

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

**(Councillors Smith, Bell, Chambers,  
Ferro, Gosling, Hanratty, Hayfield,  
Ingram, Jarvis, Jones, Lewis, Phillips  
and Smitten).**

**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](mailto: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**

**13 March 2017**

The Community and Environment Board will meet in The Committee Room, The Council House, South Street, Atherstone on Monday 13 March 2017, 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](mailto:democraticservices@northwarks.gov.uk)

5 **Minutes of the meeting of the Board held on 23 January 2017** – copies herewith, to be approved as a correct record and signed by the Chairman.

**PUBLIC BUSINESS  
(WHITE PAPERS)**

6 **Health Improvement** – Report of the Assistant Director (Leisure and Community Development)

**Summary**

This report provides Members with an update on the progress made in respect of the delivery against the actions identified in the approved three-year Health Improvement Action Plan (2014 to 2017) and additionally provides the Board with an opportunity to comment on the draft Health and Wellbeing Action Plan for 2017 to 2020.

The Contact Officer for this report is Becky Evans (719346).

7 **Minutes of the Health and Well-being Working Party meeting held on 27 February 2017** (copy herewith).

8 **Financial Inclusion Update – Report of the Assistant Chief Executive (Community Services)**

**Summary**

The purpose of this report is to provide Members with an update of the Financial Inclusion activity undertaken by the Council.

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

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

**Summary**

This report informs Members of progress 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 Becky Evans (719346).

- 10 **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 Rachel Stephens (719301).

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

### **Summary**

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

The Contact Officer for this report is Iain Neville (719271).

- 12 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2016** – Report of the Chief Executive and 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 2016.

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

23 January 2017

Present: Councillor Smith in the Chair

Councillors Bell, Chambers, Ferro, Gosling, Hanratty, Hayfield, Humphreys, Jarvis, Lewis, Moss, Smitten and A Wright.

Apologies for absence were received from Councillors Ingram (Substitute Councillor A Wright), Jones (Substitute Councillor Humphreys) and Phillips (Substitute Councillor Moss).

#### 28 **Disclosable Pecuniary and Non-Pecuniary Interests**

None were declared at the meeting.

#### 29 **Public Participation**

Prior to the meeting, a set of questions was received from a local resident in respect of Arley Sports Centre. A response from the Chairman was circulated at the meeting. The resident was not present.

#### 30 **Minutes of the Meeting of the Board held on 17 October 2016**

The minutes of the meeting held on 17 October 2016 copies having been previously circulated, were approved as a correct record and signed by the Chairman.

#### 31 **Corporate Plan 2017 -18**

The Board's approval was sought for the Corporate Plan targets for which it was responsible and to agree 2017 -18 Service Plans for the Leisure and Community Development, Streetscape and Environmental Divisions.

#### **Recommendation to Executive Board**

a **That subject to the inclusion of the additional targets set out below;**

- **Priority 3 - Protecting our Countryside & Heritage (page 4)**

**“(d) To continue to work with North Warwickshire Heritage Forum to protect, promote and develop the heritage and tourism of North Warwickshire” and;**

- **Promoting Sustainable & Vibrant Communities – (page 12)**

**“Work with partners across Warwickshire to improve transport to health services for North Warwickshire residents.”**

**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 with the addition of the following;**

**Appendix B(iii)c, page 3– Planning Consultations - column 2 “in particular, giving consideration to the cumulative effect of adjacent developments”.**

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

**32 General Fund Fees and Charges 2017/2018**

The Board was asked to consider the fees and charges for 2016/17 and the proposed fees and charges for 2017/18.

**Resolved:**

**That the schedule of fees and charges for 2017/18, as set out in the report be accepted.**

**33 General Fund Revenue Estimates 2017/18**

The Deputy Chief Executive presented the revised budget for 2016/17 and an estimate of expenditure for 2017/18, together with forward commitments for 2018/19, 2019/20 and 2020/21.

**Resolved:**

- a That the revised budget for 2016/17 be accepted, and**

**Recommendation to Executive Board**

- b That the Estimates of Expenditure for 2017/18, as submitted to the Board be included in the budget to be brought before the meeting of Executive Board on 7 February 2017.**

**34 Capital Programme 2017/18 to 2019/20**

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 replacement of the leisure equipment and Easyline 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.**

**35 Leisure Facilities – 2017/18 Bank Holiday Closures**

The Board's approval was sought for the Bank Holiday closure of leisure facilities during the 2017/18 financial year.

**Resolved:**

**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, subject to the need to give further consideration to the schedule closures after receipt of the Strategic Leisure Review report from external consultants.**

**36 Strategic Review of Leisure and Community Development Services**

The Assistant Director (Leisure and Community Development) updated the Board on the progress made by external consultants in respect of the commission to undertake a Strategic Review of Leisure and Community Development Services and prepare associated supporting strategies and delivery plans. Additionally, the Assistant Director (Leisure and Community Development) detailed the outcome of the consultant's "light touch" review of the Authority's Community and Development service.

**Resolved:**

- a That progress being made by external consultants in respect of the commission to undertake a Strategic Review of Leisure and Community Development Services and their preparation of supporting strategies and delivery plans, be noted; and**

- b That the new long-term, locality based delivery model for future community development activity within the Borough, as identified within Appendix A to the report of the Assistant Director (Leisure and Community Development), be adopted.**

**37 Health Improvement Action Plan (2017 to 2010)**

The Board was presented with an update on the progress being made in respect of the production of a corporate Health Improvement Action Plan (2017 to 2020) by the Health and Well-being Working Party.

**Resolved:**

**That the progress being made by the Health and Well-being Working Party in respect of its production of a corporate Health Improvement Action Plan (2017 to 2020), be noted.**

**38 Minutes of the Health and Well-being Working Party meeting held on 15 December 2016**

The minutes of the Health and Well-being Working Party held on 15 December 2016 were received and noted.

**39 Coventry and Warwickshire Sustainability and Transformation Plan – Use of Urgent Business Powers**

Members were informed of the action taken by the Chief Executive under his Urgent Business Powers in responding to the Coventry and Warwickshire Sustainability and Transformation Plan.

**Resolved:**

**That the action taken by the Chief Executive under his Urgent Business Powers be noted and endorsed.**

**40 Prosecutions Taken by The Environmental Health Division 2016**

The Assistant Chief Executive and Solicitor to the Council provided details of the prosecutions taken by the Environmental Health Division during the calendar year 2016.

**Resolved:**

**That the report be noted.**

**41 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – September 2016**

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 2016.

**Resolved:**

**That the report be noted.**

#### **42 Waste Management – Joint Working Opportunities**

Members were updated a recent workshop coordinated by Warwickshire County Council and involving officers and members of the Warwickshire Waste Partnership. The Assistant Director (Streetscape) presented a summary of the outcome of the workshop and suggested areas where the partners may wish to look in more detail at closer working arrangements which could be delivered over the short, medium and longer term.

**Resolved:**

- a That the contents of the report and appendices be noted; and**
- b That the Board's comments and observations on the report and its findings be fed into the Recycling Task and Finish Group (to comprise of 4 Members of the Conservative Group and 2 Members of the Labour Group) around joint working in waste management services.**

#### **43 Glass Recycling**

The Assistant Director (Streetscape) reported on the issues which the recycling of glass caused as it was currently undertaken within North Warwickshire and presented options which are open to the Council to address those issues and what the impact might be on recycling operations, resources and the Council's recycling rate.

**Resolved:**

- a That the report be noted; and**
- b That the glass recycling issues as set out in the report be considered by the Recycling Task and Finish Group and that a further report be brought back to a future meeting of the Board.**

#### **44 Green Waste and Food Recycling Service**



The Assistant Director (Streetscape) reported on the way in which the Council currently recycled food and garden waste and the likely implications of changing various aspects of how the service was delivered in future in order to try and increase efficiency and reduce the costs and pressures on the service.

**Resolved:**

- a That the contents of the report and appendices be noted; and**
- b That the way in which the Council currently operates the food and green waste recycling service be considered by the Recycling Task and Finish Group and that a further report be brought back to the next meeting of the Board giving additional details on the potential service changes.**

**45 Exclusion of the Public and Press**

**That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.**

**46 Recycling Options**

The Assistant Director (Streetscape) detailed the likely cost implications of instigating the various options set out in the previous reports on glass recycling and the green and food waste recycling service.

**Resolved:**

- a That the report be noted; and**
- b That the recycling options and possible resource implications be considered by the Recycling Task and Finish Group and a further report be brought back to a future meeting of the Board.**

Councillor Smith  
Chairman

## Agenda Item No 6

### Community and Environment Board

13 March 2017

Report of the  
Assistant Director  
(Leisure and Community Development)

Health Improvement

#### 1 Summary

- 1.1 This report provides Members with an update on the progress made in respect of delivery against the actions identified in the approved three-year Health Improvement Action Plan (2014 to 2017) and additionally provides the Board with an opportunity to comment on the draft Health and Wellbeing Action Plan for 2017 to 2020.

#### **Recommendation to the Board:**

- a That the Board notes and comments upon the progress made in respect of delivery against the commitments identified in the approved Health Improvement Action Plan (2014 to 2017); and**
- b That the Board comments upon and endorses the appended draft corporate Health and Wellbeing Action Plan (2017 to 2020).**

#### 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, Well-being 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 approved three-year Health Improvement Action Plan (2014 to 2017) was developed in conjunction with the County Council's Public Health Department to provide a coherent, effective and focused approach to local health improvement work. The Plan, a copy of which is attached at Appendix A, was approved by the Board in March 2014.

...

- 3.2 "Improving Leisure and Wellbeing Opportunities" is a corporate priority, and the objectives outlined in the current Health Improvement Action Plan are

aligned with this commitment and the priorities identified in the Warwickshire North Health and Wellbeing Partnership Strategy, including the need to:

- Halt the rise in obesity amongst children and reduce the number of adults who are obese
- Reduce the number of pregnant women who are smoking at the time of delivery
- Improve integration and access, with a focus on those people with a mental illness, particularly dementia
- Reduce alcohol-related harm

## **4 Progress in 2016 / 17**

### **4.1 Fitter Futures**

4.1.1 From 01 July 2015, Warwickshire County Council commissioned a new “Fitter Futures Warwickshire” programme through which to deliver a county-wide Physical Activity on Referral project and to co-ordinate the referral pathways to related commissioned services, which include Adult Weight Management Services and a Structured Family Weight Management scheme.

4.1.2 Physical Activity / Healthy Lifestyles on Referral, a 12 weeks exercise programme accessible by referral from a health professional, is managed by Nuneaton and Bedworth Leisure Trust. 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.

4.1.3 During the early months of the programme, the number of people accessing the Physical Activity on Referral service in North Warwickshire was lower than in other parts of the county. As the Board will be aware, further to its receipt of a report on this subject at its meeting held in May 2016, this matter received the detailed consideration of the Health and Wellbeing Working Party, which proposed a 50% price discount for an initial three month period for people referred on to the programme. This proposal was subsequently approved by the Board. Since April 2016 there have been 163 referrals to the service, an increase compared to last year where there were 110 referrals between 1 April 2015 and 31 March 2016. This increase would serve to indicate that the discount, in part, has had a positive effect on the number of referrals to the programme in North Warwickshire.

4.1.4 “Change Makers” is the Structured Family Weight Management scheme, which offers a nine weeks programme for children aged from 4 to 12 years and their families. This service is managed across the county by Rugby Borough Council and in North Warwickshire is delivered by a Family Lifestyle Advisor, who sits within the Community Development section. The Family Lifestyle Advisor post was vacant until June 2016, which initially had an adverse impact upon the programme. Since April 2016 there have been 28 referrals to the service (including self-referrals). Through the Child Measurement Programme, 214 children have been identified as being overweight / very overweight in North Warwickshire. All of these children

have been contacted via post and / or telephone with the hope of engaging them on an upcoming weight management course.

- 4.1.5 In North Warwickshire, the Adult Weight Management Service is being undertaken by Slimming World, which offers 12 weeks of free sessions to eligible individuals (anyone aged over 12 years with a BMI 30+ or BMI 28+ with a health-related condition), and, in Arley, through the Nuneaton and Bedworth-based Healthy Living Network's Weight Busters class. Since April 2016 there have been 275 referrals to the Adult Weight Management Service in North Warwickshire.

## 4.2 **Walking Groups**

- 4.2.1 Eleven health walks continue to operate throughout the Borough, in Old Arley, Atherstone, Austrey, Coleshill, Dordon, Grendon, Hartshill, Kingsbury, Mancetter, Middleton and Ridge Lane. Each walk is led by trained volunteer leaders, who co-ordinate and manage their individual walk programmes. The walking initiative has engaged with more than 100 individuals this year, and continues to offer an effective entry level physical activity for people who have long-term chronic health issues, people who are isolated within their community and older adults who need to achieve and maintain a positive level of physical and mental wellbeing.

## 4.3 **Events**

- 4.3.1 The Borough Council has successfully supported Warwickshire County Council Public Health Department's "Big Day Out" initiative, which is designed to get more people outdoors and enjoying their local green space. Being active outdoors not only improves physical health, but is also shown to have a significant and positive impact upon mental wellbeing. Although Public Health is no longer commissioning support for this initiative, the Community Development team continues to organise related events. In 2016, events were held in Arley and Mancetter, and they attracted over 800 and 1,200 people respectively.

- 4.3.2 Members will be aware of the prestigious Women's International Cycle Race, Stage 2 of which started in Atherstone Market Square on 16 June 2016. The five-stage road race attracted top class international athletes from all over the world. This particular event was attended by over 4,000 spectators, who came to enjoy the start, which was lined with bunting made by various community groups and school children.

## 4.4 **Smoking**

- 4.4.1 Further to consultation with health professionals, there is little assistance the Borough Council can provide with regard to helping to reduce the number of women who are smoking at the time of delivery. The Community Development section, however, does assist with national promotional events, such as Stoptober and National No Smoking day. Indeed, the Authority

works with various partners to deliver key health promotion and educational messages, including within:

- National Heart Month
- National Salt Awareness Week
- Nutrition and Hydration Week
- Mental Health Awareness Week
- World Health Day
- National Walking Month
- Bike to Work Week

4.4.2 Related health messages are promoted through social media, the Borough Council's website and within leaflets and posters distributed through a variety of venues, including community hubs, libraries, the one-stop shop, schools and leisure facilities.

#### 4.5 **Dementia**

4.5.1 Improving integration and access for people with dementia is a priority for the Warwickshire North Health and Wellbeing Partnership. Work has commenced with a view to making North Warwickshire a "dementia friendly" community, including:

- Co-ordination of a quarterly Dementia Friendly Communities meeting
- Dementia Friendly Environment checks have been completed across all four of the Borough Council's leisure facilities
- Organisation of a Memory Walk around Hartshill, in which approximately 80 people took part. The event also raised a sum of £343 for charity
- Support to the first Dementia Event, which was held at Mancetter Memorial Hall in January 2017. This will be an annual event run in partnership with Warwickshire County Council
- Production of a leaflet that identifies all of the services available for people living with dementia in North Warwickshire

4.5.2 Management Team has agreed to the principle of the Borough Council working towards becoming a "Dementia Friendly Organisation". This will involve:

- Enhancing awareness and understanding of dementia through the provision of basic awareness training and information sharing for, and with, staff;
- Developing positive attitudes towards the delivery of services to those people who are most vulnerable in our society, including those people living with dementia; and,
- Providing a dementia friendly environment. This can be achieved by ensuring that all Borough Council buildings are sympathetic to the needs

of people living with dementia, for example by ensuring that there are no shiny floors, no clutter, clear signage, etc.

## 5 Moving Forward

5.1 In 2016, the Director of Public Health produced his Annual Report - Public Health Matters; Sex, Drugs and Fluoridation. The Warwickshire Health Profile contained within the Report indicates that North Warwickshire, in comparison to the Warwickshire average:

- Has a higher number of children in poverty (under 16)
- Has a higher number of obese children (year 6)
- More under 18 conceptions
- A lower percentage of adults who are physically active
- A higher percentage of adults with excess weight
- More hospital stays for self-harm
- A higher percentage of recorded diabetes
- More hip fractures in people aged 65 and over
- A lower life expectancy in both males and females
- Higher infant mortality (aged under 1 year)
- A significantly higher number of people who are killed and seriously injured on roads
- A higher number of smoking-related deaths
- A higher under 75 mortality rate: cardiovascular
- A higher under 75 mortality rate: cancer
- More excess winter deaths

This information will continue to influence future work and the priorities within the corporate Health and Wellbeing Action Plan (2017 to 2020).

5.2 In order to ensure that current and future resources are utilised to best effect; Members will be aware that the Community Development section is focussing its activity in high priority, targeted geographical areas and on priority health issues within specific communities. The internal review through which the priority areas were identified was subject to a “light touch” assessment by the external consultants undertaking the Strategic Leisure Review commissioned by the Authority. The external assessment and the new approach to community development work were approved by the Board at its meeting held in January 2017.

5.3 Further to the report presented to the Board in March 2016, Members will recall that Hartshill, Arley and Whitacre and Atherstone and Mancetter are ranked the highest with regard to their overall health improvement needs. The Community Development section’s focus, however, includes taking into consideration both Rural Regeneration and Safer Communities concerns, resulting in Atherstone and Mancetter, Arley and Whitacre and Dordon being the target communities for initial activity. It should be noted, however, that those areas identified as being significantly worse than others in respect of

specific, rather than overall, community development needs will benefit from related activity, as far as resources allow.

- 5.4 As Members are aware, the current Health Improvement Action Plan concludes at the end of March 2017. Through the Health and Wellbeing Working Party, a new corporate Action Plan for 2017 to 2020 has been drafted, and this is attached for the Board's consideration at Appendix B. This draft Health and Wellbeing Action Plan will provide a more holistic view of work that takes place across the Authority that impacts on the health of the local population and will help to ensure that the Borough Council, along with its partners, is doing all that it can in the most effective and efficient manner to improve the health of the community. The Board is invited to comment on, and endorse, the proposed themes and actions identified within draft Action Plan. The Plan detail associated with targets, required resources, etc. will continue to be populated by the Working Party, upon which it is hoped to be able to provide the Board with a verbal update on progress at its meeting.

## **6 Report Implications**

### **6.1 Finance and Value for Money Implications**

- 6.1.1 The health improvement services detailed within the main body of the report and those identified in the approved Health Improvement Action Plan are, and will continue to be, funded either through approved revenue budgets or secured external funding. Warwickshire County Council's Public Health Department provided a grant of £17,000 to the Borough Council in 2016 / 17 to support related activity, and there is an expectation that a grant of £17,000 will also be awarded for 2017 / 18. In order to support the related activity of the Health and wellbeing Working Party, at its meeting held in February 2017, Full Council approved an additional one-off contribution of £5,000.

### **6.2 Safer Communities Implications**

- 6.2.1 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.

### **6.3 Environment and Sustainability Implications**

- 6.3.1 The immediate and wider environment in which people live 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.

### **6.4 Health, Wellbeing and Leisure Implications**

6.4.1 The current and proposed activity identified within the main body of this report 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.

6.4.2 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.

## **6.5 Risk Management Implications**

6.5.1 There is no direct risk 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.

## **6.6 Equalities Implications**

6.6.1 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.

## **6.7 Links to Council Priorities**

6.7.1 Health and wellbeing activity positively impacts across 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

6.7.2 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 Officer for this report is Becky Evans (719346).



