

**To: The Chairman and Members of the
Community and Environment Board
(Councillors Phillips, Ferro, Freer, Humphreys,
Lewis, B Moss, M Moss, Payne and Wykes).**

For the information of other Members of the Council

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

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

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

COMMUNITY AND ENVIRONMENT BOARD AGENDA

18 March 2013

The Community and Environment Board will meet in The
Committee Room, The Council House, South Street,
Atherstone, Warwickshire on Monday 18 March 2013, 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 **Request for discussion of En Bloc items and approval of remaining En Bloc items.**

5 **Public Participation**

Up to twenty minutes will be set aside for members of the public to ask questions or to put their views to elected Members. Participants are restricted to five minutes each. If you wish to speak at the meeting please contact Jenny Price on 01827 719450 or email democraticservices@northwarks.gov.uk

- 6 **Minutes of the Meeting of the Board held on 29 January 2013** - copy herewith, to be approved as a correct record and signed by the Chairman.

Before the commencement of business the Assistant Director (Streetscape) will give a presentation on the new recycling service.

PART A – ITEMS FOR DISCUSSION AND DECISION

- 7 **Extension of the Partnership Agreement with Queen Elizabeth School and Sports College, Atherstone** – Report of the Assistant Director (Leisure and Community Development).

Summary

This report identifies a proposal to extend the existing Partnership Agreement with Queen Elizabeth School and Sports College, Atherstone, to include the management of indoor facilities and sports pitches for community use.

The Contact Officer for this report is Peter Wheaton (719257).

- 8 **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. Two requests for assistance through the provision of an annual grant have been received; one from Warwickshire Community and Voluntary Action (WCAVA) for funding towards a single year extension to its three-year countywide agreement and the other from North Warwickshire Citizens Advice Bureau (NW CAB).

The Contact Officer for this report is Jaki Douglas (719492).

- 9 **New Local Community Projects Fund** - Report of the Assistant Director (Leisure and Community Development).

Summary

This report informs Members of a proposal to establish a new Local Community Projects Fund that will replace the current Area Forum Fund. It will seek to provide relatively small sums of money to voluntary and community sector groups and organisations with a view to making a real and positive difference within local communities.

The Contact Officer for this report is Jaki Douglas (719492).

- 10 **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 and presents the supporting Action Plan for Year 6 of the Strategy for approval.

Proposals for partnership working in respect of the ongoing management of Local Nature Reserves are presented for approval in principle.

Additionally, a proposal for the removal of play equipment at Warwick Drive in Atherstone is advanced for the Board's consideration.

The Contact Officer for this report is Alethea Wilson (719212).

- 11 **Clinical Waste Collections – Report of the Assistant Director (Streetscape)**

Summary

This report details changes within the National Health Service (NHS) which will have an impact on the Council's Clinical Waste Collection Service and the work being undertaken at District level to respond to those changes.

The Contact Officer for this report is Sarah Elliott (07776 170876).

PART B – ITEMS FOR EN BLOC DECISIONS (YELLOW PAPERS)

- 12 **Development of a Food Bank and Retail Outlet for Recycled and Donated Furniture** – Report of the Assistant Chief Executive (Community Services)

Summary

The purpose of this report is to update Members on progress on the development of a food bank to distribute emergency/excess food and a retail outlet for selling recycled and donated furniture that we are opening in April 2013. This initiative is being delivered as part of a wider solution being developed and funded by Warwickshire County Council who have been tasked with designing a replacement scheme for the existing scheme of crisis loans and community care grants currently administered by the Department of Works and Pensions (DWP).

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

- 13 **Partnership and Development Section – Update on Key Projects** - Report of the Assistant Director (Leisure and Community Development)

Summary

The Partnership and Development section of the Leisure and Community Development Division delivers a wide range of projects that help the Council to achieve its corporate objectives and to meet priorities identified within the Sustainable Community Strategy. For Members information, progress in respect of three key projects undertaken in pursuance of these objectives is detailed in this report.

The Contact Officer for this report is Jaki Douglas (719492).

- 14 **North Warwickshire LEADER Programme – Progress Report** – Report of the Assistant Director (Leisure and Community Development)

Summary

This report provides the Board with background information on the North Warwickshire LEADER programme and updates Members on progress to date. It also informs Members of the plans being developed to evaluate and celebrate the outcomes of the programme.

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

- 15 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2012** – Report of the Chief Executive and the Deputy Chief Executive.

Summary

This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Community and Environment Board for April to December 2012.

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

- 16 **Minutes of the BOB Hub Task and Finish Group meeting held on 10 January 2013 (copies herewith)** to be received and noted.

JERRY HUTCHINSON
Chief Executive

NORTH WARWICKSHIRE BOROUGH COUNCIL

MINUTES OF THE COMMUNITY AND ENVIRONMENT BOARD

29 January 2013

Present: Councillor Phillips in the Chair

Councillors Ferro, Freer, Humphreys, Lewis, B Moss, M Moss, Payne and Wykes.

Also in attendance were Councillors Fowler and Smith.

34 **Disclosable Pecuniary and Non-Pecuniary Interests**

None were declared at the meeting.

35 **Minutes of the Meeting of the Board held on 22 October 2012**

The minutes of the meeting held on 22 October 2012, copies having been previously circulated were approved as a correct record and signed by the Chairman.

36 **Corporate Plan 2013-14**

The Board's approval was sought for the Corporate Plan Key Actions for which it was responsible and to agree the 2013-14 Service Plans for the Leisure and Community Development, Streetscape and Environmental Divisions.

Recommendation to Executive Board:

- a That those Corporate Plan Key Actions as set out in Appendix A to the report of the Chief Executive for which the Community and Environment Board was responsible be agreed; and**

Resolved:

- b That the Service Plans as set out in Appendix B to the report of the Chief Executive be approved**

37 **General Fund Fees and Charges 2013/2014**

The Board was asked to consider the fees and charges for 2012/13 and the proposed fees and charges for 2013/14.

Resolved:

That the schedule of fees and charges for 2013/14, as set out in the report, be accepted.

38 Leisure and Community Development Division – Proposed 2013/14 Revenue Savings

The Assistant Director (Leisure and Community Development) identified potential areas for revenue budget savings within the Leisure and Community Development Division for inclusion in the 2013/14 revenue estimates.

Resolved:

That the proposed budget savings within the Leisure and Community Development Division be included in the 2013/14 revenue estimates.

39 General Fund Revenue Estimates 2013/14

The Deputy Chief Executive presented the revised budget for 2012/13 and an estimate of expenditure for 2013/14, together with forward commitments for 2014/15, 2015/16 and 2016/17.

Resolved:

a That the revised budget for 2012/13 be accepted; and

Recommendation to Executive Board:

b That the Estimates of Expenditure for 2013/14, as submitted in the report of the Deputy Chief Executive, be amended to include the additional savings proposed by the Assistant Director (Leisure and Community Development), be included in the budget to be brought before the meeting of the Board on 12 February 2013.

40 Capital Programme 2013/14 to 2015/16

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

Resolved:

a That the Board supports the scheme previously approved within the Council's three-year capital programme;

- b That the Board supports the inclusion of the proposed new schemes within the Council's provisional three year programme; and**
- c That the schemes which will not be included within the capital programme, be noted.**

41 Revocation of the Council's Air Quality Management Area

The Assistant Chief Executive and Solicitor to the Council updated the Board on the issue of air quality in the Borough and the work that had taken place in and around the Air Quality Management Area to the South of Coleshill. Members approval was sought for the Air Quality Management Area to be officially revoked.

Resolved:

- a That the Air Quality Management Area to the south of Coleshill, be revoked;**
- b That the Revocation Order come into effect on 1 February 2013; and**
- c That the common seal of the Council is affixed to the Order.**

42 Works to Trees in a Conservation Area - Atherstone

The Assistant Director (Leisure and Community Development) sought approval for the proposed works to trees within the Atherstone Conservation Area further to consideration of the matter by the Planning and Development Board.

The report highlighted a concern raised by the Planning and Development Board and proposed that a future review be undertaken in respect of tree management within the Atherstone CCTV surveillance area.

Resolved:

- a That the proposals for tree works as set out in the report of the Assistant Director (Leisure and Community Development), be approved; and**
- b That a review be undertaken to assess whether there is any conflict between the operation of the Atherstone CCTV system and good arboricultural practice, with a view to formulating a strategy for the future management of the trees.**

43 **Allotments Development Programme – Leases, Rent and Legal Designations**

The Assistant Director (Leisure and Community Development) sought approval for proposed new lease and rent arrangements for the Authority's allotment sites and proposed formal recognition of the legal status of six statutory sites.

The Board was informed of a proposal for a seventh, temporary site to be transferred from the Housing Revenue Account to the General Fund, in order that it can be given the same status and level of protection as the other sites within the Authority's ownership.

Resolved:

- a That the proposed introduction of a revised standard lease for all of the Authority's allotment sites, with effect from 1 April 2013 and as set out in Appendix B of the report of the Assistant Director (Leisure and Community Development), be approved;**
- b That any further revisions necessary to the proposed standard lease prior to its introduction from 1 April 2013 be made only subject to the approval of the Chairman and Vice-Chairman of the Board;**
- c That the changes to the rental charges proposed to be implemented from 1 April 2013, as set out in Appendix C to the report of the Assistant Director (Leisure and Community Development), be approved;**
- d That the statutory status of six sites, as listed in section 5 of the report of the Assistant Director (Leisure and Community Development), be formally acknowledged and published; and**

Recommendation to Resources Board:

- e That the Board considers the transfer of land at Waverton Avenue in Warton from the Housing Revenue Account to the General Fund, in order that the use of the land for allotments can be protected in the future.**

44 **Kerbside Recycling Contract**

The Assistant Director (Streetscape) summarised the progress to date on the tendering of the new kerbside recycling contract, updated Members on the procurement and implementation timetable and recommended a process for the evaluation of the submitted tenders and subsequent contract award.

Resolved:

- a That the work undertaken to date and the proposed procurement timetable, be noted; and
- b That, in consultation with the Chairman and Vice-Chairman authority be delegated to the Assistant Director (Streetscape) to award the Contract to the most economically advantageous tenderer.

45 **Appointment of Waste and Transport Manager**

Members were asked to consider the creation of a new post of Waste and Transport Manager to cover the two important work areas of Refuse and Recycling and Transport following changes to the partnership arrangements with Nuneaton and Bedworth Borough Council.

Resolved:

That subject to formal job evaluation and approval by Resources Board and Special Sub Group, the creation of the post of Waste and Transport Manager within the Streetscape Division, be approved.

46 **Prosecutions Taken By the Environmental Health Division 2012**

The Assistant Chief Executive and Solicitor to the Council reported details of those prosecutions taken by the Environmental Health Division during the calendar year 2012.

Resolved:

That the report be noted.

47 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – September 2012**

The Board were informed of progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Community and Environment Board for April 2012 – September 2012.

Resolved:

That the report be noted.

48 **Proposed Replacement of Indoor Leisure Facilities in Coleshill**

The Assistant Director (Leisure and Community Development) updated the Board on progress in respect of the proposed development of new indoor leisure facilities at The Coleshill School.

Resolved:

That the report be noted.

49 **Minutes of the BOB Hub Task and Finish Group meeting held on 7 November 2012.**

The minutes of the BOB Hub Task and Finish Group meeting held on 7 November 2012 were received and noted.

H Phillips
Chairman

Agenda Item No 7

Community and Environment Board

18 March 2013

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

**Extension of the Partnership
Agreement with Queen Elizabeth
School and Sports College,
Atherstone**

1 Summary

- 1.1 This report identifies a proposal to extend the existing Partnership Agreement with Queen Elizabeth School and Sports College, Atherstone, to include the management of indoor facilities and sports pitches for community use.

Recommendation to the Board

- a That the Board approves the extension of the existing Partnership Agreement with Queen Elizabeth School and Sports College, Atherstone, to include the management of indoor facilities and sports pitches for community use;**
- b That the Assistant Director (Leisure and Community Development) be authorised to enter into the extended Partnership Agreement, as appended to the report; and,**
- c That the schedule of fees and charges relating to community services to be provided on the School site in 2013/14, as appended to the report, be approved.**

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 and appropriate Ward Members have all had an opportunity to comment on the content of this report. Any comments received will be reported verbally at the meeting.
- 2.2 Councillor Pickard has commented that the proposals contained in this report are to be welcomed. Specifically, he has stated that the proposals address the concern of the Shadow Health and Well-being Board to enhance the lifestyle of our communities, and especially the more deprived communities, through the provision of sport, recreational and leisure facilities.

