seeking help and assistance	The approved New Way of Working in Community Development continues to be progress in Atherstone and Mancetter, whilst initial consultation work has started in Dordon, which included the "Dordon Christmas Experience"	 Green
NWCP 108	To work in partnership with the County Council and other agencies to agree and implement CPE and introduce a comprehensive new off-street parking strategy to ensure that the service is sustainable and continues to meet local demand	Promoting Sustainable & Vibrant Communities	Richard Dobbs	The CPE process is ongoing. Additional survey work has been completed and a final draft report is being reviewed prior to consideration by the Parking Task & Finish Group	CPE implementation is likely to be delayed due to capacity issues at DFT. The final draft of the consultant's report has been submitted and is being scrutinised. The business case for off-street parking management is being refined	DFT has confirmed that CPE applications will not be considered at present due to Brexit. This piece of work is effectively on hold until DFT has the capacity to deal with a future CPE application.	 Amber
NWCP 003	To report in March on the work of the local Financial Inclusion Partnership including for 2017/18, to advise on actions and initiatives undertaken to mitigate local impact of the Welfare Reform programme in order to maximise the collection of monies due to the Council	Promoting Sustainable & Vibrant Communities	Bob Trahern	the North Warwickshire Community Partnership on all matters related to addressing poverty and the impact of welfare reforms. These will form the basis of the report taken to the board in March 2018 that pulls together the wide ranging activity we undertake in this area to support customers. Recent data released by the Government indicated that the Council was in the upper quartile in its collection of both Council Tax and NDR indicating that our approach appears to be working	An update report of Quarter Two activity was reported to the North Warwickshire Community Partnership around ongoing Financial Inclusion activity which covered the update on work around the debt project being undertaken, the food hub and community hub progress.	An update report of Quarter Three activity was reported to the North Warwickshire Community Partnership around ongoing Financial Inclusion activity which covered the update on work around the debt project being undertaken, the food hub and community hub progress.	 Green
NWCP 109	To work with public, voluntary and business partners to deliver ongoing food-related projects if a business case can be agreed to continue to support individuals and community organisations and report to Community & Environment Board by March 2018	Promoting Sustainable & Vibrant Communities	Bob Trahern	The food hub in Atherstone continues to develop under the "Ediblelinks" brand which is a delivery arm of the Healthy Living Network charity that operate predominantly in the north of the county. In April, the food hub took delivery of two vehicles supplied by Ocado that has allowed the expansion of goods supplied to include dairy and perishable. The service is supporting an increasing number of schools and community eating projects and a lottery bid has been submitted that will hopefully provide funding to put the project on a sustainable footing for at least 3 years. A decision on this bid is expected shortly. Appendix A	Excellent progress continues to be made and the work of the food hub that has launched Honesty Shops across NWBC and NBBC was featured on the BCC Midland News. We have also signed up a considerable number of new schools to take breakfast supply and progress continues in term sof seeking to secure Big Lottery Funding with a decision expected by December	In the run up to Christmas and on Chrstimas Eve itself the Council working alongside the Healthy Living Network and Ocado issued over 9 tonnes of help and support to families and groups. The impact of the food hub and the number of community groups, schools, childrens centres and social enterprises it supports continues to grow (and is now over 150 groups) as well as the issue of emergency parcels that has increased by 100% in the last 12 months. The project that won a National Award in November 2017 and has been shortlisted for 2 further awards to be announced in March continues to seek positive funding decisions to ensure it can continue beyond the end of the financial year.	 Green

	Action	Priority	Reporting Officer	Quarter 1	Quarter 2	Quarter 3 Update	Status
NEW	To carry out the Council's obligations as a member of the Warwickshire Safeguarding Adults Board. This will include delivering a comprehensive training programme for staff during 2017, to support the Council's policy and procedures	Creating Safer Communities	Angela Coates	The Council has a policy and procedure in place to support our work to safeguard adults, we are a part of the safer spaces initiative and the first tranche of training has been delivered.	The Council has a policy and procedure in place to support our work to safeguard adults, we are a part of the safer spaces initiative and the first tranche of training has been delivered.	The Council has a policy and procedure in place to support our work to safeguard adults, we are a part of the safer spaces initiative and the first tranche of training has been delivered	 Green
NEW	To work with Warwickshire County Council to improve transport for health and access to health services in North Warwickshire	Promoting Sustainable & Vibrant Communities	Simon Powell	Transport and access to health services are issues being progressed through the corporate Health and Wellbeing Action Plan and through the Warwickshire North Health and Wellbeing Partnership	Transport and access to health services are issues being progressed through the corporate Health and Wellbeing Action Plan and through the Warwickshire North Health and Wellbeing Partnership. In pursuance of this undertaking, the Health and Wellbeing Working Party received an informative presentation from Beeline	Transport and access to health services are issues being progressed through the corporate Health and Wellbeing Action Plan and through the Warwickshire North Health and Wellbeing Partnership. In pursuance of this undertaking, the Health and Wellbeing Working Party received an informative presentation from Beeline	 Green

NWPI Community & Environment Board 17/18

Ref	Description	Section	Priority	Year End Target 2017/18	Outturn 2016/17	April - Dec Performance	Traffic Light	Direction of Travel	Comments
NWLPI 007	The percentage of food premises inspections that should have been carried out that were carried out for high risk premises.	Env Health (C, L & HP)	Health and Well-being	100	100	90			The small number of inspections outstanding will be completed by year end.
NWLPI 157	The percentage of food premises interventions that should have been carried out that were carried out for low risk premises	Env Health (C, L & HP)	Health and Well-being	100	100	69			Performance has been affected by the flexible retirement of the EHM. Once the restructure is in place it should be possible to achieve targets but in the short term it may not be possible to complete all low risk inspections this year.
NWLPI 085	Swimming pools and sports centres: The net cost per swim/visit	Leisure Facilities	Health and Well-being	1.90	1.62	0.59			
NWLPI 086	Leisure Centres - Total income per visit	Leisure Facilities	Health and Well-being	2.47	3.18	2.52			
NWLPI 119	Number of collections missed per 100,000 collections of household waste (former BV88)	Refuse & Recycling	Recycling	125	70.15	41.04			
@NW:NI192	The percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or treatment by anaerobic digestion.	Refuse & Recycling	Recycling	45	48.73%	51.45%			
@NW:NI195a	The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level. Only the level of litter is monitored and excludes detritus	Streetscape	Environment	5	11%	0%			Various land classes were inspected across the Borough with much improved results from last time.
New	Average Time Taken to Remove Fly-tipping	Streetscape	Environment	2	n/a	1.40			1/4/17 to 31/12/17 Total of 844 fly-tip jobs, total number days to clear is 1179, average days to complete is 1.40 days. The crew when in an area will inspect hot spot FT locations and remove any found FT waste, this is reducing the quantity of customer reported FT jobs.
NWLPI 163	Number of projects/programmes being delivered	Community Development	Health & Well-being	50	40	63			
NWLPI 165	Number of people engaged on projects/programmes	Community Development	Health & Well-being	1600	12,943	8,079			
NWLPI 166	Percentage of people who are 'better off'	Community Development	Health & Well-being	75	79.00%	Non recorded	-	-	Due to progressing with Community Development's approved New Way of Working, this KPI is no longer a useful measure of performance and will be changed next year
NWLPI 167	Satisfaction with service delivered	Community Development	Health & Well-being	90	100.00%	96.00%			