## 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	Warwickshire County Council	Warwickshire Health and Wellbeing Strategy	2014 to 2018
2	Warwickshire County Council	Warwickshire Joint Strategic Needs Assessment	2015 / 16
3	Warwickshire County Council	Director of Public Health Annual Report (2016)	2016

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
<b>DELIVERY AGAINST THE STRATEGIC PRIORITIES OF THE NORTH WARWICKSHIRE SUSTAINABLE COMMUNITY STRATEGY</b>					
<p>In accordance with the key priority of the North Warwickshire Community Partnership:</p> <p>1.) To aid a reduction in under 75 mortality rates from Cardiovascular Disease (CVD) and Cancer by:</p> <p><b>Halt the rise in obesity in children and reduction in adults who are obese</b></p>	<p>Review and evaluate the Atherstone One Stop Health Shop and, if required, identify options that better meet the identified needs</p>	<p>April 2014</p>	<p>Staff time</p>	<p>Community Development Manager (CDM)/ Community Development Officer (Health Improvement) (CDO[HI])</p>	<p>The Weight Management Programmes have been re-commissioned. With Nuneaton &amp; Bedworth Leisure Trust winning Exercise of Referral, and Rugby winning Structured Family Weight Management. We will be working closely with both to deliver these service in North Warwickshire</p>
	<p>Consideration of amended OSHS delivery options (including possible extension request to embed and review new delivery model).</p>	<p>May 2014</p>	<p>Staff time</p>		
	<p>Implementation of agreed OSHS delivery options and monitoring.</p>	<p>September 2014</p>	<p>Possible funding requirement for extension</p>		

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
<p>1 – Halt the rise in obesity in children and reduction in adults who are obese</p>	<p>Along With Public Health, NBBC, CCG, and the Clinical Support Unit, to promote and engage with the public around the #onething campaign</p> <p>The targets for Warwickshire North are (be completed by June 2016):</p> <ul style="list-style-type: none"> <li>➤ Reach 25% (6,727) of women aged 36-55 living in Warwickshire North</li> <li>➤ Reach 30% (286) of South Asian women aged 36-55 living in Warwickshire North</li> <li>➤ Reach 30% (65) of black women aged 36-55 living in Warwickshire North</li> <li>➤ Engage with (get pledges from) 673 women aged 36-55 living in Warwickshire North</li> <li>➤ Engage with (get pledges from) 29 South Asian women aged 36-55 living in Warwickshire North</li> <li>➤ Engage with (get pledges from) 7 black women aged 36-55 living in Warwickshire North</li> </ul>	<p>On-going</p> <p>June 2016</p>	<p>Staff time</p> <p>First 6 months funded through Public Health, £3,450 contributed for August 2015– January 2016</p>	<p>CDO (HI)</p>	<p>Launched 13<sup>th</sup> (Nuneaton &amp; Bedworth) &amp; 17<sup>th</sup> February (Atherstone). Action Plan of events has been completed by PH.</p>

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
1 – Halt the rise in obesity in children and reduction in adults who are obese	Along with School Nursing Teams, to identify services/ provision available to schools relating to health education (what is being delivered/ can be delivered)	July 2015	Staff time	Paula Mawson from PH completing a review of PH commissioned activities in schools	On-going
	Review health data to identify priority topics and target communities	January 2015	Staff time	CDO (HI)	Complete
	Target priority area schools with required services.	On-going	Staff time and possible funding requirement	CDO (HI)	Priority school have been targeted for delivering Change Makers and Loudmouth
	To undertake an evaluation of the school plan	March 2016	Staff time	CDO (HI)	

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
1 – Halt the rise in obesity in children and reduction in adults who are obese	To undertake activities that increase exercise participation levels including:  1 - To develop North Warwickshire as a walking borough by supporting the current walking groups and developing new groups if appropriate	On-going	Staff time	Community Projects Officer	On-going
	2 – To develop two new running groups	March 2015	Staff time	CDO(SI&S)	Complete
	3 – To develop two new measured miles	April 2015	Staff time, £1,978 cost (signage, printing, marketing & promotion etc)	CDO(SI&S) (Atherstone)  Landscape Manager (Polesworth)	Expected completion date October 2016  Warwickshire Wildlife Trust completed
	To deliver activities as part of Warwickshire County Council Public Health's 'Big Day Out' and National 'Love Parks' week.	Twice every year (usually around May and September)	Staff time £1500 per event	P&D Team	2014 complete  2015 complete  2016 complete

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
1 – Halt the rise in obesity in children and reduction in adults who are obese	Deliver key health promotion and education messages relating to healthy eating and increasing exercise, including (but not exclusive of): <ul style="list-style-type: none"> <li>- National No Smoking Day</li> <li>- Alcohol Awareness Week</li> <li>- Dementia Awareness Week</li> <li>- Salt Awareness Week</li> </ul>	On-going	Staff time Resources	CDO(HI)	On-going
	To support and develop the borough's fresh Fruit and Vegetable Coop scheme	March 2015	Staff time	FIO	No further action required
	To develop community cooking sessions at Community Hub locations, prioritising Community Hub venues	March 2017	Approx. £1000 for ingredients, volunteer expenses and equipment	FIO CDO(HI)	Last course delivered at QE in Oct/Nov 15

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
<p>1 – Halt the rise in obesity in children and reduction in adults who are obese</p>	<p>Deliver the Exercise on Referral Scheme at the Borough Council’s Fitness Suites.</p>	<p>Ongoing</p>	<p>Staff time, funding from Public Health via CSWSP</p>	<p>Leisure Facilities Manager</p>	<p>Nuneaton &amp; Bedworth Leisure Trust were successful in the tender. New programme currently being rolled out</p>
	<p>Subsequent to the outcome of the commissioned programme, engage with internal partners in a focused delivery of the exercise referral service</p>	<p>May 2015</p>	<p>Staff time, funding from Public Health via Nuneaton &amp; Bedworth Leisure Centre</p>	<p>CDO (HI)</p>	
	<p>Continue to develop the access for juniors (young people aged 12 and 13 years of age) by training Fitness Suite staff</p>	<p>Ongoing</p>	<p>Staff time and within current budgets</p>	<p>LFM</p>	

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
<p>In accordance with the key priority of the North Warwickshire Community Partnership:</p> <p>2.) To aid a reduction in under 75 mortality rates from Cardiovascular Disease (CVD) and Cancer by:</p> <p><b>Reduction in alcohol related harm</b></p>	<p>Support the Warwickshire Drug and Alcohol Action Team (DAAT) to deliver identified partnership work as it relates to North Warwickshire, including:</p>				
	<p>Delivering key health promotion and education messages relating to Alcohol Awareness Week</p>	<p>November 2014/15/16</p>	<p>Staff time Resources</p>	<p>CDO(HI) CDO(SI&amp;S)</p>	<p>Complete for 2016</p>
	<p>Develop an action plan of work to be completed to help reduce the health issues and nuisance behaviour associated with alcohol in Atherstone</p>	<p>April 2015</p>	<p>Staff time</p>	<p>CDO(HI) CDO(SI&amp;S)</p>	<p>Complete</p>
	<p>Commission Loudmouth to deliver One2Many and Alco-Facts</p>	<p>March 2016</p>	<p>£6,135 + VAT</p>	<p>CDO(SI&amp;S)</p>	<p>On-going</p>



Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
<p>In accordance with the key priority of the North Warwickshire Community Partnership:</p> <p>3.) To aid a reduction in under 75 mortality rates from Cardiovascular Disease (CVD) and Cancer by:</p> <p><b>Reduction in smoking status at time of delivery</b></p>	<p>Deliver key health promotion and education messages relating to smoking including:</p>				
	<p>1 - Work with Smoking Cessation Officer on National No Smoking Day awareness</p>	<p>March 2014/15/16/17</p>	<p>Staff time (NHS provide resources)</p>	<p>Communities Project Officer (2015 only) CDO(HI)</p>	<p>2016 complete</p>
	<p>2 - Work with Smoking Cessation Officer on 'Stoptober' campaign</p>	<p>October 2014/15/16/17</p>	<p>Staff time (NHS provide resources)</p>	<p>CDO(HI)</p>	<p>2016 complete</p>
	<p>3 – Work with the Smoking in Pregnancy Coordinator to promote “Smoke Free Home and Cars” campaign through internal partners such as; Housing, Leisure Centres, OSHS</p>	<p>October 2015</p>	<p>Staff time (NHS provide resources)</p>	<p>CDO(HI)</p>	<p>Complete</p>

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
Adoption and implementation of Making Every Contact Count (MECC)	To engage in the MECC Partnership Group, to:	Ongoing	Staff time	CDM	Currently on hold due to other corporate training priorities
	1 - Develop a MECC Implementation Plan for the Borough (including looking at the single point of access referral pathway and consideration of dementia awareness)	March 2015	Staff time	CDM CDO (HI)	
	2 - Identify and train all appropriate 'front line' Borough Council staff	May 2014 - March 2016	Staff time (Public Health will provide free training)	CDM/ Human Resources	
	3 - Identify and train appropriate Hub volunteers	March 2017	Staff and volunteer time (Public Health will provide free training)	CDM/ FIO	
	4 – Identify and train Housing staff as suggested in the joint team meeting	March 2016	Staff time (Public Health will provide free training)	CDO (HI)	Completed 17 Feb 2016

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
Improving integration & access with a focus on those with a mental illness, particularly dementia	Create an action plan for making Atherstone a dementia friendly community	May 2015	Staff time £1000 provided by WCC to fund the project	CDO (HI)	Complete
	Work with Atherstone Leisure Complex to create a dementia friendly environment, and sign the centre up to the Coventry & Warwickshire Dementia Action Alliance	May 2016	Detailed in dementia checklist	CDO (HI) LFM Facilities Manager	Works due to be completed
	Work corporately to establish NWBC as a dementia friendly organisation	March 2017	Staff time Resources Funding may be required to make any adaptations as appropriate	CDO (HI)	Dementia Friends training delivered to Members in March 2016

Lead Officer: Simon Powell

Objective	Action	Timescale	Resource/Cost	Responsible Officer	Progress
<p>Working in targeted communities to collate evidence to understand their priority needs, aspirations and makeup and work collaboratively with partners and the communities to respond to and deliver services to meet those needs</p>	<p>To identify priority communities (to be agreed at Community and Environment Board)</p>	<p>June 2015</p>	<p>Staff time</p>	<p>CDM</p>	<p>Target communities identified – Atherstone and Mancetter, Arley and Whitacre and Dordon.  Health topic specific areas also identified.</p>
	<p>To work in and with priority communities to identify their makeup, aspirations and health needs.</p>	<p>March 2015 – Ongoing</p>	<p>Staff time</p>	<p>CDM/ CDO(HI)</p>	
	<p>Feed evidential information into the Joint Strategic Needs Assessment (JSNA)</p>	<p>Ongoing</p>	<p>Staff time</p>	<p>CDO(HI)</p>	
	<p>Review the evidence and information and work with partners and the identified communities to, where possible, respond to and deliver services that meet the needs.</p>	<p>Ongoing</p>	<p>Staff time and possible requirement for additional funding for service deliver or improvements to access arrangements</p>	<p>CDM/ CDO(HI)</p>	

North Warwickshire Health Improvement Action Plan 2017 to 2020

**Aim: To encourage and support the community to adopt a proactive approach in the positive self management of their health and well-being**

Theme	Action	Overall Outcome (in <b>bold</b> ) and Targets	Timescale	Resource / Cost	Responsible Officer	Progress
To study and respond to the factors contributing to Atherstone/Mancetter's poor health outcomes and disseminate results	Support Public Health Warwickshire to conduct an in-depth study of a place-based Health Needs Assessment focused on Atherstone/Mancetter					
	Agree on health messages					
	Organise community events to disseminate the messages					
	Use data to influence internal and external planning and provision in their approach to health					
Development of "Health Offer" in Community Hubs	Develop a programme to enhance Community Hubs to provide signposting and access to health services					
	Support the North Warwickshire Community Partnership in its tender for Facilitation and Service Delivery Support in the Hubs					
	Organise and deliver health event in the Community Hubs					
	Engage with, and promote, initiative regarding food					

	provision (Food Hub)					
Reduction in the number of under 18 conceptions through supporting services in North Warwickshire relating to teenage pregnancy	Work with the WCC "Respect Yourself" team to raise awareness of the website and develop student mentors in local schools					
	Support the ATC (Addressing Teenage Conceptions) group					
	Extend the Hatter's Space Health Store to an Atherstone location					
	Investigate a series of sexual health and unplanned pregnancy programmes for students in secondary schools					
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					
	Investigate extending Fitter Futures to other activities such as Yoga					
	Continue to support the #onething campaign and include more health checks					
	Provide a programme of holiday provision for children and young people in the Borough Council's leisure facilities					

	Increase the number of members of, and visits to, the Borough Council's leisure facilities					
	Support and develop the network of local walking groups					
	Encourage the improvement and accessibility of the walking and cycling networks in North Warwickshire					
	Monitor and challenge the number of take-away food outlets in North Warwickshire					
Promote adult and children safeguarding as being everyone's responsibility	Deliver Child Protection/Child Sexual Exploitation training to all Borough Council staff and Councillors					
	Deliver Safeguarding Adults training to all frontline employees					
	Support the promotion of the Borough Care service throughout North Warwickshire					
Work with internal and external partners to address priorities for North Warwickshire	Work with Warwickshire North Health and Wellbeing Partnership to improve End of Life Care provision in North Warwickshire					
	Work with Warwickshire North Health and Wellbeing					

	Partnership and NHSE to improve access to primary care services in North Warwickshire					
	Work with Warwickshire North Health and Wellbeing Partnership to improve early referral to cancer services in North Warwickshire					
	Work with Warwickshire County Council to improve transport for health and access for services in North Warwickshire					
	Work with those developing Neighbourhood Plans to ensure the developments support healthy environments.					
	Work with Warwickshire Health and Wellbeing Board and the Adult Social Care and Scrutiny Committee to ensure the Sustainability and Transformation Plan brings improvements to North Warwickshire					
	Support the implementation the Warwickshire County Council's Suicide Strategy in North Warwickshire					
	Work with Warwickshire County Council, The Partnership Trust and the West Midland Combined					



	Authorities in the implementation of their mental health strategies in North Warwickshire.					
	Work with NWBC to support and influence the development and implementation of the Strategic Leisure Review to ensure appropriate access to leisure facilities and green spaces.					
	Work with Environment Health to improve and extend the monitoring of air quality					

**Health and Well-being Working Party**

**Minutes**

**27 February 2017**

**Present** Cllr. Bell (Chairman) and Cllr. Smith  
 Rachel Robinson (WCC), Simon Powell, Becky Evans and Dave Winter (all NWBC)  
 Rachel Fowler (Strategic Leisure Ltd.) attended for Agenda Item 3  
 Bob Trahern (NWBC) attended for Agenda Item 4

**Apologies for Absence** Cllr. Chamber, Cllr. Phillips and Cllr. Lewis

Item	Notes	Action
2	<p><b>Minutes of the Last Meeting (15 December 2016)</b></p> <p>The minutes of the previous meeting were agreed as an accurate record of the proceedings. The minutes were also received and noted by the Community and Environment Board at its meeting held on 23 January 2017.</p> <p><b>Matters Arising</b></p> <p>None</p>	
3	<p><b>Strategic Leisure Review – Update on Progress</b></p> <p>RF updated the Working Party on the progress being made by the consultants in respect of their production of a Health, Well-being and Leisure Strategy, which would provide a meaningful and focused framework for the Leisure Facilities, Green Space and Playing Pitch Strategies:</p> <ul style="list-style-type: none"> <li>• Diagrams were circulated that illustrated the draft structure of the Health, Well-being and Leisure Strategy and the Strategies would link together. A draft vision, aim, and objectives for the Health, Well-being and Leisure Strategy were also shared with the Working Party. Members were asked to provide feedback to BE 13 March 2017. This feedback would then be sent to the consultants.</li> <li>• Each of the draft Strategies are currently being produced and are expected to be completed by May / June 2017.</li> </ul>	<p>HWWP</p> <p>RF</p>
4	<p><b>Community Hubs</b></p> <p>BT updated the Working Party on the work related to Community Hubs and the Food Hub (formally known as the Food Bank):</p> <ul style="list-style-type: none"> <li>• There are six Community Hubs; in Arley, Atherstone, Baddesley Ensor, Coleshill, Dordon and Hartshill.</li> <li>• There is a strong correlation between debt and relative mental health and well-being, and this adverse impact on health will only worsen with the expected cuts to household budgets.</li> </ul>	

Item	Notes	Action
	<ul style="list-style-type: none"> <li>• Brancab and the Health Living Network are submitting a funding bid to the Big Lottery for support the sustainability of the Food Hub.</li> <li>• The Community Partnership tender for a Health Worker for the Hubs closes on 27 February 2017. This post will coordinate events and promotions, and support health services being delivered within the Hubs.</li> <li>• The Food Hub and BOB Bus are available to support health events, including holiday provision within the Leisure Centres.</li> </ul>	
5	<p><b>Health Improvement Action Plan</b></p> <p>A revised draft outline for the corporate Health Improvement Action Plan 2017 to 2020 was discussed and agreed.</p> <p>The “Themes” and “Actions” will be completed and then submitted within the Health Improvement Update report to the Community and Environment Board in March 2017</p>	BE
6	<p><b>Atherstone / Mancetter JSNA</b></p> <p>Public Health has produced a comprehensive Needs Assessment for Atherstone and Mancetter, which had previously been circulated. A revised draft is expected by 10 March.</p> <p>A sub group has been established with local stakeholders to add any additional data.</p> <p>With regard to the next steps for the development of this work:</p> <ul style="list-style-type: none"> <li>• A meeting will be arranged with wider partners to discuss any recommendations from the report</li> <li>• Local communities will be made aware of the report</li> <li>• The report findings would be shared with service providers</li> </ul>	RR
7	<p><b>Hatter’s Space</b></p> <p>The Health Store at Hatter’s Space in Nuneaton is funded by Warwickshire County Council until 31 March 2017.</p> <p>The service requires £20,000 per year to continue to operate, in respect of which commitments had been made by Public Health, WCC Transition Service, WN CCG and Nuneaton and Bedworth Borough Council.</p> <p>A contribution up to £4,000 had been agreed in principle by the Community and Environment Board in January. The Working Party confirmed the offer of this sum to the Health Store, subject to agreement of the following conditions:</p> <ul style="list-style-type: none"> <li>• The provision of a weekly session in Atherstone</li> <li>• The inclusion of North Warwickshire schools in outreach work provided by the Health Store</li> </ul>	SP
8	<p><b>County Health and Well-being Board</b></p> <p>The Board is currently undergoing a peer review</p>	
9	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• Cllr Bell reported that she has been invited to a meeting with George Eliot Hospital on 6 March 2017. There have been some indications</li> </ul>	

Item	Notes	Action
	<p>that GEH is linking the high death rates in the hospital to the lack of end of life beds in their catchment area.</p> <ul style="list-style-type: none"> <li>The Working Party noted and thanked Full Council for its approval of a one-off allocation of £5,000 to assist with its work.</li> </ul>	
	<p><b>Future Meeting Dates (all 10:00am in the Board Room)</b></p> <p>20 April 2017 (End of Life Care – Dr Khan, Housing - Angela Coates)</p> <p>15 June 2017</p> <p>14 September 2017</p> <p>7 December 2017</p> <p>8 February 2018</p>	

## **Agenda Item No 8**

### **Community and Environment Board**

**13 March 2017**

#### **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 and the attached appendices summarises the wide ranging activity undertaken in assisting residents of the Borough experiencing personal and financial difficulties to meet their commitments during what remain particularly 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 show how the Council are leading the way in working with partners in implementing initiatives that are supporting people into or nearer work and helping them meet their financial obligations.

#### **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.
- 2.2 The wide-ranging initiatives delivered by the Council, and its partners during 2016/17 have been captured and summarised in two documents attached at Appendix A and B. Appendix A is a recently submitted award submission made by the Council that highlights our key achievements in 2016. It also includes feedback from customers and partners. Appendix B is a copy of the 8 page pull out that was delivered to every household incorporated in the
- ...

December North Talk. More detailed reports providing information behind these activities are considered by the North Warwickshire Community Partnership, which meets quarterly which, along with the Council's Financial Inclusion Partnership and the Community Hub Task and Finish Group, oversees the commitment to this work.

- 2.3 What these documents show is that our proactive work has continued to develop during the year, and we have made very good progress in supporting those residents, a number impacted by ongoing welfare changes via our partnership approach and the working practices increasingly embedded into our way of working. This saw all service plan priorities in 2016 delivered with the highlight being the winning the Public Sector Collection Team of the Year at the Collections and Customer Services awards in November 2016 that acknowledged our excellence and the proactive approach we take to support residents.
- 2.4 Other significant work of note undertaken has been the expansion of the Council's food hub operation that has been delivered since August by BRANCAB, the CAB covering Nuneaton & Bedworth and Rugby and which also now includes Nuneaton and Bedworth Borough Council and the Healthy Living Network as new key partners. These new arrangements will hopefully see a National Lottery bid being submitted in late 2017 as part of the proposed creation of a Community Interest Company to develop the operation and its long term sustainability. This is based on the very positive outcomes that we have achieved to date and the very generous and ongoing support of Ocado. The food hub is increasingly creating very clear links with and support to the community hubs project in which we have delivered some very positive events particularly with the Department of Works and Pensions in 2016. We hope to continue building on this blueprint with both them and a recently approved project with public health partners to deliver evermore targeted projects in 2017/18 on which I will expand further at the meeting.
- 2.5 In terms of setting other priority actions going forward in 2017/18, 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 in May 2018 for all claimant types across the Borough 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.
  3. Identifying how best to continue working together internally and with partners to make existing funds go further and to identify potential new external funding opportunities.

2.6 I have attached at Appendix C, an extract of the key commitments from my divisional service plan for 2017/18 that in summary will see

- A comprehensive review of the current Council Tax Support Scheme;
- The ongoing review and development of the Community Hubs
- Developing closer working with the Department of Work and Pensions in preparation for the ongoing implementation of the Universal Credit and the better support of Employment Support Allowance customers and older people with a range of internal and external partners;
- Completion of the project that is focusing on our worst debtors
- Promoting the digital agenda and on-line services; and
- Supporting a variety of cooking and food projects including the potential setting up of a Community Interest Company.

2.7 The importance of building holistic solutions and how we better support customers needing help is increasingly being built into our standard practices and procedures by 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, Housing and Community Development divisions in 2016 have all addressed this as part of their reviews and reflected these expectations in revised job descriptions and structures and we anticipate this will help with ever closer collaborative working with our partners going forward .

### **3 Report Implications**

#### **3.1 Finance and Value for Money Implications**

3.1.1 As a measure of our success, it is pleasing to report that in terms of in year and arrears collection performance in respect of Housing Rent and Council Tax, these have again improved on our already impressive 2015/16 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 which will continue for a fifth year in 2017/18.

3.1.2 However, the worrying trend nationally which supports our own data 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 with the trend continuing upwards and 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”, all indications that access to help and advice is vital. This was why we 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.

3.1.3 Funding to undertake the wider financial inclusion work undertaken in recent years has been resourced by utilising external grants to deliver new burdens placed on Councils. These have been provided by both Central Government and making funding bids with partners but the pressures on securing adequate funding to support all activities remains a constant challenge.

3.1.4 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 Council's approach is working. However, underlying concerns remain around the number of customers with whom getting regular positive engagement is difficult and our belief that an increasing number will be unable to cope with the impacts and expectations of the welfare reforms, a number of which have yet to take effect.

### **3.2 Safer Communities Implications**

3.2.1 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.

### **3.3 Environment and Sustainability Implications**

3.3.1 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.

### **3.4 Human Resources Implications**

3.4.1 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 both these officers restructuring their services in 2016 to address issues highlighted in this report.

3.4.2 Overall, the Council's investment in staff and in developing effective partnerships has seen very positive outcomes being achieved.

### **3.5 Risk Management Implications**

3.5.1 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 Council's current



approach enables us to be proactive as opposed to reactive in our response to issues or circumstances.

### **3.6 Links to Council's Priorities**

3.6.1 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

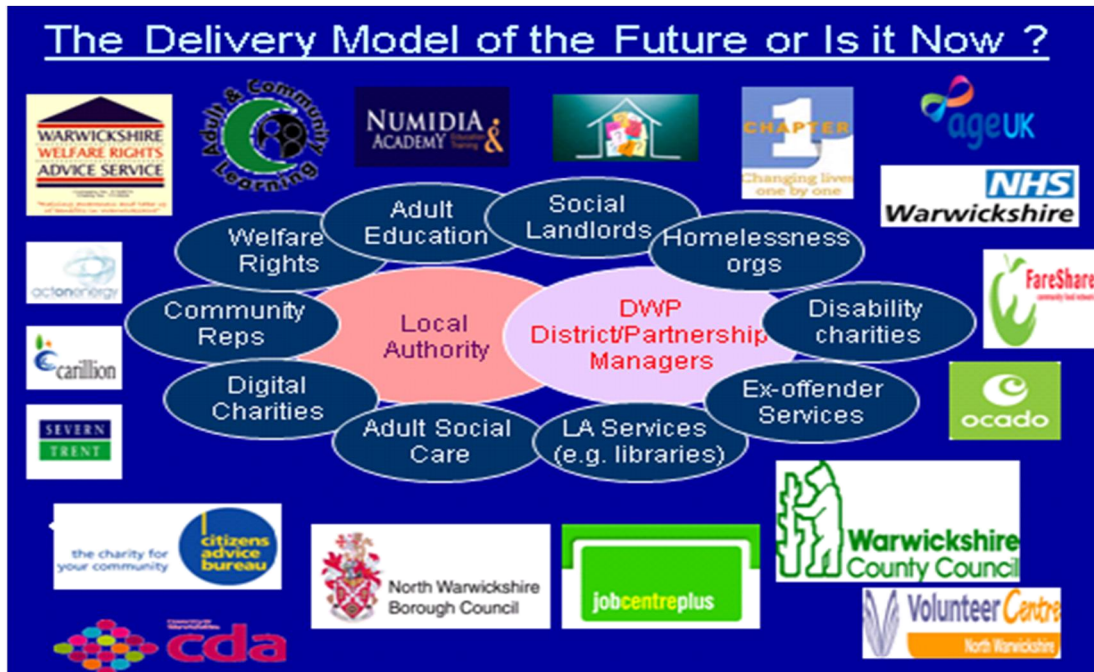
### **3.7 Equalities Implications**

3.7.1 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).