3 Background

- 3.1 The provision of, and community access to, indoor sports provision within Atherstone has been a long held aspiration within the Borough Council. In recognition of a deficiency previously identified by Sport England within its Regional Facilities Planning Model, a related policy objective was included within the Authority's first Leisure Strategy (1993 to 1998). The initial recommendation of a subsequently undertaken Leisure Opportunities Audit, approved by the Borough Council in 1995, held that "priority should be given to producing a feasibility study for the community use of Queen Elizabeth School's sports facilities, including the provision of an extended sports hall, improved changing accommodation and a floodlit artificial grass pitch". The then Leisure Services Committee accepted the Audit recommendation, subject to any dual-use initiative having "no adverse impact on the Council's revenue position".
- 3.2 Building on these commitments and upon its Open Spaces, Sport and Recreation Study (PPG 17 Audit), the Borough Council, in adopting the North Warwickshire Green Space Strategy (2008 to 2018), approved a specific Service Priority to "work with schools and other providers to meet demand for more community access to outdoor sports facilities" (SP011).
- 3.3 In June 2011, therefore, the Board welcomed the installation of the first full-sized Artificial Grass Pitch (AGP) in North Warwickshire at Queen Elizabeth School and Sports College in Atherstone and entered into a Partnership Agreement for the management of community use of the facility according to an agreed set of principles. The formal Agreement was subsequently signed by both parties and was presented to the Board for information at its meeting held in October 2011.
- 3.4 At its meeting held in June 2011, however, the Board was informed that, further to a request from the School, Officers were exploring the option to extend the Partnership Agreement to include the Borough Council assuming responsibility for the management of community use of other facilities on the site, including
- Sports hall (3 court)
 - Small hall (1 court)
 - Large multi-use games area
 - Small multi-use games area
 - Changing rooms
 - Outdoor football pitches
 - Cricket pitch
- 3.5 In recognising that the request accorded well with the aims of the adopted Green Space and Playing Pitch Strategies and the Open Spaces, Sport and Recreation Study, Members approved the principle of assuming management responsibility for community use of other facilities on the site and instructed Officers to continue negotiations with the School.

4 Proposed Extension to the Partnership Agreement

4.1 Despite a small number of teething difficulties associated with community use of the AGP, both partners consider the first year of its management and operation to be a success. Levels of use and income have slightly exceeded initial projections in the short term, although further increases are needed to ensure sufficient income is generated to set aside the required funding for the future replacement of the pitch.

4.2 Officers, therefore, have discussed options for the extension of community use at the School with the Head Teacher and his staff. Both parties are interested in extending the current Partnership Agreement, and the principles included therein, to incorporate the facilities identified in section 3 above, as well as a small number of additional School amenities. This would mean that community use would continue to be managed and operated on an income share basis, which would incentivise both parties to maximise use and allow them to share equally in the operational and financial benefits of having done so. A copy of the revised and extended Partnership Agreement is attached at Appendix A.

...

4.3 Financial projections and a proposed schedule of fees and charges associated with the proposed extension of community use are set out in Appendix B. In preparing the business plan projections, account has been taken of the current level of access to the School and its facilities, the quality of these amenities and patterns of use within the Borough Council's leisure centres.

...

4.4 The School facilities identified above are currently used by a limited range of community groups, through which it generates an income of approximately £5,380 a year. These facilities are of basic quality and it is acknowledged that the School does not have the same level of experience or expertise as the Authority in the management of community services. The Borough Council would expect to enhance current levels of use and income and, over time, extend the activity programme. A cautious approach has been taken, however, in preparing the financial projections, which are presented over a three-year period.

4.5 Subject to Board approval, it is envisaged that the extended Partnership Agreement would come into effect from 1 April 2013.

5 Conclusion

5.1 Community use of the AGP at Queen Elizabeth School and Sports College in Atherstone is being successfully managed by the Borough Council. In furtherance of a long-held aspiration, there is now an opportunity to extend the current Partnership Agreement to include a range of additional leisure facilities at the School, thereby increasing both access to local services and the financial position of both partners. Given the known deficiency in indoor leisure provision in Atherstone, the proposed extension of the partnership with

the School represents a positive opportunity to better meet levels of community demand in a manner that accords with the needs of both parties.

6 Report Implications

6.1 Finance and Value for Money Implications

- 6.1.1 A significant increase in revenue expenditure as a consequence of the proposed extension of the Partnership Agreement with the School is not expected. Increased staffing resources are not expected to be required initially, although an allowance of £830 per year for the cost of additional staff hours for opening and closing the facilities has been built into the forecasts below. This is based on an additional two hours per week of opening/closing time. It is anticipated that this figure may be less in reality, as there will be peaks and troughs in demand for these services.
- 6.1.2 A contribution of £1,000 per annum to the School for heating, lighting and electricity for the additional facilities has also been included in the calculations. This figure can be reviewed by either party if it is felt that it is widely disparate from the actual level of cost incurred.
- 6.1.3 As identified in the main body of the report, it is expected that the current level of income achieved by the School can be maintained and ultimately improved through the application of the knowledge and experience available within the Authority. The projections below have taken a cautious approach in initially only allowing for a continuation of the current level of income achieved through existing bookings, alongside an additional income stream of £1,000 per annum for casual hire of the hall for badminton, of which there is a lack of provision currently in Atherstone.
- 6.1.4 The table below shows a summarised account of the projected net position of the proposed extended Partnership Agreement:

| | £ |
|--|----------------|
| Employee Expenditure | 830 |
| Contribution to heat, light and electric | 1,000 |
| Gross Expenditure | 1,830 |
| Existing Bookings | (5,380) |
| Badminton | (1,000) |
| Gross Income | (6,380) |
| NET EXPENDITURE | (4,550) |

- 6.1.5 As with the previous agreement between the Borough Council and the School relating to the operation of the Artificial Grass Pitch, any profit achieved on the operation of these services will be split equally between the two parties. It is proposed, however, that both parties will direct any profits achieved through this arrangement in full towards the replacement fund for the Artificial Grass Pitch, which is currently facing a potential shortfall in the medium term.
- 6.1.6 Under the terms of the initial Partnership Agreement, the Council will need to contribute 50% of any shortfall in the pitch replacement fund. Initially, the

financial benefit for the Authority from the proposed extension of the Agreement will be to reduce the requirement to find additional funding for any shortfall in the replacement fund. The potential position is illustrated in Appendix B. If the contributions to the pitch replacement fund are met, either through additional AGP income or through the achievement of additional income as a result of the extension to the partnership, any unused profits will be split equally between both partners.

6.2 Safer Communities Implications

6.2.1 Appropriately timetabled and accessible leisure and community development opportunities provide constructive alternatives to anti-social and / or criminal behaviour and thereby help to reduce the likelihood of disorder within the community.

6.3 Environment and Sustainability Implications

6.3.1 The proposed extension of the existing Partnership Agreement would ensure the provision of opportunities for improved constructive leisure activity within the community and enhance local cohesion, social inclusion and individual quality of life. It would also impact positively upon the creation of sustainable, healthy and safe communities.

6.4 Health, Well-being and Leisure Implications

6.4.1 Leisure facilities and opportunities have a positive impact on the health and well-being of individuals and communities through the provision of formal and informal recreation services and by contributing to an enhanced quality of life within the Borough. The proposals contained in the report address concerns of the Shadow Health and Well-being Board to improve the health of our communities through the provision of leisure and recreational opportunities and facilities.

6.5 Human Resources Implications

6.5.1 None. It is envisaged that the duties associated with the provision of additional services at the School can be accommodated within the staff structure that supports community use of the Artificial Grass Pitch.

6.6 Risk Management Implications

6.6.1 The risk management implications associated with the partnership with Queen Elizabeth School and Sports College were considered by the Board at its meeting held in June 2011.

6.7 Equalities Implications

6.7.1 An Equality and Impact Needs Assessment has been undertaken and is attached to this report.

6.8 Links to Council's Priorities

6.8.1 The proposed extension to the Partnership Agreement with Queen Elizabeth School and Sports College has the potential to positively impact upon the following corporate priorities:

- Public services
- Local employment
- Crime and disorder
- Access to services
- Health and well-being

6.8.2 Additionally, the management of community use on the School site would directly contribute to the priorities of the Sustainable Community Strategy to:

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

The Contact Officer for this report is Peter Wheaton (719257).

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 | | | |

Equality Impact Assessment Summary Sheet

Please complete the following table summarised from the equality impact assessment form. This should be completed and attached to relevant Board reports.

| | |
|------------------------------------|---|
| Name of Policy Procedure/Service | Extension of the Partnership Agreement with Queen Elizabeth School and Sports College, Atherstone |
| Officer Responsible for assessment | Peter Wheaton (LFM) |

Does this policy /procedure /service have any differential impact on the following equality groups /people

- (a) Is there a positive impact on any of the equality target groups or contribute to promoting equal opportunities and improve relations or:
- (b) could there be a negative impact on any of the equality target groups i.e. disadvantage them in any way

| Equality Group | Positive Impact | Negative Impact | Reasons/Comments |
|--|-----------------|-----------------|--|
| Racial | X | | Potential opportunities are available for the programming of specific sessions / activities if the need / demand exist |
| Gender | X | | Potential opportunities are available for the programming of specific sessions / activities if the need / demand exist |
| Disabled People | X | | Potential opportunities are available for the programming of specific sessions / activities if the need / demand exist |
| Gay, Lesbian and Bisexual People | | | |
| Older/Younger People | X | | The provision of additional services at the School will enhance opportunity provision for all people within the community, including both young and older people |
| Religion and Beliefs | | | |
| People Having Dependent Caring Responsibilities | | | |
| People Having an Offending Past | | | |
| Transgender People | | | |

TRANSFER OF CONTROL AGREEMENT

This **AGREEMENT** is made on 01 April 2013

Between:

- (1) **THE GOVERNING BODY of QUEEN ELIZABETH SCHOOL and SPORTS COLLEGE, (“the School”)** of Witherley Road, Atherstone, Warwickshire, CV9 1LZ and
- (2) **NORTH WARWICKSHIRE BOROUGH COUNCIL (“the Borough Council”)** of PO Box 4, Atherstone, Warwickshire, CV9 1DE

WHEREAS:-

- 1 This is a Transfer of Control Agreement made under the School Standards and Framework Act 1998 Schedule 13. The Parties entered into an Agreement (the First Agreement) on 01 November 2011. The First Agreement related to parts of the School covered by the present Agreement and it is intended that:
 - (i) The First Agreement will cease to have effect when the present Agreement comes into effect; and,
 - (ii) That all arrangements made under the First Agreement, as may have been agreed, shall continue in being under the present Agreement and the Parties will be bound by the terms of this present Agreement in respect of those arrangements.
- 2 The School is a Foundation School.

It is agreed as follows:

3 Definitions

In this Agreement

- 3.1 “The Plan” means the plan annexed to this Agreement.
- 3.2 “The Site” means the Queen Elizabeth School and Sports College shown edged red on the Plan.
- 3.3 “The AGP” means the Artificial Grass Pitch located at Queen Elizabeth School and Sports College.
- 3.4 Queen Elizabeth School and Sports College shall be referred to as “the School”.
- 3.5 “The School facilities” means the AGP, Sports Hall, Gymnasium, Small Hall, Classrooms, Multi-use Games Areas, Outdoor Sports Pitches, Changing Rooms and Toilets, with access shown in blue on the Plan.

- 3.6 In all other cases, words and phrases used in this Agreement will, where appropriate, have the meaning given to them in the School Standards and Framework Act 1998.

4 Aims and Objectives of the Agreement

- 4.1 The School enters into this Agreement in order to enhance the use of the School facilities for the wider benefit of the community.
- 4.2 The Borough Council enters into this Agreement to further the provision of community facilities and community access thereto.
- 4.3 This Agreement sets out the terms and conditions for the operation and management of community and joint use of the School facilities. The objectives are to:
- (i) ensure the provision of valued opportunities for improved constructive leisure activity within the community;
 - (ii) enhance local access to services, community cohesion, social inclusion and individual quality of life;
 - (iii) impact positively upon the creation of sustainable, healthy and safe communities;
 - (iv) maximise use of the School facilities by pupils at the School and by the local community; and,
 - (v) ensure that the needs of the School and its pupils remain the first priority during school hours whilst giving priority to community use outside school hours.
- 4.4 The provisions of the Agreement shall be reviewed at least every three years and may be amended in the future, subject to the prior approval of School Governors and Borough Councillors, to take into account changes in community needs, feedback from partners or stakeholders, changes in organisational objectives and any other relevant factors beyond the control of either the School and/or the Borough Council.
- 4.5 This document and any documents annexed hereto or referred to within represent the whole Agreement between the Parties and supersede all previous written or verbal agreements or representations.

5 Authorised Representatives

- 5.1 For the School, the Headteacher for the time being of the School who will manage/monitor the Agreement or such other person who may be appointed in his/her place will manage the Agreement.
- 5.2 For the Borough Council, the Assistant Director (Leisure and Community Development) for the time being of the Borough Council or such other person who may be appointed in his/her place will manage the Agreement.
- 5.3 Each Party to this Agreement will notify the other in writing of any changes to the person or address of the authorised representatives.