## NORTH WARWICKSHIRE BOROUGH COUNCIL FINANCIAL INCLUSION PARTNERSHIP DELIVERING BETTER OUTCOMES MJ AWARDS SUBMISSION 2017

This submission highlights the work of the Councils financial inclusion partnership that shows how we as a small rural Council, with key partners, have taken the lead in implementing innovative solutions that are delivering better outcomes in these difficult financial times where our challenges arise from delivering in a borough with above average deprivation levels, low wages and poor transport links.



Our particular strength achieved over a sustained period confirmed by significant National award recognition is how through our partnership approach we have developed holistic, innovative solutions to build capacity and embed the culture to deal with customers as individuals not numbers.



This approach has seen the adoption of an evolving and inclusive delivery model achieved at little or no additional cost that has driven mind set change as well as a greater understanding of residents' issues and potential solutions. Because of our success, our delivery model is being replicated by neighbouring councils with us sharing our learning and expertise. We have many case studies where we can evidence our proactive approach is making a real difference to residents lives and is ensuring that accessing any partner for help is the start not the end of the solution. We have outlined key outcomes in this submission that evidence this claim and look forward to sharing more if shortlisted.

Over the last 12 months we have continued to make excellent progress on our already multi award winning approach in relation to our "Tackling Poverty" corporate commitment that has seen us focus on our residents with the most financial obstacles whether created by debt or the increasing impact of welfare reforms. This has seen us refocus our activity by:

- Increasing support via the Councils unique Foodhub
- Promoting the greater use of regional Community Hubs by partners with targeted activities
- Supporting the Digital Inclusion agenda

Confirmation that our approach is working was again reinforced by the Council winning the Public Sector Collections Team of the Year national award in November despite stiff competition at the Collections and Customer Service awards.

This recognition not only recognised our excellent collection rates of Council Tax, Housing Rent, NDR and HB Overpayments which are amongst the best nationally but more importantly that this was achieved by promoting financial and social inclusion commitments. The Council were praised for its co-operation with over 30 agencies most notably the CAB to tackle debt and how it is using its food hub, community hubs and digital projects to engage and help residents break dependency cycles. This is supported by Members adopting one of the most supportive Council Tax Support schemes nationally despite financial pressures in a further positive move supporting partnership aims and only possible because of the success in reducing our benefit caseload attributed in part to our partnership initiatives.



Collection performance to January 2017 continues upwards and the ongoing work to review around 1500 customer records owing monies to the Council continues in line with an adopted corporate debt framework that is enabling a realistic view of recovery of monies due to be taken. This is vital in ensuring customers can be supported effectively and many solutions are involving the Council working closely with the CAB, and other third sector partners to deliver holistic solutions.

With our CAB we developed a skills for life assessment to build a picture of the financial wellbeing of our residents. This resulted in over 500 assessments being completed. .



We have used these findings to develop a unique on-line referral form that can be used by customers and partners alike to share data securely and cross refer customers for assistance, advice and to access a range of money saving schemes and targeted opportunities. To date, we have helped over 500 residents generate increased income streams and promoted our activity widely via targeted mailshots, our corporate magazine and an outreach bus service that has signed up over 1000 residents to free learn my way courses in the last 18 months.

### And the return of B.O.B bus

- > Shared with NBBC and WCC and remodelled as a mobile ICT suite
- > Commissioned as a project with the Local Volunteer Centre from December 2014
- > Funded via a bid to the Tinder Foundation
  - > Sign Ups means ongoing funding)
  - > Generated via social media; market and partner activities
- > An alternative front door
- > Part of our "Get Online" commitment with partners

learn my way making online learning easy

The BIG SignUP www.northwarwick.gov.uk

Corporately, we have made addressing managing money the key focus of an eight page flyer issued to all households in December and via social media highlighting important messages/initiatives and many of the solutions outlined were promoted at regional community hub events raising awareness of help available that has proven very successful in engaging our “hardest to reach” groups.

2016 saw us running an increased number of targeted initiatives with the Jobcentre who are co located in our One Stop Shop. This is having significant benefits with their work coaches sitting alongside Council staff who also provide advice on behalf of a range of organisations including the County Council and Police. We have organised a well attended Disability Confident Event for employers vital as nearly all unemployed working age customers are on disability benefits and immediately after a Jobs Fair attended by in excess of 250 people despite only 60% being mandated to attend.

Feedback after the event was that those registering on JSA dropped by 20% and from customer feedback many more took the opportunity to access other support from partners who attended the event. The following week to tie in with World Mental Health week we ran 6 events specifically targeted at ESA recipients from 6 regional Community Hubs.

Nearly a third of the ESA customers invited attended these discretionary events and feedback from our 15 partners who supported them was incredibly positive. Our local water authority signed up their monthly target to get people on social tariffs which we have now followed up with a targeted mailshot to all council tenants because of its success. A further 10% were encouraged to volunteer or get involved in community activities. This has surprised our DWP colleagues who have struggled to engage with these people and we now plan to repeat them every 6 months.

These events demonstrated the benefits of closer working with DWP and the Council is seen as one of the most progressive (DWP comments not ours) nationally in the work we are doing together in helping people access work. This includes the job placements and volunteering opportunities created which has seen a significant number move into permanent appointments, including 5 within our customer services team.

The cumulative impact of welfare reforms on households continues to be a key issue that will make the demands on services and recovering money ever more difficult. In November, following the latest Benefit Cap changes, we commissioned a long standing partner, Warwickshire Welfare Rights to engage with those affected. This saw them identify over 20% of referrals that should remain exempt and a possible 15% more if claims for unclaimed benefits are successful. A number were also referred for Armed Forces Covenant assistance and a significant number for energy saving checks. Our return on investment on this and similar Free School Meal projects is providing a £15 return to every £1 spent which is real value for money.

It is pleasing that this joined up approach driven and embedded by the Council is acknowledged as being the key reason for so many positive outcomes despite reduced resources. It is also encouraging that new partners like Public Health, and the DWP are increasingly keen to provide resources and funding to enhance our holistic approach further.

But perhaps the best endorsement in support of our submission is following our recent award success we received unsolicited letters from our MP's who were both very complimentary about our work. Unexpected but so appreciated

The success of our approach is underpinned by the infrastructure we have implemented to support our work

The North Warwickshire Foodhub was established in 2013 and was run in partnership with a homelessness charity until June and now our neighbouring CAB, BRANCAB. It is quite unique from a normal food bank as it is open 35 hours p/w and is almost exclusively supplied by the online supermarket, Ocado and to a lesser degree, Aldi, both based in the borough

This innovative arrangement run with just £20,000 grant funding but alot of goodwill from both public/private partners has enabled us to support families and individuals impacted by welfare reforms via the provision of emergency food parcels. In the last 12 months alone, this has enabled us to issue 1573 food parcels that supported 2302 adults and 4075 children. Without this support, the ability of these residents to cope with their crisis need would have been significantly worse.

However, the benefits of our relationship have gone significantly wider than providing this emergency help which has increased annually.

In December 2016, the Christmas Eve collection of excess turkey and vegetables saw us support 327 families, veterans, tenants, FSM recipients and troubled family clients with a food parcel and presents in a huge logistics operation we coordinate using volunteers that made a massive difference as shown in feedback. We were also able to support a growing number of community meals in some of our most deprived wards and in the 8 days up to Christmas Eve we collected and issued over 2.5 tonnes of help to projects across the whole of Warwickshire and Coventry which will have helped thousands as opposed to hundreds of people. Some of the testimonials from the day are attached.



This ability to support an ever increasing number of local community groups in and out of the borough is a feature of our evolving relationship and this has steadily grown to support up to 80 different partners. The food and non food provision to these groups is invaluable as it has helped us bring communities together and promote greater engagement with what in many cases are traditionally hard to reach groups. This has been achieved by targeting the

support provided to address corporate key priorities of improving access to services, healthier living and raising skills/aspirations.

The community groups we support are wide ranging and include social enterprise cafes, lunch clubs, children centres helped to achieve an outstanding OFSTED report, mother/toddler sessions, youth and elderly activity groups, night shelters, community events as well as 2 school breakfast clubs that regularly feed up to 60 children per day.(I attach a report of the fantastic outcomes experienced by the secondary school in our most deprived ward).

We also run cookery course for homeless teenagers for people with learning and physical disabilities, young parents and families again in priority neighbourhoods. These are usually in 6 week blocks comprising up to 15 people at a time. All these are giving us opportunities to support our residents in a positive way, incentivise engagement and have helped us identify problems that needed to be addressed.



Christmas donation of non food to local homeless charity and children on cooking courses

A further very successful bi-product of the project is the volunteer opportunities created which has provided the vital stepping stone for getting people into or nearer work.

The Foodhub project continues to adopt a non-judgemental approach to supporting customers in a positive way. Providing emergency parcels is essential but access to food and other supplies has proven to be a great way of engaging positively with residents, has bridged funding gaps and is supporting wider partnership ambitions.

The 33 tonnes of support supplied in the last year by Ocado has been the key contributory factor to making this happen and remains a unique venture in terms of a public/private sector initiative that benefits everyone. This will expand further in March as Ocado will be donating two refrigerated vehicles to the project worth £100,000. A clear endorsement of their belief in what we are doing and one we are very confident of developing into a Community Interest Company in 2017 as part of a lottery bid.

A second key strand of our delivery infrastructure is the community hubs that were highly commended in the MJ category "Excellence in Community Engagement" in 2014 that we

have rebranded and enhanced to deliver widening partnership and digital ambitions as below

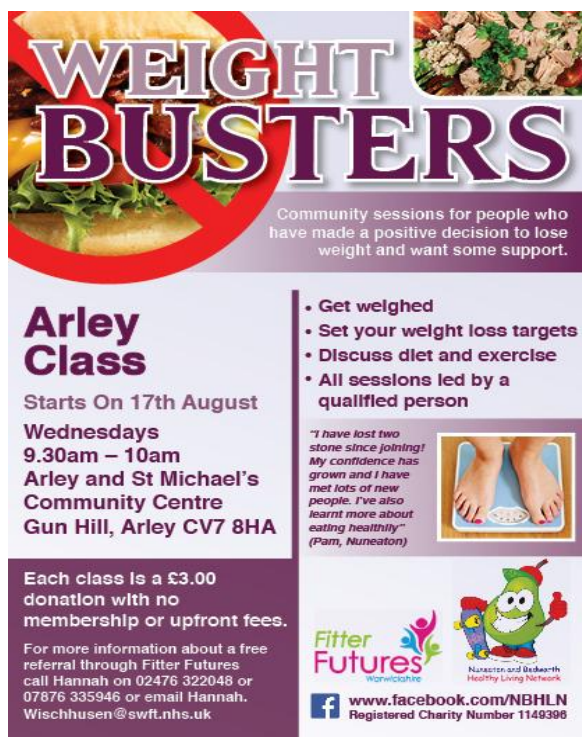


## A Hub is...



In addition to the ongoing free access to ICT, courses and a free telephone to 10 partner organisations that supports our digital inclusion ambitions, as well as the social enterprise cafes and employment/community events outlined earlier, we have been increasingly using the hubs to engage with people on promoting the benefits of eating healthy and exercising. Weight management programmes are being provided with support from the food hub to help provide ingredients to try new tastes and help promote understanding of “eating well” on a budget.





**WEIGHT BUSTERS**

Community sessions for people who have made a positive decision to lose weight and want some support.

**Arley Class**

Starts On 17th August

Wednesdays  
9.30am – 10am  
Arley and St Michael's  
Community Centre  
Gun Hill, Arley CV7 8HA

- Get weighed
- Set your weight loss targets
- Discuss diet and exercise
- All sessions led by a qualified person

*"I have lost two stone since joining! My confidence has grown and I have met lots of new people. I've also learnt more about eating healthily"*  
(Pam, Nuneaton)

Each class is a £3.00 donation with no membership or upfront fees.

For more information about a free referral through Fitter Futures call Hannah on 02476 322048 or 07876 335946 or email Hannah. Wischhusen@swft.nhs.uk

**Fitter Futures**  
Warwickshire

Nuneaton and Bedworth  
Healthy Living Network

[www.facebook.com/NBHLN](http://www.facebook.com/NBHLN)  
Registered Charity Number 1149396

We are also now running job clubs with the DWP and some dementia focused pilot initiatives have started to see how we can better support addressing loneliness and isolation issues. This has attracted funding from Public Health and the European Social Fund and it is hoped we can identify a sustainable model that can be replicated in all hubs and countywide if successful. None of this would have even been considered without our reputation and track record for delivering positive outcomes.

In summary, our corporate commitment to helping people through challenging times is personified by our partnership approach that is taking our personalised delivery model to ever greater heights as demonstrated by this submission and hope the MJ agree with us.

2178 words

### **APPENDICES ATTACHED**

1. Feedback from QE School on their use of the food/non food supplies
2. Some testimonial feedback from Christmas Eve and Job Fair/ESA Events

CRAIG TRACEY MP



HOUSE OF COMMONS

LONDON SW1A 0AA

Bob Trahern  
Assistant Chief Executive (Community Services)  
North Warwickshire BC  
The Council House  
South Street  
Atherstone  
CV9 1DE

13<sup>th</sup> December 2015

Dear Bob

I would like to pass on my sincere congratulations to you and your team upon winning the Public Sector Collections Team of the Year at the Collections and Customer Service Awards.

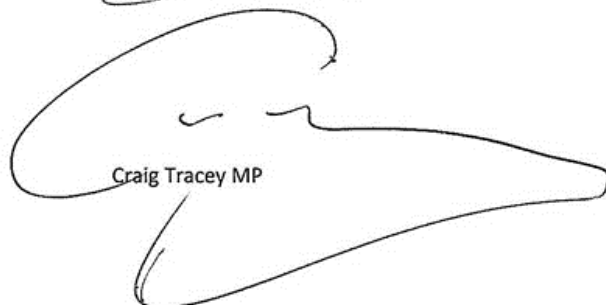
It is a great reflection of the outstanding work that North Warwickshire Borough Council does in this area and a credit to the professionalism of you and your staff.

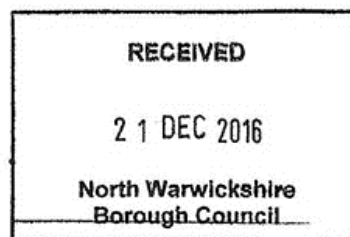
In particular the financial inclusion work that North Warwickshire has been engaged in is a fantastic example of partnership working in the local community. I was also pleased to see that the work you have been doing in the Hubs formed part of your submission, as I learned during my visit to the Baddesley Hub, these community facilities are providing invaluable support to local people.

As ever, I am keen to support your ground breaking initiatives and if there is anything I can do to assist in the future, please do not hesitate to get in touch.

Congratulations to you and the team once again.

Best wishes

  
Craig Tracey MP



MEMBER OF PARLIAMENT FOR NORTH WARWICKSHIRE & BEDWORTH

Constituency Office: 76 Station Street, Atherstone, Warwickshire CV9 1BU  
Tel: 01827 715243 Email: craig.tracey.mp@parliament.uk  
www.craigtracey.co.uk www.facebook.com/craig4nwards

## **SOME TESTIMONIALS ON PARTNERSHIP ACTIVITY AND CHRISTMAS EVE**

The Royal; British Legion had 14 Nominations which were all met and delivered as originally specified. The response was absolutely Fantastic and a few tears as well.

Without exception the Clients were all low before Christmas scoring no more than 1 or 2 at best. The Feedback Post has been 5. This particularly made a difference to their Wellbeing and willingness to engage with the Festive Period/ Families and other Residents

Many would not have had the scope/desire to deal with Christmas and this acted as a launch pad for them. It brought Families together who celebrated together. They felt they had some worth and some to celebrate with.

For many Christmas would have been a non entity. The Hampers changed that.

Some specifics:

Forms - No Issues

Process - Excellent. This was very slick and allowed us to get to everyone quickly.

Suggestions and Thoughts:

Separate the Cereals at point of issue to prevent damage to boxes

Gifts were a lovely idea

The Meat inclusion was fantastic- that made a real difference simply by cost.

The Clients loved it all. I had no adverse comments from anyone.

From me Utterly Fantastic and thank you. You touched many peoples hearts and moved the recipients to a much happy place and made them all feel included and worthy but above all remembered.

Kind Regards.

Andrew

**Andrew Hodson**

Advice and Information Officer

Coventry and Warwickshire

Direct: 0808 802 8080

Mobile: 07551 138433

[ahodson@britishlegion.org.uk](mailto:ahodson@britishlegion.org.uk)

The Royal British Legion

81 New Street, Victoria Square House

Birmingham B2 4BA

LIVE ON 

**Quotes from Ofsted report – North Warwickshire Children Centres**

- Parents enthusiastically express how delighted they are with the nursery. They explain how the staff provide resources for activities to do at home. Furthermore, parents appreciate that the staff go above and beyond for the whole family, giving out food parcels with recipes for them to make healthy home-cooked meals.
- First-class partnerships with a range of different agencies and organisations are firmly embedded in practice. Children and families receive well

The Ofsted inspector said that it is not just their education that we are providing, it is the economic wellbeing of the whole family. Using the food bank we are supporting the families to provide nutritious food and giving them the opportunity to access food that they may have previously not been able to afford. The families also have come into the centre to join in with soup tasting, the food bank then gave us the opportunity to send vegetables home so they could replicate this at home. We have a lot of feedback through our online learning journal tool Tapestry, parents upload photos, videos and comments for us to see what they have been using their food donation for, we can reply to these giving instant feedback. We also have a comments book and a celebration tree giving the parents the chance to write their comments down, with feedback often surrounding their food donations.

Many thanks

Gemma Sweet



**FROM ONE OF OUR HOUSING TENANTS WHO HAD TRADITIONALLY BEEN VERY HARD TO ENGAGE WITH – an e mail to the housing officer**

Elizabeth

I haven't managed to pay my rent this week with all the holiday payments iv really been messed about, it's my top priority that I pay double next week, I'll pay my normal payment on Wednesday and I'll do a bank transfer on Thursday so that one will go threw quicker, I do not want to fall behind again so it'll definitely be done.

Also thank you for helping with the food hamper on Christmas Eve it was amazing and really helped, I even donated what I wouldn't use to a vicar in Tamworth who was feeding the homeless on Christmas day so nothing went to waste,  
Thanks again

Emma

### **Food Hub : THE QUEEN ELIZABETH ACADEMY Christmas Campaign**

We have been involved with the Christmas food parcels for the past three years. This last Christmas was our most successful session.

We identified the 25 families who we thought could most use the support, to do this we looked at free school meals data to start with but then also gathered information from our attendance officer, our SEN department, our Child Protection Officer, our pastoral staff and our breakfast club data. The final list was checked and agreed by myself, the Child Protection Officer, the SENCO and the Principal. This list was then compared to the Borough Council's and we agreed to organise the parcels for any families that had been identified on more than one list.

Amongst the families we identified were:

- A family consisting of a single mother, an adult daughter (18) and five younger children who have recently moved into the area to escape a domestic violence situation.
- Two families where the father is seriously disabled and the mother is unable to work due to caring responsibilities.
- A blended family of three adults and five children where both parents are in minimum wage jobs and often cannot work due to caring for one child who has mental health problems.
- Several families where grandparents are caring for grandchildren, in two cases there are five grandchildren.
- A family whose father died suddenly in tragic circumstances in July.
- A family who have recently arrived from Eastern Europe, the father is in very low paid employment and the mother is caring for a toddler. The parents speak very little English and struggle with isolation.
- A disabled single mother with one daughter, where the daughter is the primary carer for the mother and to an increasing extent for the grandmother.

We found it far more effective to assemble the parcels in the school building and to distribute them from there. This was done mainly by staff (with spouses and children) this meant that we could tailor parcels to individual families and as we know the students could make the best use of the items we had.

It is difficult to quantify how this has helped us as a school but the response has been very positive.

Several of the families had their parcels delivered by the principal and all were delivered by a member of staff. Two parents actually cried when they received the parcels. In the first week back several of the younger students came and thanked us personally.

One of the families with a girl in year 11 has always had a 'strained' relationship with the school. The mother attended her first ever parents evening recently and again thanked us personally.

We obviously do not want to draw attention to the students whose families were selected but have noticed a change in attitude (more positive towards the school and the principal) in at least four cases. Three of these are also families where the children attend breakfast club and they also receive support through the provision of ingredients from the food hub.

The principal's teenage children and friends helped with the wrapping and choosing of gifts and also with delivering the parcels and all expressed gratitude for having the opportunity to help with a direct act of support for other families.

The Christmas parcel nominations are one of a number of initiatives that we as a school undertake in partnership with the food hub (others being support with ingredients, breakfast club, lunchtime and revision sessions and adult cooking groups) these all help us to develop good working relationships with (difficult) families and students.

### **OTHER EVENTS**

#### **Job fair feedback**

“This was one of the best fairs that I have attended. Bill and the team were very helpful, thank you”

“Open, friendly and relaxed atmosphere. Different businesses offering great insight to various companies”

“Great turnout, friendly atmosphere, free tea and coffee and biscuits, was brilliant for all “

#### **ESA Customer Feedback**

- It's fine.
- Faultless.
- Need more of these
- Couldn't be improved.
- Good to see departments working together.