6 Transfer of Control

- 6.1 The School agrees to transfer to the Borough Council control of the School facilities for “the Period of Control” as follows:-
- (i) From 17:30 hours until 22:00 hours on weekdays during school terms; and,
 - (ii) From 09:00 hours to 22:00 hours at weekends and during school holidays and Bank Holidays, subject to any legal restrictions currently in place, for example as imposed by Planning Laws, Regulations and permissions.
- 6.2 The School and the Borough Council shall each have use of the School facilities free of charge in equal proportion outside normal school hours at a level to be agreed by the Management Group constituted in accordance with clause 21 of this Agreement provided that this is not to the detriment of income generating activities. Such usage shall be subject to annual review by the Management Group.

7 Period of Agreement

- 7.1 This Agreement will start on the date set out at the top of the first page of the Agreement and remain in effect for 10 years unless reviewed or previously terminated by mutual agreement.
- 7.2 This Agreement may be extended by agreement between the parties and in which event these terms and conditions shall apply for the extended period unless otherwise agreed.

8 Permitted Use

- 8.1 The Borough Council may use the School facilities during the Period of Control for local community, sport and recreation purposes only and will use and manage the School facilities in accordance with this Agreement.

9 Ending the Agreement

- 9.1 Either Party may end this Agreement by giving the other six months notice in writing to expire at any time.
- 9.2 Either Party may end this Agreement immediately by notice given to the other:
- (i) if at any time any payment due under this Agreement remains unpaid for more than 28 days after becoming due;
 - (ii) if a Party fails to remedy any breach (capable of remedy) of any of the stipulations and conditions contained in this Agreement after being required to remedy such breach by 28 days notice in writing; and,

- (iii) if a Party breaches any of the stipulations and conditions in this Agreement which is in the opinion of the other Party incapable of being remedied and the other Party states this in a notice given by them.
- 9.3 In the event that the School ends the Agreement other than for the reasons set out in clause 9.2 and where the provisions of the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) do not apply the School will meet 50% of any redundancy costs incurred by the Borough Council.

10 Health and Safety Conditions

- 10.1 For the duration of the Period of Control the Borough Council will be responsible for all Health and Safety requirements arising from community use and must ensure the following:
- 10.2 All staff are familiar with emergency equipment, such as fire extinguishers, alarms, mobile telephone and first aid facilities.
- 10.3 An emergency evacuation procedure is established. This will detail who will be responsible for taking control, calling emergency services and where to assemble. Consideration must be given to the needs of disabled participants.
- 10.4 Facilities and equipment (if made available) are used in a responsible manner, in an orderly way and for the purposes for which they are provided and do not compromise the safety of the users of the School facilities and equipment.

This includes ensuring that:

- Alcohol is not consumed on the premises and that no user of the facilities or spectator can remain on the premises if intoxicated or affected by the taking of drugs
- The School's No Smoking Policy is observed
- Emergency exits are not obstructed
- No gas cylinders or canisters are used on School grounds
- Equipment is used for the purpose for which it was designed
- Flammable or hazardous substances are not used
- Footwear and equipment likely to cause damage to the School facilities is not permitted

Including any other matters specifically drawn to the attention of users of the School facilities.

- 10.5 The School facilities must be vacated on time at the end of the Period of Control and left in a clean and tidy condition.

11 Damage to Property

- 11.1 The Borough Council undertakes either to make good or to reimburse the School for the cost of making good (as the School directs) any damage to the School facilities, and other property of the School caused by the Borough Council, their staff, visitors or clients by reason of negligence on the part of the Borough Council during the Period of Control.

12 Liability of the Parties and Indemnity

- 12.1 During the Period of Control, except in so far as the Unfair Contract Terms Act 1977 requires otherwise, the School will not be liable for any injury (including injury resulting in death) or damage to or loss of property, which may occur to, or be sustained by the Borough Council, their assistants, employees, volunteers or agents, adults and children attending any session or others using the School facilities (with the exception of death or injury or damage to or loss of property which may occur by reason of the negligence of the School or their servants or agents acting within the scope of their authority).
- 12.2 The Borough Council must indemnify and keep indemnified the School and their employees and agents, adults and children from and against all actions, claims, proceedings, costs, damages, liabilities and expenses in respect of injury to any persons (including injury resulting in death) and damage to and loss of property which may arise from, or in consequence of, the exercise or purported exercise of the use of the School facilities and by reason of negligence on the part of the Borough Council during the Period of Control (with the exception of death or injury or damage to or loss of property which may occur by reason of the negligence of the School or their employees or agents acting within the scope of their authority).

13 Insurance

- 13.1 The Borough Council must maintain public liability insurance and employer's liability insurance (to the extent applicable), both in the sum of five million pounds per claim, in respect of its liabilities under this Agreement.

14 Temporary Unavailability of Premises / Control by the School

- 14.1 The School may give verbal notice to the Borough Council that the School facilities is or are temporarily unavailable and will be controlled by the School in the following instances:
- (i) Where the School is closed for any reason;
 - (ii) Where any of the School facilities are, in the School's opinion, unsafe to be used by the Borough Council; and,

- (iii) Where there are extraordinary and/or emergency circumstances, which require the use by the School of any of the School facilities

15 Access and Car Parking

- 15.1 Staff and users of the School facilities may park in the parking areas shown edged brown on the Plan.

16 Nuisance

- 16.1 The Borough Council must not (and must ensure that any person entering the School facilities during the Period of Control does not) cause any nuisance or disturbance to the School or its neighbours.

17 Additions and Alterations

- 17.1 The Borough Council will make no alterations or additions to the School facilities.

18 Contract (Right of Third Parties) Act 1999

- 18. Nothing in this Agreement will give directly or indirectly to any third party any enforceable benefit or right of action against the Parties and such third parties will not be entitled to enforce any term of this Agreement. This is the case notwithstanding the provisions of the Contracts (Right of Third Parties) Act 1999.

19 Licence

- 19.1 The Parties agree that this Agreement is a licence in respect of the Period of Control and does not create a tenancy between the Borough Council and the School.

20 Disputes

- 20.1 The Parties shall make every effort to resolve issues of dispute between them through joint discussion.
- 20.2 If a Party considers the other to be in breach of their duties under this Agreement or has any grievance concerning any aspect of the Agreement's operation they shall submit that complaint in writing to the Management Group constituted in accordance with clause 21, provided that the Management Group has not already considered the issue and taken a decision in respect thereof.
- 20.3 Where possible, a meeting of the Management Group shall be held within 14 days of receipt of the complaint to seek a resolution.

- 20.4 If either Party is dissatisfied with the outcome as notified to it in writing within seven days of the meeting, the Parties may agree a process of mediation and/or arbitration with a mutually acceptable external party.
- 20.5 If the outcome of the mediation / arbitration is unacceptable, the Parties may agree that the decision of the mediator / arbiter, acting as an expert, shall be final and binding upon them.

21 Governance

- 21.1 A Management Group shall be established, comprising officer representatives of the School and the Borough Council to jointly oversee the management and operation of the School facilities.
- 21.2 The Terms of Reference of the Management Group shall be subject to the approval of School Governors and Borough Councillors but shall include provisions to ensure:
- (i) transparency in respect of all matters concerning this Agreement;
 - (ii) the development and monitoring of a shared business plan;
 - (iii) efficiency and value for money in operating the School facilities;
 - (iv) that effective administration and record keeping processes are in place;
 - (v) adherence to the policies of each Party in respect of health and safety, risk management, equal opportunities, safeguarding children, young people and vulnerable adults, data protection and freedom of information and any other relevant policies, procedures and protocols; and,
 - (vi) that appropriate processes for marketing, branding and publicity are agreed.
- 21.3 The Management Group shall meet no less than quarterly and shall report, as appropriate, to School Governors and Borough Councillors. There shall be provision for the Group to meet more frequently if required by either Party.
- 21.4 The Parties will ensure that their representatives are authorised at all times to act and make decisions on behalf of their respective organisations in so far as those actions and decisions are in accordance with the provisions of the shared business plan and are within the terms of the constitution of their organisation.

22 Ownership of Assets

- 22.1 It is acknowledged by both Parties that:
- (i) The School facilities at the start of this Agreement and purchased or created by the School during the currency of this Agreement shall be solely owned by the School;

- (ii) The land and buildings shall continue to belong absolutely to the School; and,
- (iii) All data and the intellectual property rights in the data used and created in the course of this Agreement for the provision of services under this Agreement shall belong to the Parties jointly and be licensed by each to the other during the course, and after the termination, of this Agreement for uses similar to the use of the data during the life of this Agreement, subject to both Parties each complying strictly with all Data Protection Act requirements and being entirely responsible for their own breaches thereof.

23 Operational Management, Staffing and Maintenance

- 23.1 The School shall be responsible for the staffing, management and control of the School facilities during its period of use.
- 23.2 The Borough Council shall be responsible for the management of the School facilities for community use, including the handling of enquiries, administering bookings, invoicing hirers, marketing and promotion of the facility and developing sessions, leagues and all associated activities.
- 23.3 Staffing arrangements for community use of the School facilities shall be agreed at the outset by the Management Group and reviewed at least annually by the Group, in order to take account of the evolving use of the School facilities and the potential community use of other facilities at the School.
- 23.4 The Borough Council shall be responsible for the appointment, employment, payment and supervision of appropriately qualified staff, including the undertaking of Disclosure and Barring Service checks on all appropriate staff working at the School facilities during its Period of Control.
- 23.5 The School shall be liable for maintenance, cleaning, refurbishment and any future replacement of the School facilities.
- 23.6 Maintenance, cleaning, repairs and refurbishment of the School facilities shall be carried out in accordance with industry standards and best practice. Arrangements for maintenance, cleaning, repairs and refurbishment shall be subject to the prior approval of the Management Group.

24 Financial Management

- 24.1 Financial accounting for the School facilities shall run in accord with the Borough Council's financial year, i.e. 01 April to 31 March.
- 24.2 All income and expenditure shall be reviewed regularly at the quarterly meetings of the Management Group and in accordance with the Borough Council's budgetary management cycle.

- 24.3 Fees for the use of the School facilities shall be reviewed and agreed by the Management Group annually, in accordance with the Borough Council's budget cycle. Charges shall be affordable for community users and informed by benchmarking against competitors. Fees shall be subject to prior approval by School Governors and Borough Councillors.
- 24.4 All associated running costs of both the School and the Borough Council in respect of the AGP and other School facilities, including staffing, routine maintenance, an annual contribution towards future refurbishment or replacement costs of the AGP, associated fixtures and fittings and an agreed contingency sum, shall be met from income earned prior to the distribution of any profits.
- 24.5 The Borough Council shall reimburse the School on submission of quarterly invoices substantiated by evidence of expenditure incurred in relation to the AGP.
- 24.6 Contributions to refurbishment and contingency funds shall be made at the financial year end.
- 24.7 Surplus income, after all relevant costs have been met, shall be shared in equal proportion by each Party and shall be distributed at financial year end.
- 24.8 Any losses incurred shall be met in equal proportion by each Party. There shall be provision in the first instance, by mutual consent, to utilise the contingency reserve.
- 24.9 Any excess refurbishment or contingency funds remaining at the end of the term of the Agreement shall be shared between the Parties or, through prior negotiation, reinvested in the project, subject to the prior approval of School Governors and Borough Councillors.
- 24.10 Each Party shall administer expenditure and income associated with the AGP and other School facilities through a discrete, readily identifiable cost centre and shall present financial reports to each meeting of the Management Group.
- 24.11 The refurbishment fund shall be held by the School in a discrete readily identifiable holding account.
- 24.12 The contingency fund shall be held by the Borough Council in a discrete readily identifiable holding account on trust for both Parties for the explicit purposes which are set out in the Agreement.
- 24.13 Consideration may be given to the reinvestment of income to further improve community sports facilities at the School site, subject to the prior approval of School Governors and Borough Councillors.

25 Agreement Signatures

IN WITNESS of their agreement to the terms and conditions contained within this Agreement the Parties have signed below on

Signature

Name:

Designation

a duly authorised representative of the Governing Body of
Queen Elizabeth School and Sports College

Signature

Name:

Designation

a duly authorised representative of the North Warwickshire
Borough Council

QE SPORTS VILLAGE - SPORTS HALL

| DETAIL CODE | DESCRIPTION | ORIGINAL BUDGET 2013/14 | ORIGINAL BUDGET 2014/15 | ORIGINAL BUDGET 2015/16 |
|-------------|-------------------------------------|-------------------------|-------------------------|-------------------------|
| 0100 | Salaries | 830 | 850 | 870 |
| | Employees | 830 | 850 | 870 |
| 1400 | Electricity / Lighting / Heating | 1,000 | 1,000 | 1,000 |
| | Premises | 1,000 | 1,000 | 1,000 |
| | Gross Expenditure | 1,830 | 1,850 | 1,870 |
| 9123 | Sports Hall | (5,380) | (5,540) | (5,710) |
| 9120 | Badminton | (1,000) | (1,030) | (1,060) |
| | Gross Income | (6,380) | (6,570) | (6,770) |
| | Net Controllable Expenditure | (4,550) | (4,720) | (4,900) |

| | 2013/14 | 2014/15 | 2015/16 |
|---|----------------|----------------|----------------|
| Required Contribution to Pitch Replacement Fund | 18,852 | 26,186 | 26,186 |
| Budgeted Contribution to Pitch Replacement Fund | 13,910 | 14,550 | 15,270 |
| Anticipated Shortfall | 4,942 | 11,636 | 10,916 |
| Proposed contribution towards shortfall | 4,550 | 4,720 | 4,900 |
| Revised Anticipated Shortfall | 392 | 6,916 | 6,016 |
| Revised Anticipated Shortfall to NWBC (50%) | 196 | 3,458 | 3,008 |
| Resultant Reduction in NWBC (50%) Cont. to Shortfall | (2,275) | (2,360) | (2,450) |

QE Community Sports Village

Proposed 2013/14 Fees and Charges

| | Standard Rate | Active Card Rate | Concessionary Rate |
|----------------|---------------|------------------|--------------------|
| AGP 1/3 pitch | £25.00 + VAT | | |
| AGP 2/3 pitch | £50.00 + VAT | | |
| AGP Full Pitch | £65.00 + VAT | | |
| Sports Hall | £27.00 + VAT | £23.50 + VAT | £12.00 + VAT |
| Gymnasium | £25.00 + VAT | £18.00 + VAT | £8.00 + VAT |
| Dining Room | £15.00 + VAT | £10.00 + VAT | £5.00 + VAT |
| Change/Showers | £6.20 + VAT | £4.20 + VAT | £2.30 + VAT |
| Playground | £6.90 + VAT | £5.30 + VAT | £3.60 + VAT |
| Toilets | £2.25 + VAT | £2.05 + VAT | £1.30 + VAT |

These prices are for new customers.

Current school room/facility hire prices to be held for current users until 1st September 2013.

Block bookings for a period of 10 or more consecutive sessions will qualify for a payment excluding VAT.

Block bookings for a period of 31 or more consecutive sessions will qualify for a payment excluding VAT, plus a 20% discount.

Agenda Item No 8

Community and Environment Board

18 March 2013

**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. Two requests for assistance through the provision of an annual grant have been received; one from Warwickshire Community and Voluntary Action (WCAVA) for funding towards a single year extension to its three-year countywide agreement and the other from North Warwickshire Citizens Advice Bureau (NW CAB).

Recommendation to the Board

- a That Members note the progress made by WCAVA in its delivery of Volunteer and Third Sector Support Services (VATS Services) in Warwickshire and approve funding support for a one year extension to the current countywide contract, as identified in the main body of the report; and,**
- b That Members approve the draft 2013/14 Service Level Agreement for further negotiation with NW CAB and that the proposed financial award for 2013/14 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.**

2 Consultation

- 2.1 The Chairman, Vice-Chairman and Opposition Spokesperson for the Community and Environment and Resources Boards and the Housing and Safer Community Sub-Committees, 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 to Voluntary Organisations scheme.
- 3.2 An Annual Grant application for 2013/14 has been received from NW CAB. Members will also be aware that Volunteer and Third Sector Support Services (VATS Services) in Warwickshire are now jointly monitored through an agreement administered by Warwickshire County Council. These two applications are considered in more detail below.

4 Annual Grant Request - WCAVA

- 4.1 The countywide VATS Services agreement, which was awarded to WCAVA in November 2009 for a period of three years, has an option to extend for up to three further years. The contract commenced on 1 April 2010 and consideration must now be given to the possible extension of the agreement by one year. Members should be aware that two authorities (Nuneaton and Bedworth Borough Council and Warwick District Council) have withdrawn from the countywide agreement. As anticipated, this has had no adverse consequence on related activity in North Warwickshire, largely because district/borough funding is directed only towards the local office.
- 4.2 WCAVA is monitored through its achievements against the countywide tender and, as a consequence, a single monitoring report is provided for all partners. The full year (2011/12) statistical activity report for WCAVA is provided at Appendix 1a. In addition to the statistical report, WCAVA (North Warwickshire) has provided a written report detailing how it is meeting the outcomes of the agreement locally. Of particular note is the large amount of external funding that organisations have secured following the receipt of advice and/or assistance from the North Warwickshire office. A total sum of just over £700,000 was secured in 2011/12, which was the second highest across Warwickshire, with only the Nuneaton and Bedworth Office achieving a higher sum. Additionally, a total of 151 organisations have been provided with advice or assistance, many through attendance at WCAVA's Funding Workshops. Of these, 55 were new groups or organisations that had not previously been in receipt of support.
- 4.3 WCAVA sits on the Local Strategic Partnership and works closely with Borough Council officers on third sector matters. The local Voluntary Action North (VAN) Forums have proven to be particularly successful, with excellent feedback being received from sessions attended by Borough and County Council officers. The Forums keep the voluntary and community sector informed of issues such as budget cuts, Localism and community hubs.

4.4 A more detailed activity report for North Warwickshire is provided at Appendix 1b. This should provide sufficient information to enable Members to consider the requested release of funding for 2013/14

5 Proposed Financial Support for WCAVA

5.1 The proposed award to WCAVA has had a 3% inflationary increase added, resulting in a suggested 2013/14 grant award of £11,082. The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of WCAVA, as detailed in the Principles and Outcomes for Volunteering and Third Sector Support Services in Warwickshire. The Borough Council also provides additional financial support by offering WCAVA the maximum level of rate relief, a sum of £1,238.16. WCAVA also has charitable waste collections that cost the Authority £364.10. These three forms of proposed support would result in the Borough Council providing a total sum of £12,684.26 to WCAVA in 2013/14.

6 Annual Grant Request – NW CAB

6.1 The Board will be familiar with the nature of the request from the CAB and the need to link the Annual Grant award to the negotiation of an approved Service Level Agreement (SLA). Through the Agreement, the 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 2013/14 SLA for the CAB is attached at Appendix 2a. 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 April to December 2012 review report is attached at Appendix 2b. In brief, however, the report identifies that during the period April to December 2012, CAB advisors had 4,803 client contacts, an increase of 500 compared to the same period in 2011. There has also been a significant increase in telephone appointments, up from 640 in 2011 to 975. Outreach appointments, however, have declined from 214 to 163, as work of this nature is focused at developing community hubs and through video conferencing. In response to this change, the CAB Board decided to fund a Hub Advisor, which is now starting to have a positive impact. As in recent years, the problems being presented to the CAB mainly relate to benefits and tax credits, debt advice, employment, relationships, family and housing issues. The overriding issue with debt was unsecured personal loans, followed by Council Tax arrears. The principal benefits-related issues have involved Disability Living Allowance and employment support. Council Tax and Housing Benefits have also been of major concern.

6.3 The Bureau continues to invest in volunteers, who have given over 18,000 hours of commitment in the last year. Without the volunteers the Bureau would struggle to survive and the cost to the economy of unresolved problems would soar. The volunteers themselves benefit from free training and ongoing

support. For younger people, volunteering provides them with a new experience that can boost their confidence and provide a pathway into work or education.

7 Proposed Financial Support for NW CAB

- 7.1 NW CAB is providing services that are increasingly required during the current economic downturn. It is, therefore, proposed to retain the £15,000 fixed payment and also increase the main grant award by inflation, resulting in a proposed 2013/14 award of £47,482. 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 payments 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.
- 7.2 The funding agreed through the Annual Grants scheme provides financial assistance towards the core functions of NW CAB. The Borough Council also provides additional financial support by offering NW CAB the maximum level of rate relief. This results in a 2013/14 award of £1,201.20 to NW CAB. Additionally, the CAB also has charitable waste collections that cost the Authority £159.70.
- 7.3 Over the past few years, as part of its proactive work to prevent homelessness, the Housing Division has used a proportion of its Government Homelessness Prevention Grant to support independent debt advice work undertaken by the CAB. A sum of £15,000 will once again be provided to CAB to deliver this work during 2013/14.
- 7.4 Subject to approval, the identified recommendations bring the total level of financial assistance allocated to NW CAB to £63,842.90 in 2013/14, which includes the proposed grant of £47,482, £15,000 for homelessness prevention, £1,201.20 of rate relief and £159.70 for the charitable waste collection.

8 Report Implications

8.1 Finance and Value for Money Implications

- 8.1.1 Provision has been made for the proposed Annual Grant awards within the Support to Voluntary Organisations revenue budget allocation for 2013/14. Following the single tendered agreement for VATS Service support for a period of three years (plus the provision for an extension of up to three further years), it should be noted that financial assistance is provided subject to the availability of resources and consideration of this issue within the annual process of setting the Council's revenue budgets.
- 8.1.2 Supporting community and voluntary sector work is a very cost effective way for the Borough Council to maintain service provision for the residents of North Warwickshire.

8.2 Safer Communities Implications

8.2.1 There is no direct implication arising from this report, although the community-based activities that are supported by WCAVA provide a positive diversion from anti-social and/or nuisance behaviour. NW CAB's work, particularly with regard to financial advice, can help to prevent people from resorting to criminal activity to resolve their personal problems.

8.3 Environment and Sustainability Implications

8.3.1 Providing grant-aid to community and voluntary sector organisations is a cost-effective way of enhancing community service provision and helping to enhance individual and collective quality of life. WCAVA is an active partner in the North Warwickshire Community Partnership and it is a key contributor in the delivery of the priorities of the Sustainable Community Strategy. It provides valuable links to local community and voluntary sector groups that directly enhance the capacity of partnership working.

8.4 Health, Well-being and Leisure Implications

8.4.1 The activities of both WCAVA and NW CAB positively impact upon people's health and well-being. Additionally, WCAVA supports organisations that provide leisure opportunities to the residents of North Warwickshire.

8.5 Risk Management Implications

8.5.1 Both WCAVA and NW CAB are funded through a number of other organisations. Significant loss of funding from other sources could have an adverse impact upon the delivery of services from the local offices.

8.6 Equalities Implications

8.6.1 An Equality Impact Assessment has previously been carried out, which did not highlight any negative impact consequent upon the proposed financial awards. The advice provided by both WCAVA and NW CAB helps to provide equality of opportunity and address inequality within the local community.

8.7 Links to Council's Priorities

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

- Public services and council tax
- Local employment
- Crime and disorder
- Housing
- Access to services
- Consultation and communication

- Health and well-being

The Contact Officer for this report is Jaki Douglas (719492).

Warwickshire Partnership Monitoring

April 2011 - March 2012

*Figures include repeat support

No. of Organisations Received Development Support*

| | North Warks | Nun & Bed | Rugby | Stratford | Warwick | Training | Total |
|-----------|-------------|-----------|-------|-----------|---------|----------|-------|
| Quarter 1 | 30 | 28 | 21 | 48 | 23 | 23 | 173 |
| Quarter 2 | 36 | 46 | 14 | 33 | 22 | 30 | 181 |
| Quarter 3 | 29 | 31 | 22 | 51 | 28 | 7 | 168 |
| Quarter 4 | 31 | 37 | 26 | 63 | 29 | 27 | 213 |
| Total | 126 | 142 | 83 | 195 | 102 | 87 | 735 |

Funding Raised (Cumulative)

| | North Warks | Nun & Bed | Rugby | Stratford | Warwick | Countywide | Total |
|-----------|-------------|---------------|------------|-------------|-------------|------------|----------------------|
| Quarter 1 | £147,655.00 | £48,404.00 | £0.00 | £87,100.00 | £1,500.00 | £0.00 | £284,659.00 |
| Quarter 2 | £507,255.00 | £95,808.00 | £36,966.00 | £87,100.00 | £53,500.00 | £0.00 | £780,629.00 |
| Quarter 3 | £599,604.00 | £295,058.00 | £68,400.00 | £163,350.00 | £75,004.50 | £98,312.50 | £1,299,729.00 |
| Quarter 4 | £702,876.00 | £1,358,127.00 | £68,400.00 | £287,700.00 | £570,842.50 | £98,312.50 | £3,086,258.00 |
| Total | | | | | | | £3,086,258.00 |

| | |
|----------------------|---------------|
| £2,000,000.00 | £2,000,000.00 |
| Applied For | Applied For |
| Success Rate | Success Rate |
| Local | Local |
| National | National |

No. of Volunteers Placed (% of true figure)

| | North Warks | Nun & Bed | Rugby | Stratford | Warwick | Total |
|-----------|-------------|-----------|-------|-----------|---------|-------|
| Quarter 1 | 35 | 60 | 48 | 43 | 58 | 244 |
| Quarter 2 | 30 | 28 | 46 | 56 | 58 | 218 |
| Quarter 3 | 35 | 61 | 29 | 42 | 60 | 227 |
| Quarter 4 | | | | | | 0 |
| Total | 100 | 149 | 123 | 141 | 176 | 689 |

No. of Queries dealt with

| | North Warks | Nun & Bed | Rugby | Stratford | Warwick | Total |
|-----------|-------------|-----------|-------|-----------|---------|-------|
| Quarter 1 | 10 | 8 | 3 | 4 | 5 | 30 |
| Quarter 2 | 7 | 9 | 1 | 5 | 13 | 35 |
| Quarter 3 | 5 | 8 | 18 | 7 | 6 | 44 |
| Quarter 4 | 3 | 6 | 11 | 4 | 7 | 31 |
| Total | 25 | 31 | 33 | 20 | 31 | 140 |

WCAVA NORTH WARWICKSHIRE OFFICE

MONITORING REPORT 2011/12 & 2012/13 (9 months)

Priority One.