### Breakfast club

We run a daily breakfast club that is free and open to all users, we strongly believe that these principles are why it is successful. We have students arriving from 7.40 in the morning and provide them with a warm and supervised area as well as a breakfast.

We provide breakfast to between 25 and 35 students most mornings (although we get different students on different days): we try to offer a variety of choices and to always include whole fruit, fruit juice or milk based drinks (in measured quantities) cereal, toast (including or exclusively wholemeal) and a choice item each day which includes beans on toast, cheese or toast, breakfast biscuits (cereal bars) bacon or sausage batches, pancakes and some fairly creative choices depending on what is available. We only use processed meat once a week (maximum)

It is difficult to estimate how many of the students using this facility are on PP, however we have nine families that we would classify as vulnerable who frequently attend.

There is also a group (five families) who attend as their parents go to work early on some or all days. This includes one family whose mother is employed by the school in a non-teaching role.

Fridays is staff day and many of the teaching staff have commented on the advantages of engaging with students in a more informal environment and that it has helped with staff / student relationships.

We are supported by the Food Hub with supplies of bread, cereal, cereal bars, hot chocolate and tea, bread and bread sundries, general ingredients (flour, baking ingredients, condiments and sauces) and some fruit and fruit juice.

### Revision sessions:

All year elevens benefit at various times from Food Hub supplies. Many staff provide snacks and drinks for students attending after school sessions and this can sometimes be used as an incentive for students to attend.

We use supplies in various one off ways, for example: earlier this year the year 11's stayed late for a screening of a film based on one of their set books and we were able to give them hot drinks and snacks at interval.

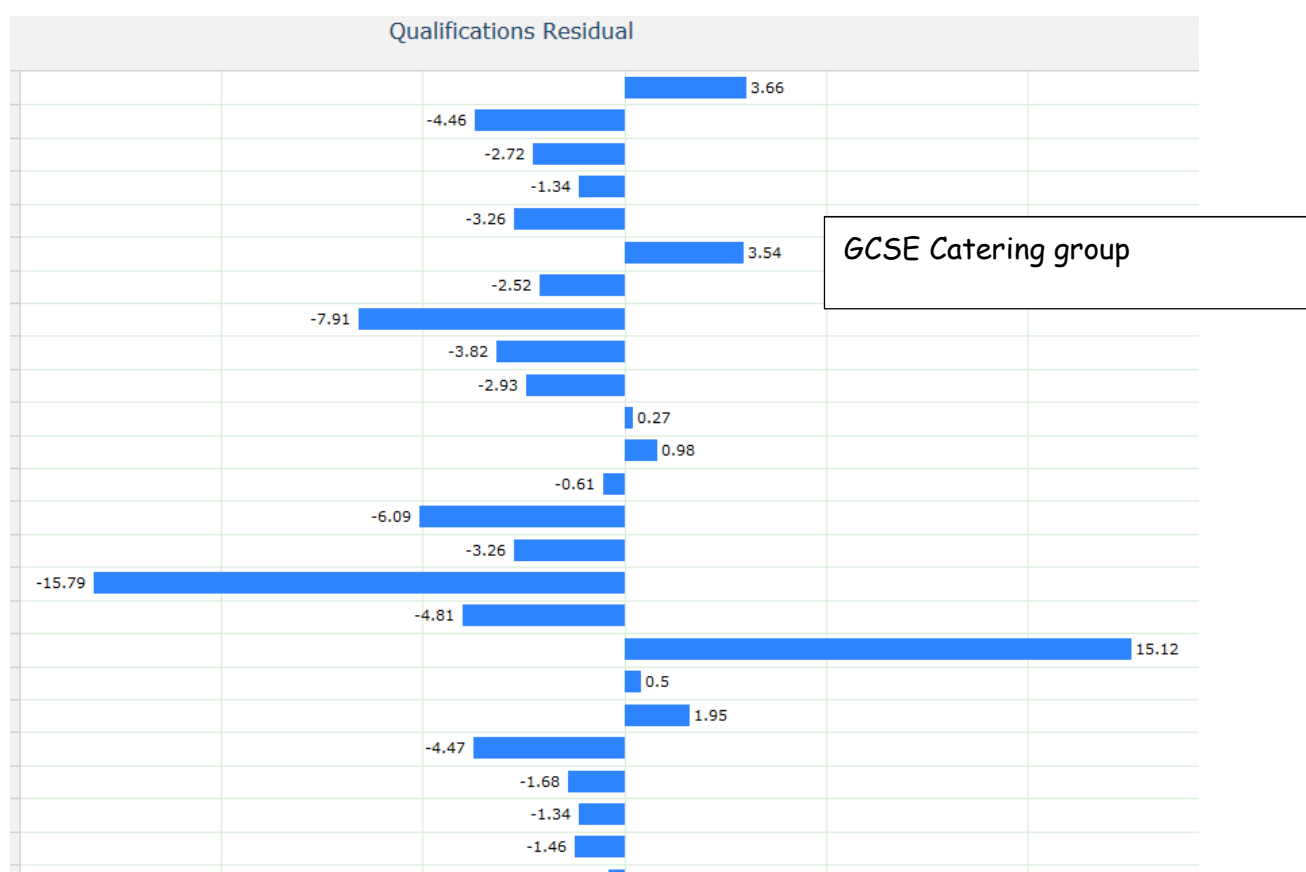
We have been able to use some items such as easter eggs as 'prizes' in competitions or for good attendance rewards.

To support the curriculum

Our biggest use is to support the curriculum through the provision of ingredients for Food and Nutrition lessons for students on FSM or with other difficulties. Our current year nine Food cohort has 47% PP students. In many other schools they would be discouraged from taking the subject as the provision of ingredients would be an issue, because of the Food Hub support we can be completely inclusive.

In keystage 3 parents are asked to make a contribution to the cost of ingredients but this does not cover the full cost and we have significant numbers of PP students who struggle to make the contribution, we use Food Hub supplies to supplement this.

Some data evidence of the impact this has made at GCSE level:



Residuals show how well a group did in a subject compared to others. The Catering GCSE group was a small group of ten students, nearly all PP and all with SEN or other needs. We supported them with ingredients for the entire course and to complete their controlled assessment work – they had the third highest residual score at 3.54.



# 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](http://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](mailto:counciltax@northwarks.gov.uk) or call in and take the first steps to a more secure financial future.**

# "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

## 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](mailto: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.

# 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.**

SEVERN  
TRENT  
WATER



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

## 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're starting work and need to find out what other benefits you could claim? Visit [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators) and try one of the free and easy to use online benefit calculators.



## Getting help with money matters

Here's a chance to get free help and support with your money, training and finding a job, getting online and leading a healthy lifestyle. Just follow this link and answer the simple questions – [www.northwarks.gov.uk/selfhelp](http://www.northwarks.gov.uk/selfhelp) Your answers will then be sent to the most appropriate agency who will then contact you directly.



## 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](http://www.moneyadvice.service.org.uk/en/tools/budget-planner)

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

### Have your circumstances changed?

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:

- 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 with you - this could be a partner or a child.
- 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](mailto:benefits@northwarks.gov.uk)**

# 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](http://www.adviceguide.org.uk)**

## The Money Advice Service

For free, unbiased and independent advice on all money matters, **visit [www.moneyadvice.org.uk](http://www.moneyadvice.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](http://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](http://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.**



North Warwickshire & Hinckley College

## Learn something for *fun* or turn your interest into a *career*

### Part-time courses starting from January 2017

North Warwickshire & Hinckley College offers a wide range of part-time and short courses flexible to fit around your lifestyle and work commitments.

#### Our courses are perfect to:

- Enhance your CV for work
- Learn something for fun
- Change direction in your career
- Turn something you love into a new hobby
- Expand your knowledge and gain nationally recognised qualifications

#### Courses available to study in:

- Counselling
- Education and Training
- Engineering (Welding)
- Floristry
- First Aid at Work
- French – beginners or advanced
- German for beginners
- Greek for beginners
- Hairdressing
- Motor Vehicle
- Music Tuition
- Nail Technician
- Paediatric First Aid
- Personal Training
- Spanish for beginners
- Supporting Teaching and Learning in Schools

#### Secure your place today:

 **[www.nwhc.ac.uk](http://www.nwhc.ac.uk)**  **024 7624 3000**

#### Financial support

Depending on your circumstances and the course you wish to study, you may be eligible to access funding for your course or apply for a 19+ Advanced Learner Loan, a low interest non-means tested loan.



# Need a job or looking for a better job?

**Did you know that there are 1.18 jobs to every working age person in North Warwickshire?**

The October Jobs Fair held at Atherstone's Memorial Hall attracted hundreds of job seekers. The event was organised by the Borough Council along with the Department of Work and Pensions and the MP's office. Jobs on offer ranged from permanent employment with Ocado, TNT and UPS and seasonal jobs with Royal Mail and The Original Factory Shop (TOFS.)

Adrian Millis from Sodexo said: "I've been to a few Jobs Fairs over the last year and we've had the most interest in our organisation and vacancies at this event."

**Contact the Jobcentre to see how they can help you on 0345 604 3719.**



## Employment Support Allowance 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."

## Getting people back into work Disability Confident breakfast meeting

45 people attended a Disability Confident Employer Breakfast Event in October. The event, co-ordinated by the MP's office, included representatives from local businesses, support services, the DWP and the Borough Council. The event aimed to raise awareness about becoming a Disability Confident Employer. This involves working with employers to challenge attitudes towards disability and ensure that disabled people have the opportunities to apply for local job opportunities.

The new Disability Confident Scheme has been designed to be simple and accessible, offering advice and guidance, taking businesses through a three level Disability Confident journey. This will enable them to attract, recruit and retain disabled people, whilst demonstrating commitment, action and progression.

Full details of the Disability Confident scheme, launched in early November, are at [www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme](http://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)

**The Borough Council is the first organisation in North Warwickshire to sign up to the scheme. Atherstone Job Centre is encouraging more local businesses to join the Council. Contact Dean Brotherhood, Recruitment Consultant on 02476 818089.**

# Accelerate... into employment

The Co-operative Development Agency (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 to attend the sessions and includes travel expenses, so that you are not out of pocket! The project works with 25 other organisations to help 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 look 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 and childcare. **Call the CDA Team Tel: 02476 346209 or email: [marie@cheers-cda.co.uk](mailto:marie@cheers-cda.co.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](mailto:mhess@rethink.org)**



## Prospects

Prospects provides tailored education, employment, training services for people to develop their potential and transform their lives. There's also support for young people who are not in education, employment or training; are vulnerable and/or have learning difficulties and disabilities. Advice on learning and work is available for adults through the National Careers Service.

**For more information  
email: [info@prospects.co.uk](mailto: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. 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](mailto:talentmatch@wcava.org.uk)**

## 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](http://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.

## Your Hubs



<b>Atherstone Hub</b>	St Mary's Church
<b>Arley Hub</b>	Arley & St Michael's Church and Community Centre
<b>Baddesley Hub</b>	Baddesley Village Hall
<b>Coleshill Hub</b>	Coleshill Town Hall
<b>Dordon Hub</b>	Dordon Village Hall
<b>Hartshill Hub</b>	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](http://www.northwarks.gov.uk/hubs) or email [hubs@northwarks.gov.uk](mailto:hubs@northwarks.gov.uk)

## Go paperless and sign up for an e-bill

If you can't do it at home, why not call into your local Hub and sign up to go 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 the 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. Just go to [www.northwarks.gov.uk/accountsonline](http://www.northwarks.gov.uk/accountsonline)

## Families donate to the Atherstone Foodbank



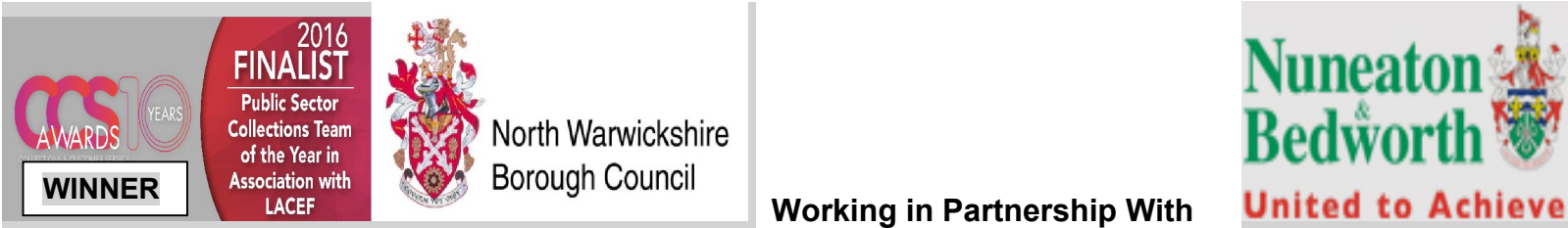
Kind hearted children at Ashleigh Nursery School in Atherstone donated a massive 'Harvest Festival' box of goods to the Atherstone Foodbank. As Nursery Manager Melissa Pearson explained, the idea for the food parcel came from the staff: "I'd like to thank the team for coming up with such a wonderful idea and the children and their families for their generosity. It's lovely to know we're helping those in need in our local community! "

Set up by the Borough Council in 2013, the Foodbank has been widely used, particularly by people affected by the welfare reforms and has been supported by local businesses, Ocado and Aldi. It has proved to be so successful, that the operation now extends into neighbouring Nuneaton and Bedworth, providing individuals, schools and community groups with food supplies.

The running of the food operation has recently been taken over by Brancab (Bedworth, Rugby and Nuneaton Citizens' Advice Bureau.)

Lynn Rowley, Manager at the Foodbank, said that the service, which runs five days a week, is keen to find more helpers. They particularly need volunteer drivers to collect items from the Ocado site at Birch Coppice and deliver them to the Foodbank at Innage Park. They also need people to join their team to help make up parcels, sort and stock the shelves.

**If you're interested - whether you're retired, between jobs or looking for experience to get back into work, contact Lynn on 01827 718322. Volunteering has already helped over 20 people to get back into employment.**



**Revenues, Benefits and Customer Services Service Plan 2017/18**

*“Striving to deliver Modern, Accessible Quality Services”*





### **Acronyms Used in this Service Plan:**

DWP (Department of Works and Pensions); WDP (Warwickshire Direct Partnership); CAPITA/ACADEMY (Councils Revenues and Benefits system); CRM or Firmstep (Customer Relationship Management System used in Contact Centre (CC) and One Stop Shop (OSS); JC+ (Job Centre Plus) WCC (Warwickshire County Council); FIP (Financial Inclusion Partnership); VFM (Value for Money); NDR (Non Domestic Rates); NBBC (Nuneaton & Bedworth BC); WCC (Warwickshire County Council); WLWS (Warwickshire Local Welfare Scheme); WWRS (Warwickshire Welfare Rights) CAB (Citizens Advice Bureau); USDL (Universal Support – Delivering Locally), SFIS (Single Fraud Investigation Service)

AD (CS) is Bob Trahern, Assistant Chief Executive (Community Services)

R & B M or R&B Manager is Jo Robindon; Head of Revenues and Benefits

CCM or CC Manager is Jude Smith, Customer Contact Manger

B & FI M is Sally Roberts, Benefits and Financial Inclusion Manager

SSSM is Steve Farmer, Senior Systems Support Manager

R M is NBBC employed Revenues Manager

AD (ICT) is Linda Bird; AD(CD) is SIMON Powell; AD (H) is Angela Coates; AD (F & HR) is Sue Garner; Policy is Robert Beggs or Julie Taylor

### **Major Achievements and Highlights in 2016**

- Ongoing delivery of acceptable performance levels in benefits & upper quartile performance in all area of revenues collection incl HB Overpayments
- Announced as Winner of the Public Sector Collections Team of the Year in November 2016 at the CCS Awards The embedding and formalising of the Shared Service arrangements with NBBC that has delivered costs savings in excess of our savings target
- A restructure of the whole department, job roles and job evaluations completed and implemented in a six month period
- Unqualified audits across HB, Council Tax and NDR and Maximisation of subsidy by operating below the lowest error rate thresholds
- Completion of a Single Person Discount, and Empty Properties review which identified additional revenue to the Council
- Replacement of our food bank partner from Chapter One via Eudaimonia to BRANCAB and a review of the operation completed. This has involved developing a new partnership arrangement involving NBBC to seek to supply new partners in particular the Super Kitchen project and an ever increasing and wide range of community and voluntary groups. We also started to support a further school with breakfast and other support.
- The ongoing successful delivery of ICT courses via the B.O.B Bus project although this funded project has now finished
- The successful opening of 2 new Community Hubs & adoption of a cost effective scanning solution to replace video conferencing / scanning features
- We ran a very successful jobs fair and disability confident launch with the local MP and supported 6 ESA Events with JC+ from within the hubs.
- The ongoing review of outstanding and doubtful debts resulting in significant operational/housekeeping benefits and increased cashflow.
- The delivery of the benefit cap changes, revaluation information and undertook a successful consultation to update the 2017/18 CTS scheme
- Went live with the improved website and webchat as part of the Digital Champions project
- Implemented the new benefit on line form, DD on line, improved e billing and self serve forms to improve our customer offer

- We provided 4 work placement opportunities for unemployed people and took 3 of them on permanently plus identified many new volunteering opportunities in the food bank and in the wider hubs
- Ongoing delivery of the Firm step web form programme has been completed in line with implementation plan

### **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 B.O.B 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
- Developing our shared service arrangement with NBBC successfully

### **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 WCC and Jobcentre Plus – 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
<b>Partnership and Financial Inclusion Commitments</b>							
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 2017	March 2018	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 2017	March 2018	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 2017	March 2018	H	New working practices agreed	None other than those already identified  New burdens funding has been provided in 2016/17 and we await future funding proposals from 2017 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 2017	March 2018	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"> <li>• Determining the best approach for dealing with customers in debt in a corporate way</li> <li>• Implementing and reviewing alternative enforcement remedies to be used</li> <li>• Promoting budgeting support available</li> <li>• Reviewing ongoing funding</li> </ul> <p>Enter "IRRV award for excellence in debt management" if our performance and partnership is successful</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&amp;B M R Mgr B &amp; FI Manager AD (H) AD (CD)</p>	<p>April 2016</p>	<p>March 2017</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 2015/16 and we await future funding proposals from 2017 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 2017	March 2018	H	Advice and Signposting being provided by a number of mediums in a coordinated way via <ul style="list-style-type: none"> <li>• North Talk</li> <li>• Website</li> <li>• Targeted letters</li> </ul> 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 2017	March 2018	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 and the Priority Families Programme	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 2017	March 2018	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
<p>If a business case can be approved for 2017/18, continue to work alongside BRANCAB, NBBC and OCADO / ALDI to determine the future ongoing delivery model of the food bank and the ongoing viability of the operation</p> <p>Assist in identifying future funding streams with WCC, Public Health and other external funding providers</p> <p>Improve internal referral in terms of the provision of food as part of the Councils debt / welfare approach</p> <p>Agree future partners and projects to utilise food supplied and work closer with Community Development on this agenda</p> <p>Undertake the OCADO Christmas Eve project</p>	<p>Health and Well Being Theme Quality Service Provision</p> <p>Customer Access</p>	<p>ACE (CS) CP Officer</p> <p>ACE (CS) B &amp; FI M AD (CD)</p> <p>R &amp; B Mgr B &amp; FI Mgr R Mgr AD (H)</p> <p>ACE (CS) B &amp; FI M</p> <p>ACE (CS) CP Officer</p>	<p>April 2017</p> <p>April 2017</p> <p>April 2017</p> <p>April 2017</p> <p>October 2017</p>	<p>January 2018</p> <p>January 2018</p> <p>March 2018</p> <p>March 2018</p> <p>December 2017</p>	<p>H</p> <p>H</p> <p>M</p> <p>H</p> <p>M</p> <p>M</p>	<p>Food Banks operating successfully in support of the WLWS scheme and the Councils own referral process</p> <p>Complimentary support to our welfare and health commitments</p> <p>Making a positive difference on welfare, health and well being grounds within the borough</p>	<p>BRANCAB will be requested to enable this to happen in 2016/17.</p> <p>If refused, discussions will be undertaken with members to fund locally for a further period and to determine ongoing local support to continue this initiative</p> <p>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.</p>

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"> <li>• A variety of Community Focused Activities around health &amp; well being, job clubs, social eating, cooking etc</li> <li>• Providing coordinated support to hub coordinators</li> <li>• Promoting the facilities and the technology within them as information points</li> <li>• Assist the hubs and CAVA identify volunteers to help resource the hubs deliver outcomes</li> </ul>	<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&amp; FI Mgr</p>	<p>April 2017</p>	<p>March 2018</p>	<p>H</p>	<p>Each B.O.B 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>Task and Finish Group meetings held</p> <p>Use of the facilities by communities and organisations making the hubs vibrant and engaging.</p>	<p>None other than already committed</p> <p>Explore opportunities for external funding. 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 and the WCC commissioned Community Food Van.</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&amp; FI Mgr</p>	<p>April 2017</p>	<p>March 2018</p>	<p>M</p>	<p>Vehicles being used at appropriate events at least 20 days per year</p>	<p>None other than already committed</p>

## **Agenda Item No 9**

### **Community and Environment Board**

**13 March 2017**

**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 progress 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 progress in respect of the implementation of the North Warwickshire Green Space Strategy (2008 to 2018).**

#### **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, Members with responsibility for Health, Well-being and Leisure and Young People, together with all other Ward Members, have had the opportunity to comment on the content of this report. Any comments received will be reported verbally 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 ten-year 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 of the Council's overall capital and revenue requirements and is rolled forward annually. It directs the work of the "Green Space" team, which is located within the Community Development section of the Leisure and Community Development Division. Successful delivery, however, is dependent



upon extensive partnership working both within and outwith the Authority. To be effective, the Strategy must remain current and relevant to the needs of local communities and must help the Borough Council to move forward in meeting those needs, both now and in the future.

- 3.3 A comprehensive review of the Strategy is now underway. The Board will be aware that external consultants, Strategic Leisure Ltd, have been commissioned to undertake a review of all of the Borough Council's leisure facilities and services. The corresponding commission includes the production of a new Green Space Strategy and complementary Playing Pitch Strategy, drafts of which are expected in May / June 2017. Subsequent to consideration of these drafts by Councillors, a revised Action and Funding Plan will be prepared for the Board's attention.
- 3.4 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 2016.

## **4 Service Priorities**

### **4.1 Safety and Security**

- 4.1.1 The Strategy identifies a commitment to invest in basic service improvements through enhancements to site infrastructure. A programme of related work is prepared annually within the context of available revenue, capital and external funding resources. In 2016/17 limited resources have been directed to works at Hurley Daw Mill Sports Ground to further improve site security subsequent to the completion of the project in December 2015, whilst minor improvements have also been undertaken at a number of other sites across the Borough including in Mancetter.

### **4.2 Tree Management**

- 4.2.1 Progress in respect of the Tree Management Programme was last reported to the Board in October 2016. Following a successful recruitment process, the Green Space Officer (Trees) has been in post since last October and the post holder has assumed responsibility for the implementation of this Programme.
- 4.2.2 Members will be aware that the Authority's proactive tree inspection programme was suspended and replaced with a risk based, reactive inspection programme, undertaken through the County Council's Arboricultural Service, subsequent to the departure of the former Landscape Officer (Trees) in 2011. In this regard, it should be noted that the tree budget for 2016 / 17 was allocated to high priority works, including works to de dead, dying and / or dangerous trees.
- 4.2.3 Subsequent to the appointment of the Green Space Officer (Trees), there has been a significant improvement in the timeliness and quality of the Borough Council's tree-related services. Indeed, he has undertaken more than 100

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. Since April 2016 work has been completed on 146 trees, 35 of which were felled. During 2017 / 18, it is hoped to reintroduce the proactive tree inspection programme to which the Authority aspired when it adopted its approach to tree management in 2010.

... 4.2.4 Members will be aware than an Internal Audit inspection of Divisional risk management procedures identified a need to revise upwards the risk rating in respect of tree management. Given that the recommended control procedures, including the appointment of a dedicated tree officer, are now in place the risk level has been reduced accordingly (Appendix A).

#### 4.3 **Biodiversity and Climate Change – Local Nature Reserves**

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 ongoing Local Nature Reserves project (the Wild:LIFE 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, funded through the revenue budget. Through this arrangement, 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 of the Wildlife Trust's work over the year is attached at Appendix B. This report demonstrates the value of the partnership with the Trust and additionally identifies that the sites have benefitted from more than 900 hours of volunteering.

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 expected expenditure in the ensuing financial year. The Borough Council has committed to meet the minimum annual cost of £16,000 per annum relating to the agreed level of work delivered across the sites by the Trust. Accordingly, in 2017/18, this minimum sum will be paid to the Trust from the revenue budget in respect of this Authority's contribution to related work at the Local Nature Reserves, with any additional contribution being agreed in advance by the Chairman and Vice-Chairman of the Board.

4.3.5 Additional work in respect of Trajan Hill Spinney, in Coleshill, is detailed in section 5 below.

#### 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. Progress in respect of projects with Coleshill and Atherstone Town Councils and Ansley and Polesworth Parish Councils is reported in section 5 below.

#### **4.5 Outdoor Sports – Hurley Daw Mill Sports Ground**

4.5.1 The regeneration project at Hurley Daw Mill Sports Ground was completed in early December 2015 and has enabled the provision of changing facilities, improved site security and significant pitch improvements. By working in partnership, the Borough Council and Hurley Kings Football Club have been able to secure £455,700 in external funding for the project, matched by £10,000 from the Club and a contribution of £10,185 from the Authority's earmarked reserves.

4.5.2 A 14 Day Notice (which stipulates that the Club is not automatically entitled to a subsequent lease after the initial proposed 25 years lease period) has been served on Hurley Kings Football Club, following which (if the Notice is accepted) the Authority's landlord, CISWO, will be asked to produce the corresponding Licence to Underlet and the Underlease for endorsement. Copies of the Underlease will then be shared with Sport England and the Football Foundation, which will enable the final conditions of grant funding for the project to be discharged. The responsibility for the site will then be transferred to the Football Club.

#### **4.6 Outdoor Sports – Playing Pitches**

4.6.1 The review of playing pitch provision in the Borough is being advanced by Strategic Leisure Ltd. within the overarching review of leisure, health and well-being provision in North Warwickshire. One of the outputs of the review will be a revised draft Playing Pitch Strategy for consideration and adoption by the Council.

4.6.2 This Strategy will address current and future needs in terms of both the quantity and the quality of pitch provision and will set the platform for considered, coherent funding bids to external organisations, without which it is unlikely that either the Authority or other providers will be able to effect any required improvements. Sport England, for example, is not likely to fund any pitch improvements if it does not consider the adopted Playing Pitch Strategy to be "up-to-date".

4.6.3 As previously reported, the Council's pitches are in need of investment. Ansley Workshops has temporarily been withdrawn from use due to a mole infestation and Boot Hill, Grendon, remains out of use due to the deteriorating condition of the playing surface. In addition to the above, vandalism has taken place at Royal Meadow Drive Recreation Ground (damage to pitch and rugby posts caused by vehicles) and Ansley Workshops Pavilion.

## **4.7 Children and Young People**

- 4.7.1 The Green Space Strategy recognises the vital role of green space in helping children and young people to develop skills through play and social interaction and commits the Authority to supporting the development of a strategic network of play facilities across the Borough. The Play Area Development Programme aims to meet this commitment through the delivery of an associated action plan.
- 4.7.2 Members will be aware that Officers were actively engaged with Coleshill Town Council's Working Group that is overseeing the installation of enhanced play provision and other improvements in the town's Memorial Park. This project is now complete and the capital allocation of £30,000 for the scheme has been released to the Town Council. An official opening of the improved Park is planned for the spring.
- 4.7.3 The installation of the play equipment at Memorial Park enables the removal of the equipment at Brendan Close, Coleshill, as approved by the Board. This action, which it is suggested should only be undertaken after local residents have been notified of the intended action, will bring to a conclusion the Play Area Development Programme, which was introduced to ensure that all of the Borough Council's play facilities conform to current safety and accessibility standards and provide good play value.
- 4.7.4 Progress in respect of projects that include play provision at Ansley Common and Warton is detailed in section 5 below.

## **4.8 Customer 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. In particular, the Wild:LIFE project (section 4.3 above) actively engages local people in the development and management of the Local Nature Reserves and is supporting the establishment of "Friends Groups". Similarly, local communities are consulted during the preparation of site management plans and to inform proposals for the development or refurbishment of play facilities.

## **5 Improvement Schemes 2016 / 17**

### **5.1 Coleshill Area**

- 5.1.1 Proposals for improvements at Cole End Park in Coleshill have been partially implemented with the establishment of the Local Nature Reserve. Whilst it has not yet been possible to fully implement the remaining elements of the scheme, new litter bins and seats have been installed within the Park.
- 5.1.2 As previously reported to the Board, a full tree inspection was carried out at Trajan Hill Spinney, which resulted in the felling of a single dangerous tree.

Information from the inspection and site survey was then used to assist with the development of a Management Plan for the site. Initial enhancement work to make the Spinney more wildlife-friendly has been undertaken, principally by the local community. This work has included the provision of a wood chipped path, seating area, bat and bird boxes and the provision of a “bug hotel”.

## **5.2 Curdworth, Hurley and Wood End Area**

5.2.1 At its meeting held in March 2015, the Board approved a proposal to dedicate Piccadilly Sports Field as a Centenary Field, through the Fields in Trust programme that aims to protect at least one green space in every local authority area across the country in commemoration of World War 1. The final paperwork has now been signed and sent off to Fields in Trust, from which the Certificate of Dedication is awaited.

5.2.2 Working closely with Piccadilly Community Association, Officers have also made significant improvements to Piccadilly Pavilion, which now has energy efficient double glazed doors and windows, new signage, newly painted fascias, doors and grates and reusable graffiti boards (which were “decorated” by local young people). The improvements have been welcomed by the local community and the Association is still working with Officers to ensure that the building has a sustainable future.

## **5.3 Arley and Whitacre Area**

5.3.1 It was reported to the Board at its meeting held in March 2015 that a scheme had been prepared and tenders received for improvements to the Recreation Ground, including play provision, at Bretts Hall in Ansley Common, but that the associated costs were over the available budget. Since then, work has been undertaken with Ansley Common Residents’ Association and, with support from Ansley Parish Council; an evidence based funding application was submitted to Veolia Environmental Trust in May 2016. Unfortunately, due to being significantly oversubscribed, the application to Veolia was unsuccessful. The requirements for the Project have been reviewed. As a consequence, a further application has been submitted to Veolia Environmental Trust for £25,000. Stage 1 of the application process met the relevant criteria, further to which a Stage 2 application will be submitted this month.

5.3.2 To supplement the Borough Council’s capital programme contribution of £30,000, the Project has additionally been awarded £16,000 of external funding, through the local County Councillor (£500), the Tesco “Bags of Help” scheme (£8,000) and Smart Start funding (£7,500). There have also been contributions from the Ley Group (£1,055.18), Ansley Common Residents’ Association (ACRA) (747.21) and Ansley Parish Council (2,697.61). The total amount of funding currently available for the Project, therefore, is £50,500

5.3.3 If the revised application to Veolia Environmental Trust is unsuccessful, a smaller play area will be installed based on the funding currently secured for the project.

## **5.4 Atherstone and Mancetter Area**

5.4.1 At its meeting held in March 2015, the Board agreed to earmark £25,000 of Section 106 funding towards improvements at Meadow Street Gardens in Atherstone, the scheme for which could cost in the region of £75,000. In March 2016, Councillors approved an additional £1,937 of Section 106 funding for the project. Discussions are now taking place with Atherstone Town Council to explore the potential for a joint project, the associated funding options and proposals for community consultation.

5.4.2 Section 106 funding of £152,582 has been received in respect of development at Rowlands Way in Atherstone for “improvement, enhancement and development of open space and recreation purposes on existing open space areas in the locality of the site”. As there could be a number of calls on this funding, it is proposed that its use should be determined by the priorities identified for the area in the review of leisure, health and well-being provision currently being undertaken by external consultants.

## **5.5 Newton Regis and Warton Area**

5.5.1 A celebration event was held in May 2016, marking the official opening of Warton Recreation Ground play facilities, which were developed by Polesworth Parish Council and Warton Community Association, with support from the Borough Council.

## **6 Future Management**

6.1 Although green space improvements have continued to take place across the Borough, the extent of activity has reduced subsequent to the departure from the Authority of the former Landscape Manager in June 2016. A Green Space Officer has been in post since February 2017 and, as a consequence, it is anticipated that the pace of delivery with regard to the implementation of Green Space Strategy priorities will resume. Moving forward, the work being undertaken on the review of health, well-being and leisure will provide the framework for the Borough Council to continue to sustainably manage and develop its green and open spaces for the benefit of local residents and visitors to North Warwickshire.

## **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.

### **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 and Human Rights Implications**

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

### **7.4 Environment and Sustainability 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 Human Resources Implications**

7.5.1 There is no human resource implication arising directly out of this report.

### **7.6 Health, Well-being and Leisure Implications**

7.6.1 Provision and appropriate management of green space have a positive impact on the health and well-being of individuals and communities by providing opportunities for outdoor leisure and recreation activities and by contributing to an improved quality of life. The significance of these issues have been drawn to the attention of the external consultants leading on the production of the revised Green Space and Playing Pitch Strategies by the Health and Well-being Working Party.

### **7.7 Risk Management Implications**

7.7.1 The corporate risk management process identifies and scores risks associated with the provision and maintenance of green space. Services must manage operational risks to be as low as practicably possible. Implementation of the Green Space Strategy is a control measure that helps to maintain low risk scores, as set out in the report to this Board in October 2015.

7.7.2 As highlighted within the main body of the report, the previously relatively high operational risk score with regard to tree management has been reduced as a consequence of the appointment of the Green Space Officer (Trees).

### **7.8 Equalities Implications**

7.8.1 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.

### **7.9 Links to Council's Priorities**

7.9.1 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 well-being opportunities
- Promoting sustainable and vibrant communities
- Supporting employment and business

7.9.2 The North Warwickshire Green Space Strategy contributes directly to the following priorities of the Sustainable Community Strategy:

- Raising aspirations, educational attainment and skill levels
- Developing healthier communities
- Improving access to services

The Contact Officer for this report is Becky Evans (719346)

### 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 (North Warwickshire Green Space Strategy Progress Report)	March 2015
2	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (North Warwickshire Green Space Strategy Progress Report)	October 2015
3	Assistant Director	Report to Community	January 2016



	(Leisure and Community Development)	and Environment Board (Proposed Revision of the Green Space and Playing Pitch Strategies)	
4	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (North Warwickshire Green Space Strategy Progress Report)	March 2016
5	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (North Warwickshire Green Space Strategy Progress Report)	October 2016

Leisure and Community Development Division - Operational Risk Management

Risk Assessment

Service: Landscape Management				Corporate Objectives: 1 / 3 / 6				Priority: Medium		
Ref	Risk: Title/Description	Consequence	Likelihood (5 = high 1 = low)	Impact (5 = high 1 = low)	Gross Risk Rating	Responsible Officer	Existing Control Procedures	Likelihood (5 = high 1 = low)	Impact (5 = high 1 = low)	Net Risk Rating
LCD14	<b>Failure to manage the Borough Council's tree stock to an appropriate level of safety and sustainability</b>	Death Injury to public / staff Damage to Property Environmental loss Insurance claims Court action Loss of reputation Customer dissatisfaction Avoidable costs	5	5	25	LM	Green Space Officer (Trees) in post since October 2016 and revenue  Tree Management Policy statement adopted in March 2010 and amended to include formalised consultation procedures in January  System in place to manage customer contacts and to address	4	3	12
	<b>Options for additional / replacement control procedure</b>						<b>Cost resources</b>	<b>Likelihood (5 = high 1 = low)</b>	<b>Impact (5 = high 1 = low)</b>	<b>Net Risk Rating</b>
	Divisional restructure to provide more capacity / resilience Resumption of proactive risk-based inspection and management programme including service to Housing and Development Control functions Adoption of a Tree Management Strategy Procurement of tree management software Procurement of a single treeworks contract including an out of hours service							2	2	4
Completed by: L&CD DMT. Updated by Becky Evans								Date: 19 January 2017		

**NORTH WARWICKSHIRE LOCAL NATURE RESERVE REPORT – FEBRUARY 2017**

The following comprises a summary of works delivered over the last twelve months by the Warwickshire Wildlife Trust in connection with Abbey Green Park, Cole End Park, Daffern's Wood and Kingsbury Meadow LNR's.

As the programme of practical habitat management on the four LNR's develops, efforts from previous years are coming to fruition. In Daffern' Wood, coppiced hazel stools are thriving with ground flora spreading. At Kingsbury Meadow scrub and invasive species are being tackled to help encourage areas of wet grassland and sedge bed to increase. At Cole End Park, the Himalayan Balsam battle took on a new level, as extra days and man power were devoted to the cause. In a first for the Trust, our volunteers braved the River Anker backwater channels to fight the invading reeds and open up the watercourse; much to the appreciation of local residents.

In June 2016, we were joined by a new volunteer and Coleshill local resident. He was so motivated by our efforts to fight Himalayan Balsam at Cole End Park that he decided to write an article for the local press: both printed and online (online article enclosed).

In July 2016, a local resident from New Arley attended his first Volunteer Work Party Leader Day with the Trust, which brought together volunteer leaders from across the county. The training session provided leaders with crucial updates as to health and safety when delivering practical habitat management sessions together with advice regarding volunteer recruitment. These sessions are just part of the programme of training and development we can offer our volunteers.

In March 2017, our Education Team will be delivering sessions in Kingsbury and Coleshill to Kingsbury Primary School and High Meadow Infant School. The sessions will further promote the importance of getting children outdoors, into their local green spaces and connecting with nature.

From April 2016 to date, volunteers have given over 900 hours of their time to managing the four LNR's.

We continue to receive positive feedback from local residents who appreciate the work being done in their communities and on the LNR's. One lady even insists that we knock on her door when in the area so that she can provide tea and cake for all the volunteers!

*Photographs*

**Brushing up hazel coppice stools and bramble control at Daffern's Wood.**



© 2016 Alexis Evans (WWT)



© 2017 Alexis Evans (WWT).

**Volunteers at Abbey Green Park clearing reeds from backwater channels and undertaking grassland management.**



2016 Alexis Evans (WWT)



© 2016 Alexis Evans (WWT)

**Volunteers at Cole End Park pulling Himalayan Balsam.**



© 2016 Alexis Evans (WWT)



© 2016 Alexis Evans (WWT)

**Volunteers at Kingsbury Meadow raking arisings and undertaking sedge bed management.**

© 2016 Alexis Evans (WWT).





## THOUSANDS WIPED OUT IN COLE END PARK MASSACRE

👤 Online Editor   📅 June 29, 2016   📁 News - Local, News - Regional   👁 791 Views

By Mike Walpole

This is what two days of Himalayan balsam bashing looks like – 100 bags of the stuff waiting for collection at Cole End Park Local Nature Reserve on Old Mill Road, Coleshill.

Warwickshire Wildlife Trust's Reserves Volunteering Officer Alexis Evans relaxes with the trust's Nature Force volunteers from as far away as Burbage and Leamington during the latest attack on the plant.

The battle to control Himalayan balsam in Coleshill has been waged for several years.

Left alone, this non-native, invasive plant will keep coming back. Touch its seed pods, and hundreds of seeds explode from the plant up to seven metres away.

The plant was introduced into the UK in 1839 and is now naturalised. While pretty to look at in flower, it can reach 2.5m tall. Aggressive seed dispersal, coupled with high nectar production which attracts pollinators, often allows it to outcompete native plants which has a detrimental knock on effect to our own wildlife.

It can also take over large areas of river bank, substantially increasing the risk of riverbank erosion by out competing native vegetation which would normally hold the banks firm.

When balsam dies in the autumn it leaves only bare soil which is easily eroded and washed away by rain or floods.

Man is its only predator.

*Warwickshire Wildlife Trust is the leading local charity working for wildlife and local communities across Warwickshire, Coventry and Solihull.*

*It has worked for more than 50 years to protect wildlife and wild places and to educate, influence and inspire people about nature conservation.*

*It manages over 60 of the best sites for wildlife in the county, securing a future for many important habitats and species which might otherwise be lost.*

*Coleshill Local Nature Reserve at Cole End Park is one of them. The landowners, North Warwickshire Borough Council, are responsible for certain elements of management, like access, the playground and mowing. WWT have a management plan for the site which is reviewed and updated.*

*Whitacre Heath Nature Reserve is another, a good example of vegetation succession, from open water through marsh into willow carr and woodland. A Site of Special Scientific Interest (SSSI) the reserve is 44 hectares of pools, woodland and wet grassland formed as a result of old sand and gravel workings. It is important for breeding water birds. The pools support species including little grebe, tufted duck, water rail and teal. Waders such as lapwing, redshank, curlew and snipe are also regular visitors to the large areas of wet grassland.*

*Other frequently seen birds include great spotted and green woodpeckers and numerous species of warblers, finches, tits and thrushes.*

*Dominated by alder and willow, the wet woodland areas are important for fungi, mosses and liverworts which thrive in damp, shaded conditions. Deadwood provides a home to a number of important beetle species.*

*Frogs and toads thrive in the moist habitats and pools on the reserve. Grass snakes can be seen in March and April basking in the spring sunshine.*

*A walk along one of the self-guided trails may reveal some interesting plants including southern marsh orchid and the rare blue fleabane, which is only found at a handful of locations in Warwickshire.*

*Keep an eye open for the rare white-letter hairstreak butterfly and watch for emperor dragonflies and broad-bodied chasers in mid-summer flying over the open pools.*

*Work undertaken at Whitacre Heath Nature Reserve by the trust and trust/local volunteers includes woodland and grassland surveys, balsam pulling, coppicing, habitat pile creation, wildflower planting and bird box installation.*

*The Tame Valley Wetlands span from Coleshill to Tamworth and includes several of the most important wildlife sites in the Midlands. It is a vital north-south migration route, providing essential resting and feeding places for thousands of migrating birds.*

*It has undergone great changes as a result of human activity over the last century. Old gravel workings now form the largest series of interconnected wetlands in the county. Water quality has also improved, vital for aquatic invertebrates and fish, perfect for kingfishers and otters.*

*The valley also has a wealth of heritage features – from relic hedgerows to aqueducts and old pill boxes built during the Second World War.*

*Coleshill doesn't provide many volunteers to Nature Force, but it provides stimulating gentle exercise and fascinating days out at any of the 60 sites under the care of WWT. Tasks range from meadow and ride cutting in the summer to fencing, coppicing, path work and scrub clearance in the winter.*

*For more information, or to volunteer at one of the sites, click on <http://www.warwickshirewildlifetrust.org.uk>*

For more information, or to volunteer at one of the sites, click on <http://www.warwickshirewildlifetrust.org.uk>

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## **Agenda Item No 10**

### **Community and Environment Board**

**13 March 2017**

**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 for 2017/18 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 2017/18 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, Well-being 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 2017/18 have been received from four organisations; WCAVA, NW CAB, Live and Local and the North Warwickshire Allotments Federation.

### **4 Annual Grant Request - WCAVA**

- 4.1 The countywide Third Sector Infrastructure Support Services Agreement was awarded to WCAVA by Warwickshire County Council in 2016. The Agreement is for a period of two years, with the option to extend for a further two years.
- 4.2 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 2016 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 2017/18.
- 4.3 During 2016, the North Warwickshire office has worked with 109 unique organisations, through 165 different interventions. In undertaking this work, WCAVA has assisted these organisations in securing £61,920 of external funding into the Borough. Eight new organisations have been established with WCAVA support:
- Horse Riding Therapy, Hurley
  - St Mary's Toddler Group, Atherstone
  - Ansley Playgroup
  - Arley Sunday Brunch
  - Okey Cokey Nether Whitacre Mother and Toddler Group
  - Uniquely Me and U (office located in Tamworth)
  - Friends of St Mary's, Atherstone
  - Creative Coleshill

Support to these organisations has included establishing organisational processes and procedures, funding advice and setting up a Community Interest Organisation (CIO) for the Friends of St Mary's.

4.4 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, for which it is employing a Community Development Worker, a Lead Youth Worker and two part-time sessional staff.

4.5 The local Voluntary Action North (VAN) Forums are held in February and November of each year, and are very well attended (approximately 50 people on each occasion). They have been particularly successful in linking public agencies with the wider "third" sector, and in providing an opportunity for groups to network.