Supporting voluntary and community organisations with their development needs

Groups worked with in 2011/12 = Total 152 community and voluntary sector organisations of which 55 were new groups or groups we had not supported before. 30 groups had repeat enquiries.

Groups worked with in 2012/13 (figures up to December 2012) = Total 91 groups worked with of which 25 had repeat enquiries and 4 are new groups.

***In February 2012 Rod Parker (30 hrs Community Development Worker) left NW WCAVA and was not replaced until June 2012. His replacement is David White however David only works 20hrs. The loss of staff hours is reflected in the monitoring figures.**

Groups continue to need support with writing and understanding Constitutions, writing funding bids, policies and procedures, business plans, funding strategies, help to set up a new group, planning projects, outcomes, help to decide whether they should become a Charity/ Company Ltd by Guarantee/ Social Enterprise and how they can collect/ obtain data to show funders that there is a need for the project etc.

Groups also want an independent person to listen to their concerns and help them resolve their issues. **For example: Case study:**

A group contacted us about bullying incidents at their members meetings which had then over spilled into the community. They were also being challenged around the management of the group and some committee members had already resigned and are no longer associated with the organisation. The committee had completely lost its confidence and felt unsure of roles and responsibilities.

The Constitution needed completely re-writing as they had used various models from different organisations and mismatched them together - it did not give them any direction and they didn't really understand it. We worked with them on their Constitution and did a session on their roles and responsibilities. We also helped them to write some new rules and procedures. We were asked to attend their members meeting and to help them with the bullying problem. We suggested that they had the Police at the meeting.

At the meeting we explained the roles/responsibilities of the committee and the purpose of the Constitution. The Police talked about anti social behaviour and the possible consequences. Having the Police at the meeting sent a definite message out to all members that this sort of behaviour would not be tolerated. The committee are now much more confident and understand their

roles and we shall support them at their first AGM. Most importantly the group knows where they can go to get advice with group issues and other support.

- **Ensure voluntary and community groups have access to information and good practice advice around all aspects of running an organisation**

Groups in NW have access to weekly emails containing information that is of particular interest to them. Information around funding streams, Charities Act, CRT newsletter, volunteer opportunities, CSW Broadband, current consultations, training etc. Groups also have access to the WCAVA weekly eGrapevine and quarterly WCAVA Connect. We also circulate information from groups around events etc.

Groups have access to good practice/ information sheets from the WCAVA website and local offices however; we would always encourage groups to talk/ meet with us so that we fully understand their needs/ issues.

Access to good practice/ information. Case study - Leading Players.

The Leading Players is a drama group for people with learning disabilities based at Owen Street Art Centre, Atherstone. Issues affecting people with learning disabilities are highlighted through drama performance. We knew that if their idea worked they would eventually have to become a Charity, but we advised them to initially set up as a constituted group and helped them write their aims and objectives. As they became established we helped the group produce relevant policies and procedures and later helped them write a successful funding bid to Awards for All for £9,300.00. Through our VAN Forum the group met and signed up with Localgiving via the Heart of England Community Foundation. To date this has raised them nearly £1,000 in donations and they have just heard that they have received an anonymous donation. The group has gone from strength to strength and has since performed at the Annual Conference for the British Institute for Learning Disability, toured day services and special schools whilst performing their 'Cinderella' pantomime and touring an outdoor production called 'The Games of Olympus' about the Greek origins of the Olympics, which tackles equality and inclusion issues. The group is now looking at becoming a Charity and we shall support them to achieve this. In total we have been working with this group for over a year.

Dawn Teagles emailed: "Davina Key and her team at NW CAVA are extremely helpful and supportive professionals. Over the past 18 months we have worked in liaison with them to establish and develop a unique drama group for adults with learning disabilities called Leading Players. Their vast knowledge and experience regarding funding and organisational policies continues to be invaluable. Their help has enabled us to secure funding to ensure the continuation of the group and identify new opportunities."

Work with specific groups and projects as negotiated with the funding partners. This will generally be: (a) groups looking to take-over public services. b) groups looking to adapt to reductions or changes in public sector finance.

WCAVA NW has worked with Water Orton, Dordon and Kingsbury volunteers to take over their library service. We supported Water Orton Library to access over £65,000 worth of funding from the Community Development Fund, Big Society, Capital Grants and later to gain funding from LEADER worth £40,000. We also helped Dordon Community Library to gain initial funding worth over £15,000. Water Orton became a Charity/ Company Ltd by Guarantee and Dordon Community Library worked with CDA to become a Company. We have since provided governance advice and funding options to make the buildings more welcoming, energy efficient and sustainable. Unfortunately, after helping to set up and constitute the Friends of Kingsbury Library they had to disband as their preferred venue became too expensive.

We continue to support the information HUBs and have facilitated outreach sessions at these venues. This enables local community groups to 'pop in' for advice as well as being available to give general support/ advice to the volunteers running these services. We are currently working with one Hub to manage governance issues and will be doing a visioning session with the Trustees and Management Committee.

(c) Development of new projects to meet identified priorities or gaps in the market.

The Ley Group Young Peoples Project and the Ex-mining Villages Partnership were set up by local volunteers who felt that there was a gap in youth provision in their communities. They believe that their young people should have a safe place to meet and access to activities that broaden their skills and experience.

The collaboration between the three ex-mining villages (Piccadilly, Hurley and Wood End) continues to be a significant piece of work. WCAVA NW office has worked with representatives from the three villages to form a new group called 'The Ex-mining Villages Partnership' which is now fully operational with its own constitution, policies and bank account. WCAVA NW originally worked with this group to access funding from the LEADER programme to set up a pilot youth project. This project has been successful although not without problems. We are currently assisting the new group to apply for funding to sustain youth provision within the three villages and their collaborative funding bid has already been successful in getting through to the second stage of the Big Lottery's Reaching Communities Programme. If this funding is unsuccessful, Targeted Youth Services (sits on youth steering group) will give £6,000 to the partnership so that at least one youth session per week will be sustainable. The partnership will also allow other common issues to be addressed and resolved in collaboration with each other.

WCAVA NW supports the Ex Mining Villages Partnership and Ley Group Young Peoples project by sitting on bi-monthly steering group meetings and is currently helping the Ley Group with policies and procedures, job descriptions and funding.

Achievement of quality standards: With the help of WCAVA NW Arley Community Centre is undertaking the PreVISIBLE quality award.

Priority Two

Enabling effective networking and collaboration between voluntary and community organisations; supporting the sector to input into partnership and commissioning arrangements

WCAVA North Warwickshire offers networking opportunities between voluntary and community sector organisations through its Funding Warwickshire events and Voluntary Action North (known as the VAN) forum. We have had a great response from groups who tell us that they enjoy having contact with Funders, Borough and County Council officers, the topics are relevant to their work and that it is a great networking opportunity.

During 2011/12 – 2012/13, WCAVA North Warwickshire facilitated 6 VAN forums, 6 Funding Warwickshire events and contributed to 7 events that were organised by other groups/organisations.

Some examples of topics for the VAN forum have included:

- Proposed changes in the Children's Services at George Eliot Hospital and how to engage in the current consultation.
- Borough Council Finances and Localism - Of particular interest were questions around the right to bid and the asset register, also issues arising from new powers in local planning. From the feedback we received at the end of the forum it was evident that we needed to run a follow up event to look at the main topics of interest in more detail which we did with Dan Byles, MP.
- Understanding how Localism can work at a local level
- keeping volunteers and policies needed
- Coalfields Regeneration Trust (CRT), explained the funding available to groups and how they may meet CRT criteria.
- VCS showcase – encouraging the public to volunteer.

This is what one of our groups wrote about the VAN forum:

David Gowdy from Atherstone Choral Society emailed the following:
'Until I spoke to Suzanne at your VAN forum I was quite ambivalent about CRT relevance to our situation. She was encouraging and also ran an eye over the actual application before it hit the system. This personal contact seems important for bids from small players like ourselves and CAVA is our only place for support'.

WCAVA worked with WCC on an event around bringing Broadband into North Warwickshire. WCAVA was able to publicise this event to groups and offer a

free venue. In total 34 people attended this event and individuals came forward to volunteer to become Champions. WCC keep us updated with email bulletins which are sent out to our group database.

An additional forum was held on behalf of the Churches – this brought all Churches together to discuss common issues and share ideas and information.

Our Funding Warwickshire events have been popular. These include publicising the Community Development Fund, Area Forum Fund and WCC Small Grants Fund. Groups have had access to the Heart of England Community Foundation, CRT, Leader funding. We have held sessions on Understanding your Constitution and supported groups with writing their funding bids and Governance issues.

Support on-line networking between voluntary and community organisations

The WCAVA Voice was set up to support on-line networking between the VCS and is located on the WCAVA website. WCAVA NW has a group called the VAN and has 20 members however, although we have continually encouraged groups to join, groups are reluctant to do so. Groups tell us that that do not want more emails, don't have the time to be part of a network, prefer to network face-to-face via the VAN forum or do not have adequate internet facilities. We will continue to encourage on-line networking as this would really benefit us in our work and also give groups new opportunities to work together.

Priority Three

Stimulating local community activism and volunteering

Volunteer Centre NW priority.

Priority Four

Bringing in funding & investment to Warwickshire, particularly our most disadvantaged communities; and working to maximise the benefits from local trust funds

Funding brought in or new income streams developed

***In 2011/12** WCAVA North Warwickshire supported 42 groups with funding bids worth £690,997.74. Out of the 42 groups applying for funding we helped write 32 of the bids. Funding bids written to Big Lottery, WREN, CRT, Big Society, Awards for All, Children in Need, CDF and Leader.

***In 2012/13** we supported 29 groups with funding bids worth £358,586.00. Out of the 29 groups applying for funding we helped write 19 of the bids. Funding bids to Area Forum Fund, Cllr. Grant Fund, BC Jubilee Fund, CRT, Big Lottery and Mayors Fund.

In total the North Warwickshire office has helped groups bring in over £1,000,000 into North Warwickshire. This has been extremely difficult as

North Warwickshire has no priority funding and has little deprivation. We are pleased to have access to the WCC Small Grant scheme and hope that this scheme continues as it can be difficult to gain even a small amount of funding to get group started. We are also mindful that all our groups are chasing the same funds. We find that many of our groups, whatever their size, need help with writing funding bids and are usually more successful with our help.

WCAVA NW worked in partnership with North Warwickshire Borough Council to bring in £1,000,000 to Ansley, Old and New Arley from the Big Lottery Fund.

WCAVA NW is in contact with local funders such as CRT and Heart of England Community Foundation ensuring that they understand the needs of our groups.

We have also been contacted by the Big Lottery asking us for a reflection of our work and our priorities for our area.

Priority Five

Acting as a communication link between public agencies and the wider sector, including providing a knowledge base/information bank of sector activity; helping to identify community needs and facilitating engagement of communities and interest groups

WCAVA NW sits on the NW Community Partnership, NWCP Task and Finish Group, NWCP Coordinators Group, Warwickshire Children's Trust and the Community Development Forum. We ensure that the voluntary sector organisations are represented at these meetings. We feel that we are able to represent our communities as we have extensive knowledge of the sector through our work with such diverse groups and the communities.

It is through WCAVA representation that Workcare received funding worth £6038 from the Birch Coppice 106 agreement administered by Warwickshire Works. The funding will enable Workcare to continue their twice weekly Work Club in Atherstone until March 2014.

In her own words Kay Aldersley, Workcare Coordinator said:

“Special thanks to Davina and David at NW CAVA office for supporting me through the process - it's been invaluable that NW office has been able to 'fly the flag' for the voluntary sector at the various meetings held in North Warwickshire!”

NORTH WARWICKSHIRE CITIZENS ADVICE BUREAU SERVICE LEVEL AGREEMENT 2013 – 2014

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 the Community Legal Service Quality Mark (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 2012/13, 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 2013 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 Partnership and Development Manager 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 |
| Tuesday | 9.30 - 2.00 |
| Wednesday | 3.30 - 6.30 |
| Friday | 9.30 - 2.00 |

- c) nby telephone on 0844 855 2322 to the County CAB telephone advice service between 10am and 2pm Monday to Friday..

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

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

All of these services shall be clearly advertised.

2.5 QUALITY ASSURANCE

- a) The bureau operates the core service to the requirements of the Community Legal Service Quality Mark 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 2013 shall be £47,482 (no inflationary increase on the set fee of £15,000 from that received in 2012, there is however, a 3% increase on the main grant award which is now £32,482).
- 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 Council:

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:

Address of CAB: The Parish Rooms, Welcome Street, Atherstone, CV9 1DU



North Warwickshire CAB report April – December 2012

North Warwickshire Citizens Advice Bureau offers information and advice through face-to-face, phone and email services and online via Adviceguide.org.uk

Uniquely, in North Warwickshire, local people can call the CAB free from one of the recently developed 'Bob' Hubs, at community locations throughout the district.

Policy

We're not just here for times of crisis – we also use clients' stories anonymously to campaign for policy changes that benefit the population as a whole.

The sheer number of clients we see each year means that if there is a recurring injustice out there, it is inevitably being played out in our interview rooms and recorded on our database of client evidence. This database is analysed by the national policy team, who are then able to bring problem areas to the attention of those who are – often inadvertently – causing them. In Warwickshire we work within a partnership of legal advice providers to extend the range of work that can be done. This year we revisited our research about the ongoing impact of the recession on older people; Still Soldiering On was launched in all districts in partnership with Age UK Warwickshire.

Volunteers

Our volunteers perform a variety of roles from giving advice to fundraising, IT, administration, publicity, campaigning and trusteeship. Volunteering for a CAB provides a tremendous benefit to the local community. Our volunteers give over 18000 hours a year between them. Without their passion and generosity the service would struggle to survive and the cost to the economy of unresolved problems would soar.

CAB volunteers benefit from free training, ongoing support and expenses. Training results in an award which, along with the experience of volunteering itself, helps people develop skills for life beyond the bureau. For younger people, volunteering provides new experiences, a confidence boost and a path into work or education. Our older or retired volunteers say it keeps them active, in touch with the community, and means they can 'put something back'. What is common

across all volunteers is that they find it a uniquely rewarding experience as well as being a route to paid work, greater confidence and new friends.

[.Advice Activities](#)

General advice activities are mainly delivered from our Atherstone office. In addition to providing general advice, we are able to offer free access to solicitors. The bureau also hosts the Recovery Partnership and National Energy Action surgeries.

During the period there were 4803 contacts with clients, an increase of 500 over the same period last year. There were 975 telephone enquiries (last year 640). Outreach appointments declined from 214 to 163, as we move towards focusing all outreach work to come via community hubs and videoconferencing. To this end the Board decided to fund a hubs advisor who is liaising with all hubs and encouraging clients to access free calls from their local hub, and this is beginning to have an impact. We continue to receive referrals from the 'Bob Bus'.

Top 5 North Warwickshire client problems April-December 2012

Top 6 problem categories were:

| | No |
|------------------------|------|
| Benefits & Tax Credits | 3139 |
| Debt | 1586 |
| Housing | 280 |
| Employment | 247 |
| Relationships & Family | 228 |

Top 5 issues within debt were:

| | No |
|-----------------------------------|-----|
| Unsecured personal loan debts | 256 |
| Council tax arrears | 191 |
| Mortgage, secured loan arrears | 108 |
| Credit, store & charge card debts | 183 |
| Fuel debt | 101 |

Top 5 issues within benefits were:

| | No |
|------------------------------|-----|
| DLA- Care Component | 495 |
| DLA- Mobility Component | 475 |
| Employment Support Allowance | 489 |
| Council Tax Benefit | 283 |
| Housing Benefit | 259 |

Preventing Homelessness Project

Funding has again been received for this project from North Warwickshire Borough Council which funds a Debt Advisor for 2 days per week. The project receives referrals from council staff for clients in housing or council tax debt.

Disability Benefit Unit

The DBU is staffed by volunteers during the year and has provided a form completion and associated benefits service at the bureau and via home visits.

There are plans to recruit and train two more volunteers during the coming year to help to deal with the increase in demand for benefits advice because of the new welfare reform agenda.

Financial Inclusion Project

Warwickshire Financial Inclusion Partnership is a multi-agency project designed to tackle issues surrounding financial exclusion and disadvantage in the county .Funded until 30 September by Local Public Service Agreement (LPSA) money the project was being co-coordinated by Warwickshire County Council and delivery partners included:

The Warwickshire Citizens Advice Bureaux

Warwickshire Welfare Rights Advice Service (WWRAS) Coventry & Warwickshire Co-operative Development Agency (CWDA)

The project's achievements during the year are impressive – it has delivered sessions to 99 individuals, 26 sessions to groups and training to 390 front line workers who will in turn be able to support their own clients. The project trained two volunteers as Financial Capability workers who provide one to one support and group sessions.

In addition the team is working in Children's Centres, with both users and front line workers.

Carol Musgrave
Manager, North Warwickshire CAB
January 2013

Agenda Item No 9

Community and Environment Board

18 March 2013

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

**New Local Community Projects
Fund**

1 Summary

- 1.1 This report informs Members of a proposal to establish a new Local Community Projects Fund that will replace the current Area Forum Fund. It will seek to provide relatively small sums of money to voluntary and community sector groups and organisations with a view to making a real and positive difference within local communities.

Recommendation to the Board

That the Board replaces the Area Forum Fund with the proposed new Local Community Projects Fund in accordance with the provisions detailed in Section 4 and Appendix B of the report and with effect from April 2013.

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 Background

- 3.1 Members will be aware that the Area Forum Fund was established following a report to the Executive Board in July 2003, which recommended setting up a scheme of financial assistance to support projects of importance to each local Forum area. An annual sum of £35,000 was allocated to the Area Forum Fund, the figure being based on a formula of £1,000 per Member. Following the changes to Forum boundaries made in May 2008, this method of allocation resulted in the following sums being available for local disbursement: Area Forum North £10,000; Area Forum South £9,000; and £8,000 in both Area Forum East and West. Applications were encouraged from constituted community groups and parish and town councils. Applicants could apply for up to 60% of the annual sum made available to the relevant

... Forum and applications required match funding either in cash or kind. Full details of the Area Forum Fund criteria are identified in Appendix A. The Fund has been relatively well received, with just over £330,000 being awarded to 148 projects (an average award of £2,230) over the last 10 years. The Fund has attracted a degree of criticism, however, due to the fact that grant limits varied between Forums and that certain groups well-versed in seeking grant aid were able to use the Fund as a “regular” source of financial support for their projects.

4 **Local Community Projects Fund**

4.1 In an effort to provide an easily accessible source of relatively small sums of money for a wide range of voluntary and community sector groups and organisations, it is proposed to establish a new Local Community Projects Fund to replace the Area Forum Fund. The proposed Fund will be allocated to each Ward and will be based on a formula of £500 per Ward Member, thereby resulting in a total annual Fund of £17,500. Each Ward, therefore, will have £1,000 per annum available for disbursement, with the exception of Arley and Whitacre, which will have £1,500 per annum. Decisions will be made by Ward Members twice a year (in May and November) and support will be available for groups that wish to make a real and positive difference within their local community. In this way, it is intended for the Fund to benefit residents and communities right across the Borough in a fair and equitable manner.

4.2 The new Fund will be simple and easy to access and administer. It will target small community groups and organisations. Public sector bodies, including parish and town councils, will no longer be eligible to apply for support. Applicant groups need not necessarily be fully constituted and there will be no match funding requirement. There will be a presumption that maximum awards will not exceed £500, although in exceptional circumstances Ward Members may consider the allocation of a larger award. Applicants will need to demonstrate that their proposed project will contribute to one or more of the Sustainable Community Strategy priorities and that it will provide a clear benefit to the local community.

4.3 The proposed Fund will not support projects that are in receipt of any other form of Borough Council financial assistance and it will not support the on-going running costs of a group or organisation. Additionally, the Fund will not assist groups with significant uncommitted financial reserves and it will not support “commercial” projects. Feasibility studies and/or research work also will not qualify for assistance.

... 4.4 A document detailing an outline of the proposed new Fund criteria is attached at Appendix B. Subject to Board approval for the introduction of the Fund, a new application form will be introduced to allow implementation of the new scheme with effect from 01 April 2013.

4.5 Unlike the Area Forum Fund, any money that remains unallocated at 31 March each year will not roll forward and be available for allocation in the

subsequent financial year. Instead, the residual money will be transferred into a “Community Development Fund”, which will be available to support Borough Council led, partnership-based community development activity.

5 Report Implications

5.1 Finance and Value for Money Implications

5.1.1 It is proposed that the new Local Community Projects Fund will be allocated a total sum of £17,500 per annum. Given the current allocation to the Area Forum Fund, implementation of the new scheme will realise a revenue saving of £17,500 a year, which will help the Authority to meet the requirements of its approved Financial Strategy.

5.1.2 The proposed “Community Development Fund”, referred to in paragraph 4.4 above, will be managed through the Leisure and Community Development Division.

5.2 Safer Communities Implications

5.2.1 There is no direct implication arising from this report, although the community-based activities that would be supported through the proposed Local Community Projects Fund would provide a positive diversion from anti-social and/or nuisance behaviour.

5.3 Legal and Human Rights Implications

5.3.1 By providing a support scheme with clear and open criteria and processes, the Borough Council will ensure that its new Local Community Projects Fund is COMPACT compliant.

5.4 Environment and Sustainability Implications

5.4.1 Providing grant-aid to community and voluntary sector organisations is a cost-effective way of enhancing community service provision and helping to enhance individual and collective quality of life.

5.5 Health, Well-being and Leisure Implications

5.5.1 There is no direct implication arising from this report, although the community-based activities that would be supported through the proposed new Local Community Projects Fund will provide activities that improve collective and individual health and well-being. Sporting, recreational and creative opportunities could all be supported through the proposed scheme and thereby assist with physical and mental well-being.

5.6 Risk Management Implications

5.6.1 The risks associated with the proposed Fund would be managed through the Divisional Risk Management process.

5.7 Equalities Implications

5.7.1 An Equality and Impact Needs Assessment summary is attached to the report. Any adverse impacts resulting from the change to a local community fund will need to be monitored although none are anticipated at this stage.

5.8 Links to Council's Priorities

5.8.1 The proposed Local Community Projects Fund would have positive and direct links to the following corporate priorities:

- Public services
- Local employment
- Environment
- Crime and disorder
- Countryside and heritage
- Access to services
- Consultation and communication
- Health and well-being

5.8.2 The proposed Fund would also have positive implications for the Sustainable Community Strategy priorities to:

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

The Contact Officer for this report is Jaki Douglas (719492).

Background Papers

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

| Background Paper No | Author | Nature of Background Paper | Date |
|---------------------|---|---|-----------|
| 1 | Assistant Director (Leisure and Community Development) | Executive Board Report – Area Forum Fund | June 2003 |



Area Forum Fund

Application Arrangements

The Area Forum Fund provides grants to community organisations that are developing projects that address issues of local importance in North Warwickshire. Applications to the Fund are invited from any formally constituted community group or Parish Council.

Eligibility

Applicants will have to satisfy the following four eligibility conditions to be considered for a grant:

1. All bids **must** be signed by a Borough Councillor to indicate his/her support. This will normally be the local Borough Councillor from the ward in which the organisation making the bid is based. When an application is in respect of a wider community (e.g. an interest group covering a whole town or larger geographical area) the bid may be signed by any Borough Councillor involved with the application, who should state the nature of his/her involvement.
2. Bids should be for one-off projects that provide lasting benefits to the community. Projects that require on-going funding will only be considered if there is a clear and realistic plan of how they will be funded after the initial contribution from the Area Forum Fund. Any project will receive funding once only, but organisations that have previously received a grant are able to apply for further grants in respect of other projects.
3. Projects will only be eligible for support from one source of Borough Council funding. Organisations will be signposted to other schemes if a more appropriate source of funding can be identified.
4. All organisations working with children or young people should have an adopted Child Protection Policy. For more information on developing a Child Protection Policy, contact the Partnership and Development Manager.

Please note:

- i) All details concerning grants awarded will be **kept on file for five years**. This is for monitoring purposes only. Information contained within the application will be shared with other organisations when deemed relevant by the Partnership and Development Manager.
- ii) Projects will **not be funded retrospectively**.
- ii) **Quotes** will be required. Two quotes are required for goods up to £5,500 and three for goods over £5,500. Quotes should be for the same goods and the cheapest should be chosen unless an accepted reason is provided.
- iii) If your organisations works with young people you will be expected to **send a copy of your Child Protection Policy**.
- iv) Please ensure that you have the **appropriates permissions in place** for your project to take place (note that we will not fund any statutory requirements).
- v) Please note the **requirement to provide match funding**.

Continued...

Prioritisation

Bids that satisfy the four eligibility conditions will be evaluated against how they contribute to the Sustainable Community Strategy priorities of:

- **1 - Raising aspirations, educational attainment and skills**
- **2 - Developing Healthier Communities**
- **3 - Improving access to services**

Particular consideration will also be given to projects that promote social inclusion.