## **5 Proposed Financial Support for WCAVA**

5.1 The proposed award to WCAVA has had a 2% inflationary increase added to its previous grant, resulting in suggested financial assistance in 2017/18 of £11,875. 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. WCAVA also has charitable waste disposal that costs the Authority £458. These two forms of proposed support would result in the Borough Council providing a total sum of £12,333 to WCAVA in 2017/18.

## **6 Annual Grant Request – NW CAB**

6.1 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 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 2017/18 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.

6.2 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 2017 review report is attached at Appendix C. In brief, however, the report identifies that between April and December 2016 CAB advisors received a total of 2,370 enquiries (an increase of 145 on the same period in 2015), which raised 8,377 different issues (an increase of 996). Advice concerning benefits and tax credits, debt, financial services and capability continue to be the principle needs of clients. Attached at Appendix D are the

...  
two dashboards (Quarters 1 and 2) relating to the clients and the nature of their enquiries.

## **7 Proposed Financial Support for NW CAB**

- 7.1 NW CAB is providing services that continue to be required by the local community.
- 7.2 Members will recall that a fixed payment of £15,000 was previously paid to the NW CAB (from 2009/10), due to the heightened need within the local community for debt advice and support on a wide range of social issues. The payment has been reviewed annually since then, as part of the Authority's budget setting process, and the additional funding continued to be paid until 2016/17. At its meeting held in October 2016, the Board agreed to withdraw this additional funding of £15,000, as part of the Authority's need to make revenue savings. This decision has subsequently been considered and agreed by Full Council at its meeting held in February 2017.
- 7.3 Taking account of this reduction, the proposed financial assistance through the Annual Grant scheme for NW CAB for 2017/18 is £34,807.50. This figure includes a 2% inflationary increase.
- 7.4 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.
- 7.5 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 £974.12 was awarded in 2016/17) and charitable bin collection at a cost of £179. At the time of writing this report, the estimated value of rate relief for 2017/18 had not been calculated. The charge for April 2017 will be calculated according to the outcome of the revaluation exercise being carried out by the Valuation Office Agency.

## **8 Annual Grant Request – Live and Local**

- 8.1 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.
- 8.2 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.

8.3 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.

8.4 Live and Local's work will be monitored through the Agreement. With the funding provided by the Borough Council, Live and Local will agree to deliver a total of ten shows, with no fewer than five promoters, across North Warwickshire. Attached at Appendix E is a "Value for Money" overview of Live and Local's 2015/16 performances. Attached at Appendix F is the current position on its 2016/17 programme (October 2016 to May 2017), which details the promoters, venues and their chosen performances.

## 9 **Proposed Financial Support for Live and Local**

9.1 It is proposed that the level of support previously provided for Live and Local (£2,000) is retained for 2017/18. The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of Live and Local. The Key Client Contract identifies key functions and is used to monitor Live and Local's performance over the period of the Agreement.

## 10 **Annual Grant Request – North Warwickshire Allotments Federation**

10.1 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. Over the last year, seven events have been delivered, including the Annual General Meeting, the annual Competition Awards Evening and a charitable produce show in conjunction with Church End Brewery Country Fayre. Participation numbers have remained high, with 80 people attending the Awards Evening, which had first prizes sponsored by Planters Garden Centre.

## 11 **Proposed Financial Support for the North Warwickshire Allotments Federation**

11.1 It is proposed that the level of support previously provided for the Federation (£500) is retained for 2017/18. 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 G. It is proposed that the suggested grant award is made conditional upon the successful conclusion of negotiations in respect of the Service Level Agreement.

## 12 **Report Implications**

### 12.1 **Finance and Value for Money Implications**

12.1.1 Provision has been made for the proposed Annual Grant Awards within the Support to Voluntary Organisations revenue budget allocation for 2017/18.

12.1.2 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.

## **12.2 Safer Communities Implications**

12.2.1 There is no direct safer communities implication arising 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.

## **12.3 Environment and Sustainability Implications**

12.3.1 Providing grant-aid 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.

12.3.2 The Allotments Federation provides support to local Allotment Associations, supporting their sustainability, and 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.

## **12.4 Health, Well-being and Leisure Implications**

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

## **12.5 Risk Management Implications**

12.5.1 NW CAB and Live and Local are both funded through a number of other organisations. Significant loss of funding from other sources could have an adverse impact upon the delivery of local services.

## **12.6 Equalities Implications**

12.6.1 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.

## 12.7 Links to Council Priorities

12.7.1 The provision of grant aid 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 well-being opportunities
- Promoting sustainable and vibrant communities
- Supporting employment and business

12.7.2 The provision of grant aid to community and voluntary sector organisations also has a positive impact upon the Sustainable Community Strategy objectives to:

- Raise aspirations, educational attainment and skills
- 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
None			

Warwickshire Community and Voluntary Action  
North Warwickshire Report

### KPI One

#### 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.)

July 2016 – Dec 2016 CAVA NW office has supported 109 unique organisations, with 165 different interventions, meaning on average we worked with each organisation on 1.5 issues.

We have worked with 8 new groups:

- Horse riding Therapy (committee and constitution)
- St. Marys' Toddler Group
- Ansley Playgroup – funding and setting up
- Arley Sunday Brunch – funding
- Okey Cokey Nether Whitacre Mother and Toddler group – setting up
- Uniquely Me and U (Constitution work and Awards for All)
- Friends of St. Marys (setting up as a CIO)
- Creative Coleshill (Constitution)

We continued to 'keep an eye' on some of our older peoples groups including the Gateway Club (working with disabilities), The Phoenix Group (dementia), The Alzheimer's Café, Over 50s and the Older Peoples Forum.

#### Some examples of our work with groups:

##### New group North Warwickshire special needs

Support with a Constitution, the aims and objectives of the group, committee and their roles and responsibilities. Support with moving the group forward including advice on funding, transport options, including volunteer centre minibuses, venue hire costs, storage and insurance. They have since had a lot of interest on their Facebook page with over 100 likes and 40 people contacting them directly regarding attending the group.

##### Hurley Community Association:

WCAVA NW has been working with Hurley Community Association since September 2015 when we supported a Trustee recruitment night. Since the new Trustees have been in post we have met with them and advised on the following:

- Trustees 6 main duties,
- who can run charity finances,
- fit and proper persons test,
- Officer roles etc.

Explained how they can change Trustee details on the Charity Commission website and how to do it on online, we have advised them on health and safety for their Fun Run. At the last meeting the Association had also been approached by the local nursery for money. They know the nursery is having problems and we know that they haven't submitted their accounts to the CC. Explained that

the Association isn't a grant giving body and went through their Constitution with them. It was suggested that they should signpost the nursery to WCAVA for help with funding which has been done.

#### Community Centre:

We had heard that a community centre was having some difficulties so contacted them to offer our advice and support. There is a management committee in place at the moment however the Trustees named on the Charity Commission are no longer involved. Some of the current management committee are prepared to become Trustees and have asked for us to do some training on roles and responsibilities. We have sent them some information on becoming a Trustee which will enable them to have a better understanding around what is involved. We have also offered to support them to supervise their volunteers until they gain in confidence. Also given them some funding streams to pursue and offered to attend their meetings as advisors.

#### St. Marys Atherstone:

St. Marys Church is looking at becoming a community building including a BC HUB. So far we have supported them with:

- How to consult so that they can show funders the 'need' for their project
- Funding options
- How to become a CIO including examples of aims and objectives for their Constitution
- Given an example of a volunteer profile so that they can start recruiting for their community café.
- Worked with them to improve their full application to LEADER funding.

#### Wolston Parish Council:

We met Bob Granger (Wolston Parish Council) at a WALC event where CAVA NW gave two presentations around partnership working. Bob and partners wanted info on becoming a CIO, a community association or a consortium and how these could work for them as a partnership. After much discussion via email it was decided that CAVA NW would facilitate an advice day in Wolston for all groups that needed support. We included Leonie (Rugby Development Worker) and in total we advised 10 individual groups and have offered a training session on writing a funding application. Since doing the advice day, Leonie and Sarah have met with a conservation group to support them to write their Constitution.

#### Housing and care 21

Wanted support with funding to start a community café in the new supporting housing complex in Mancetter. It appears that they wanted the Café to be set up as a business rather than a charity. Gave contacts for UNTLD (provide funding for individuals), Emma McKay from LEADER and CDA. They also want to facilitate community events and support charities by providing a free venue. We explained that we can support this through our weekly email bulletin.

#### Piccadilly Heritage

Piccadilly Community Association would like to commemorate the men who died in WW1. They have a plaque in the village hall but want a more substantial memorial. We have previously



supported Piccadilly Community Association to gain funding to produce a book on the village and its mining heritage from the Heritage Lottery.

Because the last project was so difficult we suggested a memorial using art forms such as paintings, tapestry, applique etc which would make it accessible to most residents including children. Supported the expression of interest to the Heritage Lottery and have since received guidance from them saying that are interested in the connection between the miners and the tunnellers. We have since supported them to facilitate an open meeting of which 13 people attended and signed up as researchers, stitchers/art craft design and speakers.

#### Partnership working with North Warwickshire Borough Council:

We have been working with the Borough Council and their HUBs around becoming a consortium.

To-date we have given advice and supporting documents informing them on:

- Building a consortium - identifying partners, holding initial meetings etc.
- Becoming a new legal entity such as a CIO or CIC
- Collaborative working or partnerships without creating a new organisation and the implications of being an unincorporated association
- Choosing a lead organisation to access funding - including due diligence when choosing a lead organisation
- Getting Board approval to become Consortia
- ‘Standards for engagement’

We have suggested that the Hubs start to meet without the Borough Council and CAVA NW so that they can discuss their preferred entity and to get to know each other better.

#### Campaigns:

WCAVA now supports campaigns throughout the year. During this quarter we have supported the following campaigns:

\*Small Charities week and \*Community Centres week. During these campaigns we promote the diverse services the community and voluntary sector delivers and the work of the volunteers. We do this through our email bulletin using photos and volunteer profiles.

WCAVA Training courses:

[Leadership and Management - Models and Excellence](#)

[Developing Excellence in User-Centered Services](#)

[How to Set Outcomes and Measure Impact](#)

[Safeguarding Awareness Training](#)

["What is Good Governance" and "How can you achieve it?"](#)

[Your Health and Safety Responsibilities and Exploring Risk](#)

[Equality and Diversity - Good Practice](#)

[Safeguarding for Trustees](#)

[Emergency First Aid at Work](#)

The NW office facilitated the Governance training for Quality for Health on the 14<sup>th</sup> October.

WCAVA also offers free Safeguarding training to groups across Warwickshire.

KPI Two

## Effective conduit

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

We have already had two joint meetings with the WCC Area Team and have met with Lori Harvey, Localities and Communities Officer as one of the team's priority areas is the Big Local area of Arley and Ansley of which WCAVA NW are the Locally Trusted Organisation. The BL staff took part in a door knocking exercise in November in Old Arley with WCC and other partners. The purpose of this exercise was to ask residents to take part in a questionnaire enabling agencies to gain insight into the needs of the community. In response to the outcome of the questionnaire, the BL workers will facilitate an agency meeting for those delivering services in these communities. The forum will create a networking opportunity, a better understanding of services available to residents, better co-ordination of resources and partnership working.

The VAN forum is a great conduit and networking opportunity for groups, public sector and Health. The VAN forums are usually held in February and November each year.

The VAN forum on the 24<sup>th</sup> November was around volunteering. The agenda included:

- Introduction to Volunteering – CAVA gaining the contract
- Volunteer Connect demo
- 'You Said We Did'
- Value of volunteering – group activities
- 'We Ask you Say' – volunteering questionnaire
- Spotlight on volunteering – Piccadilly Community Association
- Presentations from WCC and NWBC
- Groups information roundup

Feedback from a group:

*"The VAN was excellent. We have linked in with Hominstead and have talked to Rachel Robinson about how we can work together more closely. We couldn't network in North Warwickshire like this if it wasn't for your VAN forum". Kingsbury PPG*

CAVA NW acts as a conduit at the following meetings:

- Interdisciplinary Hubs
- Community Partnership
- Dementia Communities
- Northern Health and Wellbeing Partnership
- LEADER

## KPI Three

### 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).

Besides the WCAVA E-Grapevine, our local, weekly email bulletin (to over 500 email contacts) gives current funding up-dates. We also send out a funding newsletter prepared by Leonie Yeend (Funding and Groups Development worker Rugby office).

We have supported the following groups to secure funding:

Water Orton tennis club: £1800 to widen the door and this work is currently taking place. Invited to go and have a look at what further work they are looking for funding for.

Sparkles project Atherstone: Awarded £29k from the People's Health Trust for their Vindicate women's programme. Also £500 from Harry Payne

First Responders: awarded £250 from the Heart of England Community foundation.

Cohort 4 Atherstone: awarded £9,970 from the Big Lottery.

Nirvana: £1,000 Rugby Borough Council arts grant successful.

Creative Coleshill: £500 WCC grant

Polesworth Memorial Hall: £1000 WCC grant

Uniquely Me and U: £8,900 Awards for All

Coleshill Youth Group: £9000 Awards for All

#### LEADER:

In partnership with NW Borough Council we have facilitated a funding surgery for applicants through into the second round of LEADER funding.

In addition WCAVA NW sits on the decision making Board of which community Groups have received over £29,000 this year.

#### **KPI Four**

##### ***Volunteer recruitment***

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

Our Volunteer Co-ordinator (VC) started on the 1<sup>st</sup> September.

It is already proving difficult to promote volunteering to the public as NW has no dedicated publications. We have already tried to promote volunteering through Grapevine (an independent publication distributed monthly throughout NW) but have not managed to get an article published as yet as they are inundated with articles. The Borough Council are facing the same problem with promoting their HUBS. The Volunteer Coordinator has promoted volunteering through the local libraries.

Todate the Volunteer Co-ordinator has:

- Met with 12 individuals looking for volunteer placements
- Met with 15 potential volunteers through the week-long HUBs events in partnership with NWBC. These events were specifically targeted to ESA claimants to encourage them into work or volunteering opportunities. ESA claimants were able to meet with a variety of services that are able to assist claimants back into work or signpost to volunteering.
- The Volunteer co-ordinator has arranged with the HUBS to provide a drop-in service in the New Year.

### Example case studies:

James Roberts was completing his Princes Trust course and wanted to volunteer in roles involving history. The Volunteer Co-ordinator contacted two potential placements, Middleton Hall and Atherstone Heritage.

James dad gave positive feedback about WCAVA support:

*'it was fantastic, James enjoyed his time at Middleton Hall; they were really helpful and adapted work to James needs'*. Middleton Hall also benefited from the experience and explained James completed important tasks that may not have otherwise had been completed due to time.

### KPI Five

#### 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.

The Volunteer Coordinator has already met with DWP. Learn Direct, Prospects and Hubs co-ordinator Bill McCann. These meetings have been around promoting volunteering, supporting the Hubs, volunteering for NEET young people.

The Volunteer Coordinator has visited the HUBs and various groups to promote volunteering and promote the WCAVA offer. We have also completed multiple registration forms and volunteer opportunities. We have assisted the HUBs coordinator with the volunteering induction pack.

NWCAB and Readers of Roman Way piloted Volunteer Connect prior to its official launch

We have supported the following groups to write volunteer role descriptions and/or sign-up to Volunteer Connect:

- Readers of Roman Way
- CAB
- St. Marys Church
- Baddesley Community Centre and Hub
- Change Makers
- Integrated Disability Service
- Dordon Hub
- Father Hudson's Care
- Polesworth Homes
- Ley Group Young People's Project
- Coleshill Hub
- Kingsbury Water Park
- Middleton Hall
- Wood End Information Hub

In addition, the Volunteer Coordinator has contacted Jaguar Land Rover and TNT regarding staff volunteering and possibly attending retirement training that they may facilitate in the future.

Up-date on the Big Local Project:

The Ley Millionaires (NW Big Local) has recruited a full time Community Development worker and a Senior Youth Worker. Jim will continue as the BL Support Worker.

The CDW and Youth Worker have been teamed up initially to engage and build relationships with the residents of the BL area. They have met with the Big Local Partnership, both Parish Councils, talked to shop keepers, venues and various other community activists and groups. The CDW has been supporting the youth worker to establish three youth clubs catering for varying ages – they have also set up a Youth Partnership. The attendance at these youth clubs is going well however, the young people of Arley are very challenging. We are currently recruiting for a 15 hr youth worker post and a 3 hr sessional youth worker.

The CDW has been working with the three villages to stage cinema evenings, the first being arranged in November in Ansley. He has also been working with an Arts Group to look at some intergenerational work – younger and older people doing a portrait of each other whilst talking about living in the same area and issues each may face. He is also helping them to gain funding from the BL Community Chest so that they can buy in art tutors and to visit art galleries etc. Brian has a Degree in Fine Art and has been able to give the groups examples of what they could achieve. He has also been approached by someone asking if BL is going to tackle issues affecting LGBT groups – we are aware of issues in the community and will need to take time to look at what we can do sensitively within a village that can be very inward looking.

The activities for Make a Difference went extremely well. Activities included:

- Litter picking on Friday with CAVA NW office and WCC Localities team.
- Saturday – The Big Cut. Eight volunteers came forward to have their hair cut for the Little Princess Trust. The hair will make wigs for children who have/had cancer. In addition to this other activities took place in the community centre including Ron Popple a family magical entertainer and Jessie Bolas a vintage singer. Around 40 people attended these two activities.
- Sunday – Jim led two of litter picking – around 4 young people attended from Arley Junior Youth Club which will go towards their volunteering hours.

In total around 30 people took part in the litter picks.

Nirvana project (funded by Big Lottery) closed at the end of September. The evaluation report is nearly ready and decisions will need to be made whether we go for continuation funding concentrating on volunteering and schools work.

## **NORTH WARWICKSHIRE CITIZENS ADVICE BUREAU SERVICE LEVEL AGREEMENT 2017 – 2018**

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 2015/16, 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 2017 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 Funding and Engagement 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:

- a) by letter and fax
- b) 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

- c) by telephone on 0344 855 2322 to the County CAB telephone advice service between 10am and 4 pm Monday to Friday.
- d) 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](mailto: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**

- a) 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 2017 shall be ?? (amount to be agreed)
- 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: Becky Evans

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

## Bureau Report 24 January 2017

### 1. Client and enquiry statistics

I have excluded the webchat figures from the main body of statistics as this was a separately funded national Citizens Advice pilot project which did not form part of our local service.

Other notable changes during the period were the end of the NWBC funded Money Advice Project (providing debt advice to clients with Council Tax and Housing debt) and the end of The WCC funded project (WLWS) providing financial capability advice. Both projects provided in depth casework and their closure is reflected in the reduction in client contacts.

We have maintained client numbers by adopting updated Citizens Advice systems, streamlining processes and enhancing volunteer training. However it should be noted that volunteer recruitment has become a national problem because of increases in moving people on Jobseekers and disability benefits into employment and the increases in the State Pension age.

### NWCAB 2015-16 / 2016-17 Comparison

#### Enquiries

Quarter	2016-17	2015-16	2015-16 Webchat
Q1	879	665	220
Q2	873	814	421
Q3	618	746	363
<b>Total</b>	<b>2370</b>	<b>2225</b>	<b>1004</b>

#### Advice Issues

Quarter	2016-17	2015-16	2015-16 Webchat
Q1	2,955	2,083	558
Q2	3,033	2,781	984
Q3	2,389	2,517	809
<b>Total</b>	<b>8,377</b>	<b>7,381</b>	<b>2,351</b>

#### Contacts

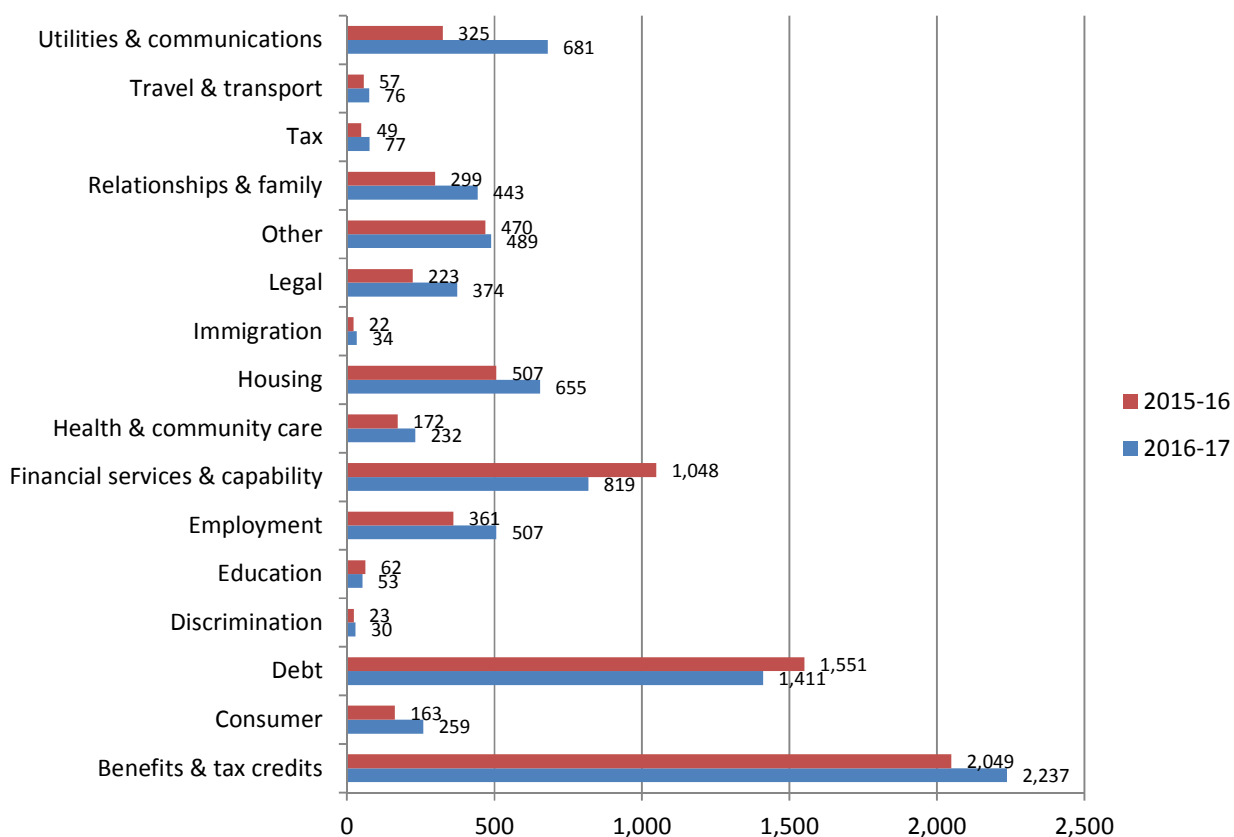
Quarter	2016-17	2015-16	2015-16 Webchat
Q1	1,423	1,204	220



<b>Q2</b>	1,470	1,586	429
<b>Q3</b>	1,094	1,290	367
<b>Total</b>	<b>3987</b>	<b>4080</b>	<b>1016</b>

## Issues

Issue	2016-17	2015-16 (Service only)
<b>Benefits &amp; tax credits</b>	2,237	2,049
<b>Consumer</b>	259	163
<b>Debt</b>	1,411	1,551
<b>Discrimination</b>	30	23
<b>Education</b>	53	62
<b>Employment</b>	507	361
<b>Financial services &amp; capability</b>	819	1,048
<b>Health &amp; community care</b>	232	172
<b>Housing</b>	655	507
<b>Immigration</b>	34	22
<b>Legal</b>	374	223
<b>Other</b>	489	470
<b>Relationships &amp; family</b>	443	299
<b>Tax</b>	77	49
<b>Travel &amp; transport</b>	76	57
<b>Utilities &amp; communications</b>	681	325
<b>Total</b>	<b>8,377</b>	<b>7,381</b>



## 2. Reduction in funding NWBC

The proposed reduction in funding (£15,000 from 1 April 2017) will be discussed on 22 February. If confirmed, the following arrangements will be implemented:

With effect from 1/4/2017 our Drop-in advice sessions in Atherstone will reduce from 4 per week to 3 per week. We will still answer the phone and see clients by appointment. The suggested day is Tuesdays, from 9.30 to 2.00. This would leave 3 drop in sessions per week as follows:

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

Follow up appointments and telephone advice only Tuesday and Thursday  
9.30 - 2.00

Coleshill Information Point 10.00- 12.00 on Wednesday

5 day per week phone coverage will be provided via **Adviceline** between 10.00am and 4.00pm from 1 March 2017.