Application Process

Awards can be for up to 60% of the total fund available to the relevant Forum. The total funds available to each Forum are: North £10,000 (max award £6,000), South £9,000 (max award £5,400), East £8,000 (max award £4,800) and West £8,000 (max award £4,800). Community organisations must be able to provide at least 30% match funding for the project for which a grant is sought. Parish/Town Councils must provide at least 50%. Match funding can include in-kind support.

Applications must be returned on the printed application form attached to this guidance note, with the required signature of the relevant Borough Councillor. Applications can be hand written (please use black ink) or typed.

The size of the boxes on the application form should be taken as a guide to the level of detail required. If there is insufficient space available on any part of the application form it is permissible to use a supplementary sheet. Applicants are free to submit any additional information they wish in support of their application, but this will not usually be necessary.

Prospective applicants are encouraged to make informal contact for further information or advice on how to make an application. Applicants are also advised to contact the relevant Borough Councillor concerning their proposals as early as possible.

Applications to the Area Forum Fund are considered twice per annum at the June and November cycle of meetings, with fixed application deadlines of 1 April and 1 September. Receipt of completed applications will be acknowledged within 10 working days. Please contact the Partnership and Development Manager if you have not received such an acknowledgement within this time period. Applications will then be processed and considered by the Forum, subsequent to which applicants will be notified of the outcome in writing.

Because the Area Forum Fund is designed to address issues of local concern it is unlikely that applications that address Borough-wide issues will be successful. Potential applicants wishing to make a bid of this nature are advised to seek guidance before doing so.

For further information or advice on how to make an application:

Please contact the Partnership and Development Manager on 01827 719492.

Please send your completed application form to:

Partnership and Development Manager
Leisure and Community Development Division
The Council House
South Street
Atherstone
Warwickshire
CV9 1DE

Proposed New Local Community Projects Fund

Name

Local Community Projects Fund

Fund

Total Fund = £17,500 per annum

Fund allocated to each Ward at a level equivalent to £500 per Ward Member

- Minimum Award - None
- Maximum Award - There will be a presumption in favour of awards not exceeding £500, although under exceptional circumstances applications for a higher sum will be considered by Ward Members
- Match Funding - None required

Any money that remains unallocated at 31 March each year will be placed into a “Community Projects Fund”, which will be available for the delivery of partnership-based community development activity.

Given the sums of money involved, it must be easy to apply for a grant, the Fund must be easy to administer (including the processing of payments) and the decision making process must be quick and simple.

Eligibility Criteria

To be eligible, the project must:

- Contribute to one or more of the Sustainable Community Strategy priorities of:
 - 1 - Raising Aspirations, Educational Attainment and Skill Levels
 - 2 - Developing Healthier Communities
 - 3 - Improving Access to Services(particular consideration will be given to projects that also promote social inclusion and/or that can evidence a link with other strategies / plans that benefit the local community)
- Provide a clear and lasting benefit to the local community
- Benefit the local community within the Ward making the award (even though the project to be supported may be based outside the Ward). If an applicant organisation is undertaking a project that covers more than one Ward, it must be considered by all relevant Ward Members and may be eligible for an increased sum.
- Have any relevant permissions in place (e.g. Planning Consent)
- Where relevant, be led by fully constituted, not-for-profit organisations that have their own bank account

Applicants must:

- Complete the relevant application form in full and supply any required supporting documentation
- Provide two quotes for items under £5,500, or three quotes if above (quotes should be for the same goods / services, of which the cheapest should be chosen unless there is a valid reason for not doing so)
- Where there is the potential for regular access to vulnerable people, provide a copy of the organisation's Child Protection / Vulnerable Adult Policy
- Complete the project and "close the grant" (provide invoice(s), a project report, photographs, etc.) within 18 months of receipt of a grant

The Fund will not support:

- A project that has previously been supported through the scheme
- A project that has received any other form of Borough Council funding
- A project that is evidently related to the development of assets owned by public sector organisations.
- The ongoing running costs of a group
- Any costs incurred before a grant is awarded
- Statutory public bodies such as county, district, parish or town councils, schools, the Police, NHS, etc., or any activities that are the evident responsibility of these organisations
- Anything that is a group's statutory responsibility (including curriculum activity in schools). Under appropriate circumstances, the Borough Council may consider applications that improve access for disabled people
- Projects promoting religious / political beliefs
- Commercial projects
- Applicants that have failed to meet the conditions of a previous award from the Borough Council
- Organisations with significant "uncommitted financial reserves"
- Feasibility studies / research
- Holidays (although "educational" visits and/ or training courses may be considered)
- Prizes
- Loan or debt repayments

Award Process

- Applicants are advised to speak with the Partnership and Development Manager **before** making an application for funding support
- Applications can be made at any time, but will only be considered twice per year by the relevant Ward Members (deadlines provisionally to be 1 April and 1 October with decisions the following month)
- Upon receipt, applications will be checked to ensure that they are complete and meet the scheme's eligibility criteria
- If a Ward is over-subscribed, Ward Members will determine which, if any, projects are to receive support and in what sum.
- Payment will be made in advance of the commencement of the project
- Applicants will be required to produce a short report upon completion of the project, detailing what was delivered and how the project benefitted the local community. Where relevant, photographs should be provided

Promotion and Publicity

- Borough Council website – the details of all grant awarded projects will be publicised on a dedicated webpage
- WCAVA newsletter
- By email through the Community Partnership and other partner agencies
- North Talk / media releases
- Applicants drafting their own media releases (noting the support from the Borough Council)
- A report summarising the grants awarded through the Fund will be presented to the next Area Forum meeting.

Agenda Item No 10

Community and Environment Board

18 March 2013

**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 and presents the supporting Action Plan for Year 6 of the Strategy for approval.
- 1.2 Proposals for partnership working in respect of the ongoing management of Local Nature Reserves are presented for approval in principle.
- 1.3 Additionally, a proposal for the removal of play equipment at Warwick Drive in Atherstone is advanced for the Board's consideration.

Recommendation to the Board

- a That progress in respect of the implementation of the North Warwickshire Green Space Strategy Action Plan be noted;**
- b That Members approve the activities proposed for future development within the Action Plan;**
- c That Members approve in principle the proposal to work with Warwickshire Wildlife Trust to establish an ongoing partnership for the management of Local Nature Reserves; and**
- d That the play equipment at Warwick Drive in Atherstone be removed and the ground reinstated as open space.**

2 Consultation

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

3 Introduction

- 3.1 The North Warwickshire Green Space Strategy (2008 to 2018) was formally adopted by the Executive Board at its meeting held on 8 December 2008. At that meeting, the Board also considered the supporting Action and Funding Plan, which it approved in principle, pending the need to consider each phase of the Plan within the context provided by the Council's overall capital and revenue requirements.
- 3.2 The Action Plan, which is rolled forward annually, directs the work of the Landscape Management Section within the Leisure and Community Development Division but depends, for its successful delivery, on extensive partnership working both within and outwith the Authority.
- 3.3 Progress in respect of the implementation of the Action Plan was previously reported to the Board at its meeting held in January 2012. This report advises Members of progress since then and sets out actions scheduled to be taken forward in Year 6 (2013/14) of the Strategy. A copy of the full, revised Action Plan (Appendix A), summarising progress to date and setting out the priorities for the next four years, has been placed in each of the Group rooms.
- 3.4 The Green Space Strategy sets out a number of policy and service priorities, a set of area-based priorities and policies in respect of resources and monitoring and development. Progress and forthcoming action in respect of each of these is set out in sections 4 to 7 below.

4 Policy Priorities

- 4.1 Preparation of an Open Spaces Supplementary Planning Document is key to ensuring that the Authority makes optimum use of developer contributions in improving green space provision across the Borough. Although some preliminary work has been undertaken with the Forward Planning team to inform preparation of such a document this has been on hold for some time pending completion of the Core Strategy. Further work also has to be undertaken in respect of other planning policies that will have an influence on green space provision.
- 4.2 In the interim, the underlying principles that will support the Supplementary Planning Document are already being used by the Development Control section in their negotiations with developers where appropriate. Nevertheless, this important area of work needs to be advanced and determining a way forward will be a key priority in 2013/14.

5 Service Priorities

5.1 Maintenance and Cleanliness

- 5.1.1 The Systems Thinking Review, originally of grounds maintenance services, instigated in 2011/12 and still on-going, became a review of wider issues in the Streetscape Division. There have so far been only minor benefits in respect of green space provision, so formulating an agreed approach to improved grounds maintenance service delivery, to ensure that the benefits of

capital investment in green space can be sustained, will be a priority in 2013/14. The chosen approach, which may involve the development of a Service Level Agreement, will be brought to the Board for consideration in due course.

5.2 Safety and Security

- 5.2.1 Given the current financial constraints affecting the Authority, it has not been possible to commit additional capital resources or increased revenue funding to support a fully developed programme of green space improvements throughout the Borough during 2012/13. Most available resources have been directed towards the development of Green Space Management Plans, the implementation of which will realise significant improvements to a number of sites in 2013/14, as set out in section 6 below. Modest improvements, however, have been put in hand at a number of sites this year with funding from approved revenue budgets, as identified below:

| Site | Improvements | Cost |
|--|---|---------------|
| Baxterley Recreation Ground | Boundary fencing together with the new play area | 10,875 |
| Grange Road Recreation Ground, Hartshill | Boundary fencing adjacent to adjoining properties | 4,066 |
| Village Green, New Arley | Hedge planting | 220 |
| Various sites | Control Japanese Knotweed | 695 |
| | Total | 15,856 |

Plans are also in hand for improvements to boundary fencing at Piccadilly Sports Field, which have not yet been costed but will be funded from Birch Coppice S106 funding, as previously agreed by the Board. It is anticipated that these works will commence in April 2013.

5.3 Tree Management

- 5.3.1 Progress in respect of the Tree Management Programme was last reported to the Board in March 2012. Members will recall that at that time the part-time post of Landscape Officer (Trees) was vacant and that whilst the proactive tree inspection programme had been suspended, reactive work was continuing with the help of Warwickshire County Council's Arboricultural Officer. This has continued to be the case in 2012/13 and will continue to be so in the immediately foreseeable future. The Green Space Strategy, however, identifies that there is sufficient tree-related work within the Authority's areas of responsibility to merit a full-time post. Preliminary discussions with the Assistant Director (Housing) and the Head of Development Control to explore the potential for a shared post have been constructive and it is hoped to be able to advance this possibility, subject to there being no adverse financial consequence to the Authority's revenue budget.

- 5.3.2 During 2012/13 more than 80 reactive inspections have been undertaken (a 14% increase on the previous year) resulting in works to 63 trees (a 57% increase). Of these, six trees were felled as they were dead, dying or dangerous or to abate a nuisance to adjoining properties. The increase in reactive work probably reflects both the difficult weather conditions during the year and the lack of a proactive and systematic inspection programme.
- 5.3.3 Proactive inspections were undertaken in conjunction with the preparation of Management Plans for Abbey Green Park in Polesworth, Old Arley Recreation Ground, Bretts Hall Recreation Ground in Ansley Common and Dafferns Wood in New Arley and, as previously reported to the Board, to address issues in respect of CCTV coverage in Atherstone. The works in Atherstone have now been completed and those in Polesworth and at Dafferns Wood will be undertaken in the spring.
- 5.3.4 Members will also be aware from previous reports that works had been identified to be undertaken in Cole End Park in Coleshill. These works have been completed, although a second phase is being planned in conjunction with the development of the Local Nature Reserve.

5.4 Biodiversity and Climate Change – Local Nature Reserves

- 5.4.1 Members will be aware that the Local Natures Reserves Project (the Wild:LIFE Project) received £230,000 of funding in October 2010 from the Access to Nature Programme. The project aims to create four Local Nature Reserves that provide valuable wildlife habitats and which are used, managed and valued by the community.
- 5.4.2 Year 1 work focused on wildplay and community activities at Kingsbury Linear Park and Dafferns Wood, New Arley, with complementary youth work involving the delivery of the ASDAN Environment Award being undertaken at Kingsbury School and within the Ley Youth Project in Arley. Eleven young people in Kingsbury gained their ASDAN Award by taking part in on-site activities including scrub clearance and bird box building. In Arley, the young people made films in and about the woodland.
- 5.4.3 Year 2 has focused on wildplay and community activity at Abbey Green Park in Polesworth and Cole End Park in Coleshill, alongside significant access and habitat improvements at all of the sites. Youth work at Abbey Green Park has involved young people in consultations on various aspects of the project and has resulted in a number of them expressing an interest in forthcoming conservation volunteering. At Coleshill, the project is working with The Coleshill School on delivery of the ASDAN Environment Award and the Arts Award. Young people will help to create an entrance feature for the Park and deliver a celebration event, as well as take part in on-site conservation activities.
- 5.4.4 Activities at the sites have included bat nights, wildflower planting, conservation volunteering, bug hunts, community clean-up events and

information sessions and notice boards have been installed to provide information and contact details for the new nature areas. A Friends Group has been set up for Dafferns Wood and is meeting regularly to organise events. Similar groups are planned for Polesworth and Coleshill and initial interest has been very positive.