## 4. Project and Funding Updates

### Breakthrough program

Breakthrough is a programme that provides intensive support to beneficiaries to address the financial barriers they face in gaining and sustaining employment and taking a full and active role in their community. Support is given to improve financial wellbeing status of beneficiaries and to tackle debt;

This project is funded by the European Social Fund and Big Lottery

The project remains largely on target, although some minor expenditure and outcomes have been re-profiled across the whole Coventry and Warwickshire project.

### **Money Advice service (MAS)**

We have been awarded a 3 month contract by MAS, til 31/3/2017, with a value of £6,500.

Karen Marks has taken on the role of Debt Advisor. Team training has taken place.

### **Energy Best Deal**

A contract has been awarded to deliver 4 EBD sessions by May 2017. Value £1200.

### **Energy Best Deal Extra**

Our EBDX contract has been extended by a further 3 months to 31.3.2017.

Value £5250 for 35 client sessions

### **Big Energy Saving Network**

This project is on target to complete the programme by 24.3.2017

### **Healthwatch Warwickshire**

We are working closely with Healthwatch Warwickshire, to explore options for further joint working and improving services across the County.

### **Funding applications**

We are working in partnership with the Volunteer Centre North Warwickshire and Beeline Community Transport to improve rural services in the District, while improving the sustainability of an eroded voluntary sector in North Warwickshire.

To this end a stage one bid has been made to the Lottery's Reaching Communities fund and to The DCLG Communities fund, with support from NWBC.

# Dashboard

## Parameter Details

Name North Warwickshire (member)  
 Calendar 2016-17 Q1  
 Funder: (Multiple Items)

Change parameters

Parameter summary



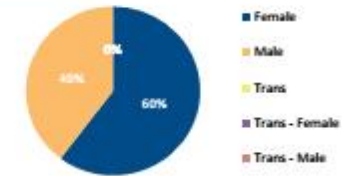
### Key Statistics

Clients	872
Advice Issue Codes	2,955
Client Contacts	1,423
Enquiries	879

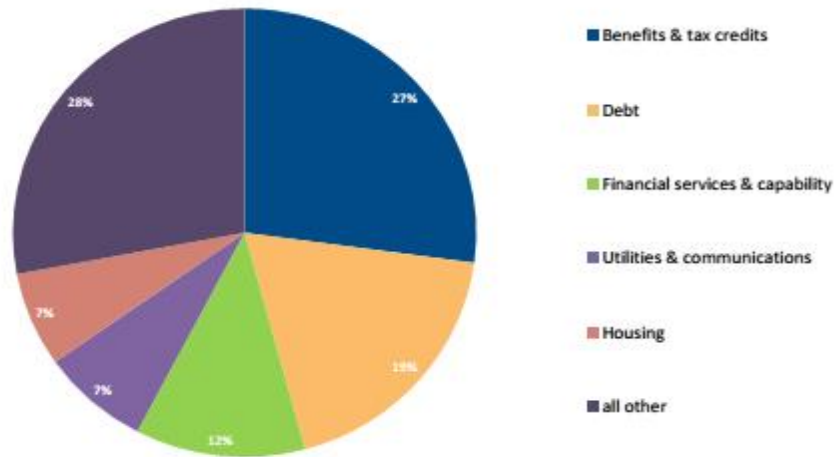
### Financial Outcomes for the period Q1

Income gain	£215,081
Debts written off	£37,212
Repayments rescheduled	£27,161

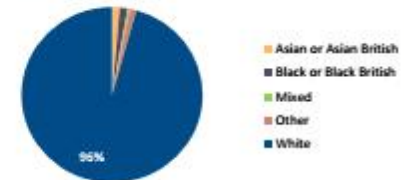
### Gender of Clients



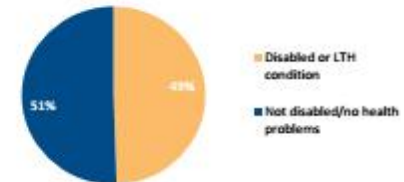
### Advice categories summary



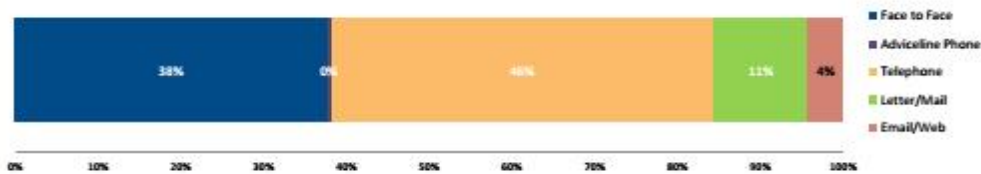
### Ethnicity of Clients



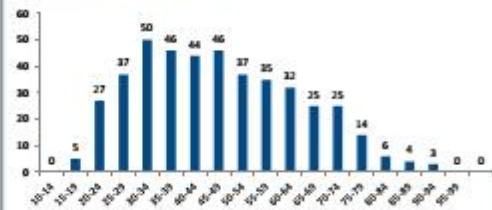
### Disability / Long term health (LTH)



### Client contacts by channel Q1



### Age range of clients



# Dashboard

## Parameter Details

Name North Warwickshire (member)  
 Calendar 2016-17 Q2  
 Funder: (Multiple Items)

Change parameters

Parameter summary

citizens  
advice

### Key Statistics

Clients	892
Advice Issue Codes	3,033
Client Contacts	1,470
Enquiries	873

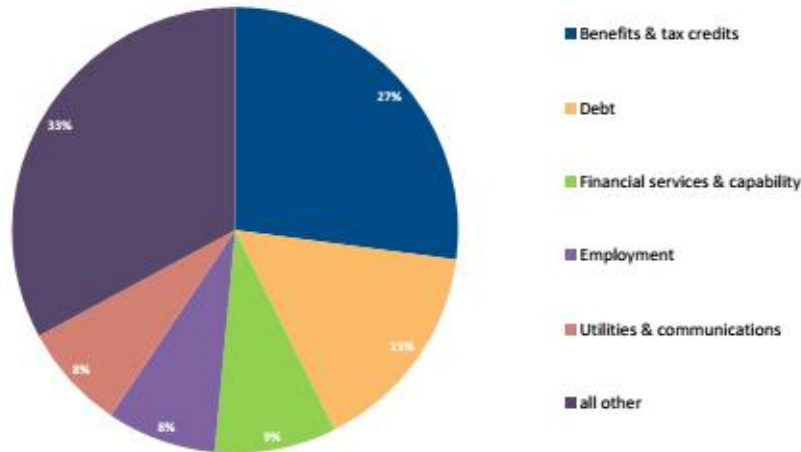
### Financial Outcomes for the period Q2

Income gain	£173,083
Debts written off	£10,503
Repayments rescheduled	£19,091

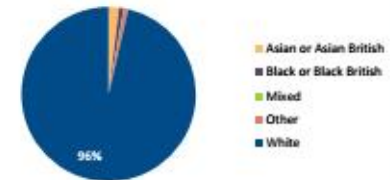
### Gender of Clients



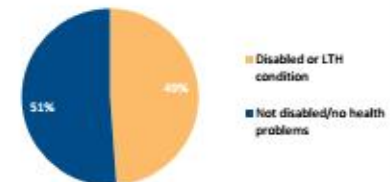
### Advice categories summary



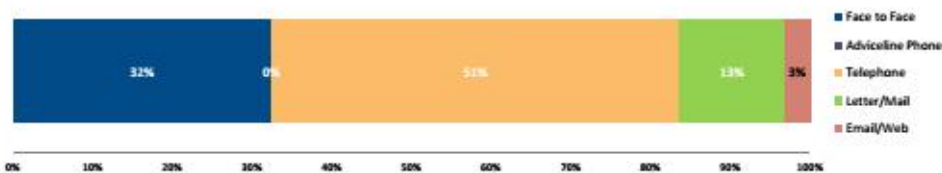
### Ethnicity of Clients



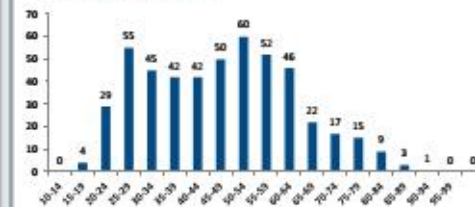
### Disability / Long term health (LTH)



### Client contacts by channel Q2



### Age range of clients



## Value for Money

In return for a cash contribution from **North Warwickshire Borough Council** in 2015-2016 of **£2,000** Live & Local:

### Helped build sustainable, vibrant and cohesive communities by:

- Supporting **6** voluntary organisations to develop their skills and volunteer base;
- Creating **45** volunteering instances;
- Enabling **6** communities to choose and promote **12** professional, high quality events in villages;
- Entertaining **611** people in their own community;
- Achieving an average of **69%** audience capacity.

### Supported the local economy by:

- Attracting inward investment of **£10,632** from Arts Council, England and the County Council;
- Raising **£5,103** in earned income;
- Enabling 234 hours of voluntary time (equivalent **£3,241** in-kind contribution<sup>1</sup>);

Therefore for every one pound invested by NWBC, an additional **£9.49** was attracted from other sources.

- Enabling groups to retain **£1,260**<sup>2</sup> 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

# LIVE & LOCAL



"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

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

<sup>2</sup> Retained box office and other income (raffles etc)

# LIVE & LOCAL MONITORING

## Network Health Check

As at: 07-Feb-17

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	13	11	(4)	+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)

21-Oct-16	Fillongley Village Hall				The Last Station Keeper			
Attendance: 45	Capacity: 90	% Capacity: 50%			Badapple Theatre			Drama
18-Nov-16	Hurley Village Hall				Instructions for American Servicemen in Britain			
Attendance: 88	Capacity: 150	% Capacity: 59%			Fol Espoir Theatre			Drama
09-Dec-16	Owen Street Community Arts Centre, Atherstone				Tim Kliphuis Trio Goes Grappelli			
Attendance: 40	Capacity: 70	% Capacity: 57%			Tim Kliphuis Trio			Gypsy Jazz
10-Dec-16	Fillongley Village Hall				Jez Lowe's Snowed In			
Attendance: 68	Capacity: 70	% Capacity: 97%			Jez Lowe and The Bad Pennies			Folk
25-Feb-17	Fillongley Village Hall				Still Singing Up A Storm			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Kimber's Men			Folk
24-Mar-17	Hurley Village Hall				Truth and Tall Tales			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Kel Elliott & Her Three Man Orchestra			Mixed Genre
12-May-17	Maxstoke Church				Peacock Angell Trio in Concert			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Peacock Angell Trio			Folk
13-May-17	Owen Street Community Arts Centre, Atherstone				The Remi Harris Project in Concert			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			The Remi Harris Project			Gypsy Jazz
19-May-17	Nether Whitacre Village Hall				Mission Improbable			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Opera Dudes			Mixed Genre
26-May-17	Hurley Village Hall				Mission Improbable			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Opera Dudes			Mixed Genre
27-May-17	Owen Street Community Arts Centre, Atherstone				Truth and Tall Tales			
Attendance: Tbc	Capacity: Tbc	% Capacity: Tbc			Kel Elliott & Her Three Man Orchestra			Mixed Genre

<b>Returned</b>	<b>Sell Outs</b> 0	<b>Attendance</b> 241	<b>Volunteers</b> 38
4 out of 11 events.	<b>Cancs</b> 0	<b>Average</b> 60 (Exld canc)	<b>Hours</b> 40 (£554.00)

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### **Active Venues**

**With shows requested and confirmed for this report period: (Total: 5)**

<u>Venue</u>	<u>Promoting Group</u>
Fillongley Village Hall	Fillongley Village Hall Committee
Hurley Village Hall	Hurley Community Association
Maxstoke Church	Maxstoke PCC
Nether Whitacre Village Hall	Nether Whitacre Village Hall Cttee
Owen Street Community Arts Centre, Atherstone	Owen Street Community Arts Centre

### **Potential Venues and Enquiries**

**Currently in recruitment process: (Total: 1)**

<u>Promoting Group</u>	<u>Prospect Level</u>
Baddesley Ensor Parish Council	Cool

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### **Big Picture Show Screenings**

AS AT: 07 February 2017

Fri 14 Oct 16	7.30pm	Big Picture Show <i>Dad's Army (2016)</i>	Fillongley Village Hall
Sat 26 Nov 16	7.30pm	Big Picture Show <i>Florence Foster Jenkins (2016)</i>	Ansley Village Hall
Fri 20 Jan 17	7.30pm	Big Picture Show <i>Florence Foster Jenkins (2016)</i>	Fillongley Social Club
Sat 04 Feb 17	7.30pm	Big Picture Show <i>Florence Foster Jenkins (2016)</i>	Ansley Village Hall
Fri 21 Apr 17	7.30pm	Big Picture Show <i>My Old Lady (2014)</i>	Fillongley Social Club

**Total No of Events: 5**



## **Allotment Federation Service Level Agreement (2017 – 2018)**

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 2017 and will be reviewed annually on or before 1<sup>st</sup> 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 1<sup>st</sup> 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:

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:

Address of North Warwickshire Allotment Federation:

## **Agenda Item No 11**

### **Community and Environment Board**

**13 March 2017**

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

**LEADER – Programme Update**

#### **1 Summary**

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

#### **Recommendation to the Board**

- a That the Board acknowledges the progress made to date with the delivery of the North Warwickshire and Hinckley and Bosworth LEADER programme (2015 to 2020); and**
- b That Members note and comment upon the proposed actions for the programme over the next 12 months.**

#### **2 Consultation**

- 2.1 The Chairman, Vice-Chairman and Opposition Spokesperson for the Community and Environment and Resources Boards, the Safer Communities Sub-Committee and Members with responsibility for Health, Well-being 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 Background**

- 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 £1.416m for the programme, which operates until 2020.
- 3.2 The local LEADER programme is managed through a Local Action Group (LAG), which is made up of representatives from partners 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 (see

[https://www.northwarks.gov.uk/erh/downloads/file/4/nwhb\\_leader\\_summary\\_of\\_the\\_local\\_development\\_strategy\\_ldsweb-site](https://www.northwarks.gov.uk/erh/downloads/file/4/nwhb_leader_summary_of_the_local_development_strategy_ldsweb-site) for a summary of the LDS).

3.3 North Warwickshire Borough Council acts as the Accountable Body for the programme.

3.4 At its meeting held on 14 March 2016, the Board was informed of the progress that had been made in the early stages of the programme, which opened its first funding call for projects in November 2015.

#### **4. The Impact of the European Union Referendum on Progress**

4.1 The outcome of the European Union Referendum and the extended period of purdah that followed had a negative impact on progress in respect of the delivery of the local programme.

4.2 Although DEFRA did not declare a total stop on related activity, during the summer of 2016, the LAG and Accountable Body were not able to:

- Inform project applicants about any funding decisions
- Make any new commitments through Grant Funding Agreements
- Make any new announcements, including the invitation of new funding bids

4.3 In September 2016, these restrictions were relaxed and applicants were allowed to be informed of the outcome of any funding submissions and Grant Funding Agreements could be signed.

4.4 In November 2016, approval was given to continue with the delivery of the programme in its entirety, and the Government stated that all valid projects that were the subject of signed Grant Funding Agreements before March 2019 would be honoured.

4.5 The LAG and the Accountable Body have been instructed by DEFRA to produce a new Delivery Plan by April 2017. This Plan, which requires DEFRA approval, will have to demonstrate how spend will be focused into the next two years of the programme (up to March 2019). Only expenditure for projects approved before the end of March 2019 will be allowed in the final year (2019 / 2020) of the programme.

#### **5 Programme Progress**

5.1 As Members will be aware, the LEADER programme has a number of priorities:

- Priority 1 – Farm Productivity
- Priority 2 – Support for Micro and Small Business
- Priority 3 – Rural Tourism
- Priority 4 – Rural Services
- Priority 5 – Cultural and Heritage Activity



- Priority 6 – Forestry Productivity

... 5.2 From the commencement of the local programme, there have been three calls for projects requesting funding. Appendix A details the current project / funding position.

5.3 In total, 10 projects have been approved for financial support, with cumulative grant funding of £162,187, which have led to the creation 15 jobs.

5.4 Currently, there are three additional full funding applications subject to appraisal, and four further projects have received approval to be developed into full applications.

5.5 This progress has been slower than originally anticipated in the initial (March 2016) Delivery Plan, due, to a large extent, to the outcome of the European Union Referendum. On-going economic uncertainty may also have had an impact on business decisions to make capital investments. Farming representatives have alluded to this being the case within their sector.

## 6 Additional Activity

### 6.1 Training

6.1.2 The LAG is supported by a Rural Appraisal Panel, which is made up of individuals drawn from the voluntary, private and public sectors. Since the last report to Board in March 2016, five additional volunteers have been trained to assist with the appraisal of projects.

### 6.2 Applicant Support

6.2.1 The LEADER programme team has continued to provide support to applicants in a number of ways, in an effort to ensure the development of good quality projects and the submission of funding applications that meet the LEADER requirements. The LEADER process is complex and the requirements of applicants are extensive. Even with support from the programme team, many applicants have struggled to meet these demands, particularly in respect of the acquisition of quotations for work or purchases. The team has developed new materials to help applicants with these exacting procedures.

### 6.3 Marketing and Promotion

6.3.1 A dedicated local LEADER website provides information about the programme and informs potential applicants about the timescales and processes involved. Facebook and Twitter are also used regularly to promote the programme.

6.3.2 A number of specific leaflets have been produced that provide straightforward information on the LEADER programme. These promotional leaflets have been shared with partners and used at many publicity events. Case studies have additionally been used in press releases and on the website; and

information has been shared with a wide range of partners for them to circulate amongst their members and contacts.

6.3.3 The team has also promoted the local programme at business events across the North Warwickshire and Hinckley and Bosworth area and through both County Councils.

#### **6.4 Staffing**

6.4.1 There are two part-time Officers working to deliver the programme in North Warwickshire and Hinckley and Bosworth. The Project Manager, who supports the Local Action Group and manages the overall programme, works alongside a Development Officer, who is responsible for working with potential applicants on the development of their project ideas.

6.4.2 The Development Officer position is currently vacant, in respect of which the recruitment process is underway.

### **7 Programme Development Over the Next 12 Months**

#### **7.1 Programme Delivery**

7.1.1 The requirement to produce a new Delivery Plan that identifies how programme commitments will be made before March 2019 will, of necessity, mean a need for step change in the number and size of projects being developed for future financial support. In response, at its meeting held in February 2017, the LAG increased the maximum grant for the “Small and Micro Enterprise” priority from £25,000 to £35,000, and the grant for “Farming and Forestry” projects from £25,000 to £50,000, providing they are able to evidence exceptional value for money.

7.1.2 The next call for projects will open on 13 March 2017. This will include, for the first time, “Rural Tourism” and “Cultural and Heritage” activities. It is expected that these priorities will attract considerable interest amongst potential applicants.

7.1.3 There will be new funding calls every four months up to July 2018, which is the latest time at which a new call can be made in order to contract projects before the end of March 2019.

#### **7.2 Destination Management Plan (DMP)**

7.2.1 The Borough Council has received approval from DEFRA for financial support under the EAFRD programme (European Agricultural Fund for Rural Development) to develop a Destination Management Plan for the area.

7.2.2 Work has now commenced through appointed external consultants to gather information to facilitate the setting of the strategic direction for a range of stakeholders, and to provide robust data on which to base future funding decisions and priorities within the “Rural Tourism” priority of the LEADER programme.

## 8 Conclusion

8.1 After a very promising start, progress in respect of the development of the local LEADER programme was delayed as a direct consequence of the outcome of the European Union Referendum. The LAG and the Borough Council, in its capacity as the Accountable Body, are now working hard to advance implementation of the LDS and encourage and support businesses to bring forward projects for potential financial support.

## 9 Report Implications

### 9.1 Finance and Value for Money Implications

9.1.1 The funding implications of involvement in the LEADER programme are identified in the main body of the report and in the attached Appendix. 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 through the programme.

9.1.2 The table below summarises the breakdown of the LEADER programme funding.

	£
Programme Expenditure	1,161,120
RCA	254,880
Total Programme	1,416,000

### 9.2 Safer Communities Implications

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

### 9.3 Environment and Sustainability Implications

9.3.1 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 regenerate and sustain local communities. Each individual application for funding will be required to provide evidence on the environmental impact of the project and will be assessed against that evidence.

### 9.4 Health, Well-being and Leisure Implications

9.4.1 LEADER will help to create a stronger sense of place and improve health and well-being through actions that support communities. Approved projects

could 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 well-being.

## **9.5 Human Resource Implications**

- 9.5.1 As identified in the main body of the report, the funding allows for the employment of two Officers; a Project Manager and a Development Officer. The Project Manager was recruited in October 2015. The Development Officer position is currently vacant.

## **9.6 Risk Management Implications**

- 9.6.1 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.
- 9.6.2 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.
- 9.6.3 The Authority has approved a process to offer short-term loans to community organisations. These loans cover the gap between invoices being paid to contractors and the grant being paid by the Rural Payments Agency. To date, two loans to community groups have been agreed, in a cumulative sum of £38,186. The corresponding agreements state that if, for any reason, the grant is not paid by the Rural Payments Agency to the organisation, they will still be required to pay back the loan to the Borough Council.

## 9.7 Equalities Implications

9.7.1 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 updated Equalities Impact and Needs Assessment was included within the LEADER report considered by the Board in July 2015.

## 9.8 Links to Council's Priorities

9.8.1 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 well-being opportunities
- Promoting sustainable and vibrant communities
- Supporting employment and business

9.8.2 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 skills
- Develop healthier communities
- Improve access to services

The Contact Officer for this report is Iain Neville (719271).

### 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
None			

**Appendix A – LEADER Summary of position February 2017**

<b><u>Approved</u></b>	<b>Grant Value</b>	<b>Projects</b>	<b>Jobs</b>
Farming	<i>£19,297</i>	<i>1</i>	<i>0.0</i>
Small and Micro	<i>£73,301</i>	<i>5</i>	<i>12.5</i>
Rural Services	<i>£69,589</i>	<i>4</i>	<i>2.1</i>
<b>Total</b>	<b><i>£162,187</i></b>	<b><i>10</i></b>	<b><i>14.6</i></b>
North Warwickshire	<i>£94,807</i>	<i>6</i>	<i>9.3</i>
Hinckley & Bosworth	<i>£67,380</i>	<i>4</i>	<i>5.3</i>
<b><u>Deferred</u></b>	<i>53,140</i>	<i>3</i>	
<b><u>Outlines endorsed</u></b>	<i>£28,111</i>	<i>4</i>	

Notes:

- The Approved Projects will spend over 2 years – 2016/17 and 2017/18.
- The deferred projects are full applications received, which were not complete, so more work is needed by the applicant before they can be appraised and a decision made.
- The outlines endorsed have been invited to submit full applications – either by May or July, depending on how quickly they can pull together all the required information to submit the application.

## Agenda Item No 12

### Community and Environment Board

13 March 2017

#### Report of the Chief Executive and the Deputy Chief Executive

#### Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2016

### 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 2016.

#### **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 2016/17. This is the third report showing the progress achieved so far during 2016/17.

### 4 Progress achieved during 2016/17

- 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 2016/17 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 2016/17.

## 6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 85% of the Corporate Plan targets and 64% of the performance indicator targets are currently on schedule to be achieved. The information for two Refuse and Recycling indicators is currently outstanding. 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	17	85%
Amber	2	10%
Red	1	5%
Total	20	100%

### Performance Indicators

Status	Number	Percentage
Green	7	64%
Amber	3	27%
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 the provision of leisure provision, play area development plan and green space strategy.

### 8.2 Legal 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 including the carbon management plan, green space strategy and refuse and recycling.

### 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 16/17

	Action	Priority	Reporting Officer	Quarter 1 Update	Quarter 2 update	Quarter 3 Update	Status	Direction
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	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	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	Amber	➡
NWCP 018	To maintain a very high standard of street cleanliness (95%) throughout the Borough and target those areas of highest community value to deliver as efficient and cost-effective service as possible and to continue to raise awareness (both public and other agencies) of the problem of litter, fly-tipping and dog fouling, using suitable enforcement measures where appropriate and report on progress annually in March	Protecting our Countryside & Heritage	Richard Dobbs/Angela Coates	The latest LEQS score for the Borough (completed in July) was 97%	The result for Q2 (completed in September) was 90%. The fall in cleanliness standards has been due (in part) to the extra pressure on resources arising from the increase in demand for replacement bins	The result for Q3 was 86% - the lowest rate for some time. This is due to unprecedented levels of demand for new and replacement bins - the numbers of which should now fall significantly since the introduction of charges	Red	➡
NWCP 022	To implement phase 9 of the North Warwickshire Green Space Strategy in accordance with its revised Action and Funding Plan and corresponding Management Plans for Parks and Recreation Grounds, where appropriate.	Improving Leisure & Wellbeing Opportunities	Simon Powell	The Authority is seeking to recruit to two Green Space Officer positions, one of which will have specific responsibility for trees. Once engaged, these Officers will enable further work to be undertaken in respect of the implementation of the provisions of the Green Space Strategy.	The delay in recruiting to one of the two Green Space Officer positions has slowed delivery in respect of the provisions of the Green Space Strategy. A report highlighting the position was presented to the C&E Board in October 2016	A Green Space Officer has now been recruited and is due to start work in mid-February. The two Green Space Officers will deliver the provisions of the Green Space Strategy, in respect of which a further update report will be presented to the Board in March	Amber	➡
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 approved Health Improvement Action Plan, including its focus on priorities that are compatible with those of the Community Partnership and the Northern Warwickshire Health and Wellbeing Partnership, the promotion of healthy lifestyles and raising levels of physical activity, in particular for children and young people. Under the direction of the Health and Wellbeing Working Party, to establish a new, Corporate Health Improvement Action Plan, which will guide related work within the authority from April 2017 to March 2020	Improving Leisure & Wellbeing Opportunities	Simon Powell	Development of the Health Improvement Action Plan will be progressed through the Health and Well-being Working Party. Physical Activity on Referral is now available at Arley Sports Centre and the C&E Board has approved a revised pricing structure for the scheme in Borough Council facilities. The second Dementia Friendly Communities meeting took place on 30 June and was attended by various groups and organisations that offer services to people living with dementia in North Warwickshire.	Development of the Health Improvement Action Plan for 2017 / 20 is being advanced through the Health and Well-being Working Party, whose progress is regularly reported to the C&E Board. Physical Activity on Referral is now available at Arley Sports Centre and a Board approved 50% price discount has been introduced for the scheme. The third Dementia Friendly Communities meeting took place in September and was attended by various groups and organisations that offer services to people in North Warwickshire living with dementia and their carers.	Development of the corporate Health Improvement Action Plan for 2017 / 20 is being advanced through the Health and Well-being Working Party, whose progress is regularly reported to the C&E Board. The third Dementia Friendly Communities meeting took place in September and an event is planned for January in partnership with Warwickshire County Council	Green	➡
NWCP 101	To complete the review of all aspects of Leisure and Community Development provision and to report on such to relevant Board by March 2017	Improving Leisure & Wellbeing Opportunities	Simon Powell	The strategic review of leisure, health and well-being services in North Warwickshire is likely to commence in August 2016. The commission will take external consultants 12 months to complete.	The strategic review of leisure, health and well-being services in North Warwickshire commenced in August 2016. The commission will take external consultants 12 months to complete.	The strategic review of leisure, health and well-being services in North Warwickshire commenced in August 2016. The commission will take external consultants 12 months to complete. A progress report was presented to the C&E Board in January 2017	Green	➡
NWCP 102	To report on the implications of reviewing the Green Space Strategy and the North Warwickshire Playing Pitch Strategy by May 2016	Improving Leisure & Wellbeing Opportunities	Simon Powell	Revised Green Space and Playing Pitch Strategies will be produced within the strategic review of leisure, health and well-being services process outlined above.	Revised Green Space and Playing Pitch Strategies will be produced within the strategic review of leisure, health and well-being services process outlined above.	Revised Green Space and Playing Pitch Strategies are being produced within the strategic review of leisure, health and well-being services process outlined above	Green	➡
NWCP 103	In conjunction with WCC and other partners, ensure the success of the Women's International Cycle Race and its impact upon the community of North Warwickshire (June 2016)	Improving Leisure & Wellbeing Opportunities	Steve Maxey	The cycle race took place on 16th June and was a significant success for the Borough. Thousands of people, including large numbers of school children, turned out to watch the event. Post event evaluation is being done now	The cycle race took place on 16th June and was a significant success for the Borough. Thousands of people, including large numbers of school children, turned out to watch the event. Post event evaluation is now being undertaken	The cycle race took place on 16th June and was a significant success for the Borough. Thousands of people, including large numbers of school children, turned out to watch the event. Post event evaluation is now being undertaken	Green	➡

NWCP 104	To deliver a scheme of Community Grants to celebrate the Queen's 90th birthday	Improving Leisure & Wellbeing Opportunities	Simon Powell	The Queen's 90th Birthday Community Grants Scheme was delivered successfully, with 12 community events supported in the sum of £500 and 37 street parties / afternoon teas awarded funding support of £100 each.	The Queen's 90th Birthday Community Grants Scheme was delivered successfully, with 12 community events supported in the sum of £500 and 37 street parties / afternoon teas awarded funding support of £100 each.	The Queen's 90th Birthday Community Grants Scheme was delivered successfully, with 12 community events supported in the sum of £500 and 37 street parties / afternoon teas awarded funding support of £100 each.	Green	
NWCP 029	Carrying out the Council's obligations as a member of the Warwickshire Safeguarding Children Board, including those relating to the Child Protection Policy and the Section 11 Audit Action Plan and 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 2017	Creating Safer Communities	Simon Powell	The revised Child Protection Policy 2016 / 19 was adopted by Executive Board on 14 June. Staff contracts have been updated to reflect the requirement to protect young people and vulnerable adults from abuse. Staff continue to be trained in Child Protection and Child Sexual Exploitation. It was also agreed by the Executive Board that all Members should receive the training and that certain identified Member roles should undergo a DBS check. New internal trainers are currently being trained to assist with the delivery of sessions.	The revised Child Protection Policy 2016 / 19 was adopted by Executive Board in June 2016. Staff contracts have been updated to reflect the requirement to protect children, young people and vulnerable adults from abuse. Staff continue to be trained in Child Protection and Child Sexual Exploitation and related Member training has been organised for January 2017. DBS checks for relevant Members have also been completed. New internal trainers are currently being trained to assist with the delivery of sessions.	The revised Child Protection Policy 2016 / 19 was adopted by Executive Board in June 2016. Staff contracts have been updated to reflect the requirement to protect children, young people and vulnerable adults from abuse. Staff continue to be trained in Child Protection and Child Sexual Exploitation and related Member training was delivered in January 2017. DBS checks for relevant Members have also been completed. New internal trainers are currently being trained to assist with the delivery of sessions	Green	
NWCP 055	To report by March 2017 on progress on the delivery of the Customer Access Strategy, including the development of existing Community Hubs, the BOB bus, increased take-up of online services, the success of driving channel shift and the ongoing provision of welfare support, together with partners	Promoting Sustainable & Vibrant Communities	Bob Trahern	Progress against all areas of activity continues to be progressed and monitored. This forms the basis of quarterly reports to the NW Community Partnership that show that despite the challenges faced by the division we are meeting our objectives. A full report will be taken to board at the end of year summarising this success.	Progress against all areas of activity continues to be made and monitored. This forms the basis of quarterly reports to the NW Community Partnership that show that despite the challenges faced by the division we are meeting our objectives. A full report will be taken to board at the end of year summarising this success. A report on digital progress update was given to the Resources Board in September.	Progress against all areas of activity continues to be made and monitored. In the last 3 months we have contributed to an LGA Digital Champions case study on our take up and work which was seen as very good practice, have developed our welfare support interactive forms which contributed to along with Housing being announced as the National Public Sector Collections Team of the Year. In terms of quarterly reports to the NW Community Partnership, we delivered welfare sessions out of all the community hubs in October and had a bid approved to roll out wider support work with Public Health from the hubs from April with partners. This shows that despite the challenges faced by the division we are meeting our objectives. A full report will be taken to board at the end of year summarising this success.	Green	
NWCP 081	To further review the new refuse and recycling service introduced in October 2013, to improve the efficiency and effectiveness of the service and maintain (subject to reviewing the impact of market changes) the Council's recycling rate and report to Board on the operational impact by March 2016	Promoting Sustainable & Vibrant Communities	Richard Dobbs	A report on the challenges facing the Refuse & Recycling service and the various options currently under review is going to the October meeting of the C&E Board	A report on the service was presented to the October meeting of the C&E Board. Further reports on the recycling and green waste services are scheduled for January and March, 2017	A Task & Finish Group to look at a range of Refuse & Recycling service options has been established and met for the first time on 9th March	Green	
NWCP 090	To encourage new active rural businesses and, in particular, in partnership with the Local Action Group and Hinckley & Bosworth Borough Council, ensure the successful delivery of the second year of engagement with the new 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 2017	Supporting Employment & Business	Simon Powell	The LEADER programme is being delivered. Five full applications have been approved for grants totalling £107,000, two of which have now been contracted. A second round of outline applications has resulted in 14 requests for support, which will be considered by the Local Action Group. Following the decision for the United Kingdom to leave the European Union, under instruction from DEFRA, aspects of the programme are on hold.	The LEADER programme continues to be delivered, although progress has been delayed by restrictions and uncertainty following the decision to leave the European Union. Two new projects have been contracted. Fourteen outline applications have been approved to come forward as full applications, four of which have been submitted.	The LEADER programme continues to be delivered. Earlier restrictions, consequent upon the decision to leave the European Union, have been lifted. A further three full applications have been approved, one subsequent to an Appeal. An additional £54,000 of grant funding, therefore, has been committed. A further seven full applications are currently being appraised	Green	

NWCP 091	To build a model with Job Centre Plus to implement the requirements of Universal Credit and in particular our input into the Universal Support/Delivery local agenda. This will also be extended to supporting outcomes impacted by new disability rules	Promoting Sustainable & Vibrant Communities	Bob Trahern/Angela Coates	Progress against the Universal Credit continues to be discussed with the DWP. Nationally delays continue in this programme meaning the impacts on our workloads caused by the changes are difficult to predict but this situation continues to be monitored closely. Regional events are currently being organised to better support people into or nearer work to take place in community hubs and at the same time we are currently in the process of contacting customers impacted by the benefit cap reduction to £20k per household that will mean 50 households receiving less income from November onwards unless they can change their circumstances	Considerable work continues on a number of fronts with DWP colleagues to proactively provide help / signpost available support to people impacted by welfare changes. This will take the form of some high profile events being run in early October to help residents access employment opportunities and also ESA events aimed at people with disabilities get into or nearer work / help address wider debt or personal issues which are being run out of 6 community hubs. Work has now started to engage with the households impacted by the benefit cap that takes effect in November alongside WWRS. The Council is seen as an exemplar in the work it is doing alongside DWP to better work together to deliver joined up solutions.	The events ran in October as advised previously delivered welfare sessions out of all the community hubs and we also with support of the MP's office ran a very successful jobs fair. Our approach to helping people in difficulty with partners made a significant contribution to along with Housing being announced as the National Public Sector Collections Team of the Year in November demonstrating our innovative and joined up approach is well embedded and regarded. The Council will continue to deliver this localised support as we head towards full UC roll out by May 2018.	Green	
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	The Highways Protocol is now in place and NWBC continues to take advantage of opportunities to share road closures with partner agencies	Road closures continue to be shared where possible - although communication from partner authorities could be improved - work on this aspect is ongoing	A number of road closures were shared in Q3 with contractors working for WCC Highways and Highways England along the A5, A45 and A446	Green	
NWCP 105	To report on a phased basis on the various aspects of Leisure provision across the Borough, commencing with a report on Leisure facilities by February 2016	Improving Leisure & Wellbeing Opportunities	Simon Powell	The strategic review of leisure, health and well-being services in North Warwickshire is likely to commence in August 2016. The commission will take external consultants 12 months to complete. The commission will include the production of a Leisure Facilities Strategy.	The strategic review of leisure, health and well-being services in North Warwickshire commenced in August 2016. The commission will take external consultants 12 months to complete. The commission will include the production of a Leisure Facilities Strategy.	The strategic review of leisure, health and well-being services in North Warwickshire commenced in August 2016. The commission will take external consultants 12 months to complete and will include the production of a Leisure Facilities Strategy. A progress report was presented to the C&E Board in January 2017	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 2017	Promoting Sustainable & Vibrant Communities	Steve Maxey	The programme has slipped but volunteer Councillors have now been sought to pilot the Walks. The deadline for expressions of interest is 22nd July following which meetings will be had with the local Members to scope the walks	Volunteer Members have been identified and initial meetings will be had with them in the next few months	Planning work has delayed this work but initial meetings will be held in early summer	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) Will actively engage with the Warwickshire Third and Public Sector Partnership Group, with a view to ensuring the appropriate engagement of community groups, organisations 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 2017	Promoting Sustainable & Vibrant Communities	Steve Maxey/Bob Trahern/Simon Powell	The Borough Council is continuing to actively engage with the Warwickshire Third and Public Sector Partnership Group. It has also agreed to financially support WCAVA in its delivery of Third Sector Support Services, through a countywide contract commissioned by WCC.	Considerable work continues on a number of fronts to proactively provide help and signpost to support via our financial inclusion partners. This will take the form of some high profile events being run in early October in partnership with the DWP and local MP to access employment opportunities and food projects to continue to encourage engagement by communities.	Considerable work continues on a number of fronts to proactively provide help and signpost to support via our financial inclusion partners. This took the form of some high profile events run in early October in partnership with the DWP and local MP to access employment opportunities and support. The support available was covered widely in an 8 page pull out in the winter edition of North Talk issued in December and along with partners we ran some highly effective food projects in December that will continue to encourage engagement by communities.	Green	
NWCP 108	To work in partnership with the County Council and other agencies on a review of the car parking in the Borough, to include on and off street car parking and including exploring the introduction of civil parking enforcement	Promoting Sustainable & Vibrant Communities	Richard Dobbs	The process of implementing CPE within the Borough is underway and a cross-party Task & Finish Group has been established to look at the options for NWBC to best deal with the effect on off-street parking across the Borough. An independent review of car parking within North Warwickshire has been commissioned.	Further meetings have been held with officers from WCC and their consultants and work has begun on the Council's own options appraisal. The first phase of the study is due to be completed by the end of October	The consultant's report is being finalised and progress and initial findings have been discussed at the Parking Task & Finish Group. A financial model is being produced and the submission to DfT is scheduled for October 2017.	Green	

NWCP 003	To report annually in March on the work of the local Financial Inclusion Partnership including for 2016/17 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	Progress against all areas of activity continues to be progressed and monitored. This forms the basis of quarterly reports to the NW Community Partnership that show that despite the challenges faced by the division we are meeting our objectives and in many cases exceeding our expectations in relation to collection performance despite the challenging environment . A full report will be taken to board at the end of year summarising our work and successes.	As previously stated, considerable work continues on a number of fronts to proactively provide help and signpost to support via our financial inclusion partners. This will take the form of some high profile events being run in early October in partnership with the DWP and local MP.	Excellent progress continues to be made as highlighted elsewhere in this update that will be reported to the C&E board in March. The biggest recognition that the Council continues to deliver excellence at these challenging times is that our approach to helping people in difficulty with our partners made a significant contribution is the Council being announced as the National Public Sector Collections Team of the Year in November demonstrating our innovative and joined up approach to collecting monies in an holistic way is well embedded and regarded.	★ Green	★
NWCP 109	To work with public, voluntary and business partners to deliver ongoing food-related projects to support individuals and community organisations and report to Community & Environment Board by March 2017	Promoting Sustainable & Vibrant Communities	Bob Trahern	Significant work has been undertaken in the first quarter which has involved a major piece of work to oversee the change and support of a new charity partner. Issues with the WCC commissioned partner have arisen as part of this process but we hope to have resolved most of these now to allow the operation to expand and grow successfully. The progress on this as above is reported to the NW Community Partnership on a quarterly basis	BRANCAB have taken over the running of the areas food project operation in a new partnership alongside ourselves and Nuneaton and Bedworth BC. This is initially an interim solution following the exit of the WCC preferred partner who were unable to continue in August. We are currently reviewing with Ocado how a service can be sustained and potentially increased beyond march 2017 or whether the service will need to end.	The partnership work with BRANCAB and the Healthy Living Network is already well embedded and we ran our most successful Christmas operation yet delivering in excess of 150 hampers to targeted families and individuals on Christmas Eve as well as significant help to community groups, charitable groups and schools in the run up to Christmas. Meetings are planned with Ocado for January and a bid has been submitted to WCC by BRANCAB to request funding to keep this very successful project going beyond March pending a national lottery bid being submitted to expand the operation	★ Green	★

NWLPI Community & Environment Board 16/17

Ref	Description	Section	Priority	Year End Target 2016/17	Outturn 2015/16	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	81			It is anticipated that the year end target will be met.
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	89			It is anticipated that the year end target will be met.
NWLPI 085	Swimming pools and sports centres: The net cost per swim/visit	Leisure Facilities	Health and Well-being	1.90	1.53	1.73			
NWLPI 086	Leisure Centres - Total income per visit	Leisure Facilities	Health and Well-being	2.47	2.62	2.92			
NWLPI 119	Number of collections missed per 100,000 collections of household waste (former BV88)	Refuse & Recycling	Recycling	125	86	73			
@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	47.58%	49.57%			
@NW:NI195a	The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level.	Streetscape	Environment	5	9%	14%			For the period April to December the percentage of sites inspected have continued to worsen. Partly down to the high levels of bin/unit deliveries
NWLPI 163	Number of projects/programmes being delivered	Partnership & Development	Health & Well-being	50	60	35			It is anticipated that the year-end target will be met
NWLPI 165	Number of people engaged on projects/programmes	Partnership & Development	Health & Well-being	1600	3156	12,293			
NWLPI 166	Percentage of people who are 'better off'	Partnership & Development	Health & Well-being	75	93.00%	79.00%			Slight fall due to the number of people evidencing a reduced BMI within the nine weeks Change Makers programme
NWLPI 167	Satisfaction with service delivered	Partnership & Development	Health & Well-being	90	92.00%	100.00%			No additional surveys undertaken