- 5.4.5 Further access and habitat improvement works are planned at all of the sites over the next few months and longer-term management plans for Dafferns Wood and Kingsbury Linear Park have been agreed. Similar plans are in preparation for Abbey Green Park and Cole End Park.
- 5.4.6 Following consultation with Natural England, the formal legal designation of Dafferns Wood and Kingsbury Linear Park as Local Nature Reserves is expected to be complete by April 2013. Further surveying and habitat improvement work are necessary before the nature areas at Abbey Green Park and Cole End Park are suitable for similar designation.
- 5.4.7 Officers are now in discussion with Warwickshire Wildlife Trust to explore options to establish an ongoing partnership for the management of Local Nature Reserves beyond the end of the current project in October 2013. It is envisaged that the Trust would undertake habitat management and co-ordination of Friends Groups and volunteering activities in return for an annual fee. This would ensure that maintenance work that is currently outside the remit of the Grounds Maintenance DSO is routinely carried out and that Friends Groups are appropriately supported. It is expected that the partnership would come into effect in April 2014. The details of any such arrangement would first be brought to the Board for approval, but in the meantime Members are asked to agree this course of action in principle to enable the discussions to be taken forward.

5.5 Partnership Working

- 5.5.1 One of the priorities of the Green Space Strategy is to establish a Community Green Spaces Development Fund to support partner organisations to deliver improvements to their green spaces, where these have been identified as Area Priorities. As previously reported to the Board at its meeting held in January 2012, a one-off sum of £40,000, made available in 2009/10, has been used to support the delivery of a number of projects but, due to the financial constraints facing the Authority, it has not yet been possible to establish an on-going fund to provide further targeted support to partners.
- 5.5.2 Baddesley Ensor and Shuttington Parish Councils are being assisted to implement significant projects in their areas through Birch Coppice S106 funding and a one-off allocation of revenue funding respectively, as set out in section 6 below.
- 5.5.3 Discussions are ongoing with Piccadilly Community Association to determine a preferred option for future tenure and management of the Community Centre, the outcome of which will be brought to the Board for consideration in due course.

5.5.4 The Tame Valley Wetland Landscape Partnership, of which North Warwickshire Borough Council is an active member, has been successful in its first round application to the Heritage Lottery Fund (HLF) for a grant of £1.8 million for the Tame Valley Wetland Partnership Scheme. Development funding of £86,500 has been awarded to the Partnership to progress its plans to the second round application stage and a Development Officer has been appointed to lead this phase of the project. If the bid is successful, the Scheme will work with local communities and landowners to carry out practical habitat creation and restoration, reconnecting areas of the river valley (benefiting many species including water vole, otter, great crested newt, bittern, snipe, lapwing, and barn owl) and restoring three key historic canal structures (the Tame Aqueduct on the Coventry Canal, Curdworth Tunnel and Drayton Turret footbridge). Development of the Tame Way, from Tamworth to Castle Bromwich, with links to a network of canal towpaths and proposed circular routes, will provide new and exciting ways of exploring local heritage sites. A new interpretation centre at Kingsbury Water Park will provide access to information about the Valley, its history and habitats.

5.6 Outdoor Sports

5.6.1 Work is continuing in respect of the implementation of the Action Plan supporting the Playing Pitch Strategy. Priority is being given to discussions with Hurley Kings Junior Football Club, with a view to implementing new management arrangements for Daw Mill Sports Ground in tandem with improvements to the ground, if appropriate funding can be secured. It is hoped that once an approach to self-management has been agreed with Hurley Kings JFC this may serve as a model for similar arrangements with other clubs in the future.

5.6.2 Officers have also been able to offer advice and support to Hartshill Parish Council to help them submit a funding bid for the development of a second football pitch at Snowhill Recreation Ground. If successful, this would not only support the development of clubs in Hartshill but would have wider benefits in helping to address the undersupply of pitches in the east of the Borough, thereby relieving pressure on this Authority's pitches.

5.6.3 A review of processes for allocating and booking sports pitches and monitoring and controlling usage has led to significant efficiencies, particularly for the Grounds Maintenance DSO, which is now able to mark only those pitches that are required each week rather than marking all of them every week. Revised pitch hire charges have also been brought into effect, ensuring that clubs are treated equitably.

5.7 Children and Young People

5.7.1 A bid to North Warwickshire LEADER for funding to enable the installation of new play facilities at the recreation ground in Baxterley was successful and the scheme was implemented in summer 2012, thereby completing the second phase of the Play Area Development Programme.

- 5.7.2 Following consultation with children and young people in Dordon, proposals for the replacement of both the toddler/junior and teen play facilities at Long Street Recreation Ground have been drawn up and included within the wider Management Plan for the site. It is anticipated that installation of the play equipment will take place during summer/autumn 2013.
- 5.7.3 On completion of the project at Dordon there will be just four of the Authority's older play areas remaining to be improved. Two of these are in Atherstone, at Warwick Drive and Minions Close, one at Brendon Close, Coleshill, and one at Boot Hill, Grendon. Of these sites, that at Warwick Drive is of most concern. As can be seen from the photograph below the equipment on the site is in poor condition and it has very little inherent play value. It is both unattractive and a potential liability to the Authority.



- 5.7.4 Although community consultation in 2010 determined that there was a wish to retain a play area on this site, the resources have not been available to fund any replacement of the equipment. Officers are concerned that continuing to maintain this facility does not represent either effective service provision or good value for money. Members will be aware that there is a much better play area close by at Royal Meadow Drive. Under these circumstances it is recommended that this play equipment should be removed and the ground reinstated to grass. The site could then be included in the Green Space Improvements Programme, when funds allow, to be developed in consultation with local residents as a community space, but without formal play equipment.
- 5.7.5 Work will be undertaken in 2013/14 to review and revise the North Warwickshire Play Strategy, which, once complete, will inform the preparation of a Play Area Business Plan for the Authority. Together these documents will aim to ensure future sustainable play provision across the Borough, both by setting a framework for the Authority to ensure that its own facilities are properly maintained and replaced at the end of their lifespan and by assisting other providers to do the same.

5.8 Community Engagement

- 5.8.1 The successful delivery of the Wild:LIFE Project (section 5.4 above) is dependent on strong community engagement and is predicated upon the establishment of a “Friends Group” for each site. Community engagement has also been key to the process of preparing and implementing site Management Plans, which are discussed more fully in section 6 below.
- 5.8.2 The poor weather in the summer of 2012 unfortunately led to the cancellation of planned events, such as Love Parks. It is hoped, however, that events will be held in 2013 to celebrate the dedication of Abbey Green Park in Polesworth and the recreation grounds in Mancetter, Kingsbury and Old Arley as Queen Elizabeth II Playing Fields. Events will also take place to celebrate the designation of Local Nature Reserves.

6 **Area-Based Priorities**

6.1 Polesworth and Dordon Area - Management Plans

- 6.1.1 Good progress has been made in preparing the necessary documentation to proceed to tender for the implementation of the projects at Abbey Green Park in Polesworth and Long Street Recreation Ground in Dordon, which it is proposed to let as a single contract. Tenders are due to be returned in early April 2013 and it is anticipated that work will have commenced on site by May 2013. It had been hoped that a separate contract for the clearance of the river channels in Abbey Green Park would have been let and completed by the end of March, but a poor response to the tender and, more particularly, the very wet ground conditions on site have led to this being postponed until the early autumn.
- 6.1.2 Work is in hand to progress detailed proposals for Kitwood Avenue Recreation Ground in Dordon, which it is expected will be implemented in autumn 2013.

6.2 Coleshill and Arley and Whitacre Areas – Management Plans

- 6.2.1 Site evaluations and initial outline proposals have been completed for Cole End Park in Coleshill, Bretts Hall Recreation Ground in Ansley Common and Old Arley Recreation Ground. These will be further progressed during 2013/14, although future implementation will be dependent upon adequate funding being secured.

6.3 Newton Regis and Warton Area – Alvecote Recreation Area

- 6.3.1 Following the allocation of one-off funding of £6,500 in 2011/12, and further to local consultation, detailed proposals are now being prepared for Alvecote Recreation Area, including much-needed new play provision. This should enable the Parish Council to progress an application for external funding in order to implement the project.

6.4 Baddesley and Grendon Area

- 6.4.1 In accordance with the priority to target resources to improve the quality of open spaces in this area Officers have started work with Baddesley Ensor Parish Council to consider improvements at the recreation ground in Speedwell Lane, which it is anticipated will be completed by autumn/winter 2013. A project will also be taken forward in 2013/14 to improve the grounds at Baddesley Ensor Church and Community Hall. Both projects are to be supported through Birch Coppice S106 funding, as agreed by the Board at its meeting held in October 2012.

7 Resources, Monitoring and Development

- 7.1 The continuing review of grounds maintenance arrangements (paragraph 5.1 above) and the adoption of a Supplementary Planning Document (paragraph 4.1 above) will each contribute to ensuring the appropriate targeting of resources to deliver the priorities set out in the North Warwickshire Green Space Strategy, within the context provided by the Authority's overall capital and revenue requirements. It is, therefore, essential that these are further progressed in 2013/14.
- 7.2 The Action Plan at Appendix A includes sections setting out a suite of performance indicators against which progress in delivering the priorities set out in the Green Space Strategy will be measured. The list of indicators is necessarily long, reflecting the complexity of issues to be addressed through the Strategy. Both the Strategy and its supporting Action Plan are dynamic, evolving documents through which to advance the sustainable provision of green space into the future. As such, they are under constant review and revision and will never, and should never, be considered as "finished". Whilst some actions are discrete and can be completed, others will always be on-going undertakings. Performance, therefore, is measured by both the percentage of targets completed and of those in progress.
- 7.3 At the end of year 5 of implementation of the Action Plan, 25% of the targets will have been met and work will be in progress on a further 9%. This compares to 21% and 8% respectively at the end of year 4. Although this represents a positive level of achievement, given the extent of resources and capacity available to the Borough Council, it falls short of the targets for the year of 37% and 8%. It is anticipated that the temporary appointment to the post of Landscape Officer will have a positive effect on delivery in 2013/14. More details in respect of the position at the end of year 5 and the targets for year 6 are set out in the Action Plan at Appendix A.
- 7.4 An interim review of the ten-year Strategy will be undertaken during 2013/14. This will consider progress to date in the context of its overall objectives, including through community and stakeholder consultation, and will seek to provide a framework for delivery of those priorities that have yet to be advanced. The resulting report will be brought to a future meeting of the Board for consideration.

8 Report Implications

8.1 Finance and Value for Money Implications

- 8.1.1 There are no new financial implications arising out of this report in respect of delivery of the Green Space Strategy Action Plan, as this is being advanced within the context provided by approved capital and revenue budgets and through approved earmarked reserves, including the use of Birch Coppice S106 funding to support projects in Polesworth, Dordon, Baddesley Ensor and Piccadilly. Wherever possible, additional external funding is sought to support project implementation.
- 8.1.2 Should a partnership be established with Warwickshire Wildlife Trust for the on-going management of local nature reserves the costs will be met from the parks and playing fields revenue budget.

8.2 Safer Communities Implications

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

8.3 Legal and Human Rights Implications

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

8.4 Environment and Sustainability Implications

- 8.4.1 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 communities.

8.5 Risk Management Implications

- 8.5.1 The risks associated with this report have been identified within the context of the corporate risk management process. The risk implications of all projects advanced through the Green Space Strategy are considered as part of effective project management.

8.6 Equalities Implications

- 8.6.1 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.

8.7 Links to Council's Priorities

8.7.1 The North Warwickshire Green Space Strategy has direct and positive links to the corporate priorities in respect of:

- Public services and council tax
- Local employment
- Environment
- Crime and disorder
- Countryside and heritage
- Access to services
- Consultation and communication
- Health and well-being

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

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

The Contact Officer for this report is Alethea Wilson (719212).

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) | January 2012 |
| 2 | Assistant Director (Leisure and Community Development) | Report to Community and Environment Board (Tree | March 2012 |

| | | | |
|---|--|--|--------------|
| | | Management) | |
| 3 | Assistant Director (Leisure and Community Development) | Report to Community and Environment Board (Birch Coppice Section 106 Agreements - Proposed Use of Funding) | October 2012 |

Agenda Item No 11

Community and Environment Board

18 March 2013

Report of the Assistant Director (Streetscape)

Clinical Waste Collections

1 Summary

- 1.1 This report details changes within the National Health Service (NHS) which will have an impact on the Council's Clinical Waste Collection Service and the work being undertaken at District level to respond to those changes.

Recommendation to the Board

- a That Members note the changes within the NHS and the potential financial and operational impacts;**
- b That Members indicate their preferred approach as to how this issue should be resolved; and**
- c That a further report be brought back to this Board once the final round of discussions with stakeholders is concluded.**

2 Consultation

- 2.1 The Council spokesperson for Health, Wellbeing and Leisure was consulted on the issues in advance of this report as detailed in 10.2.

3 Background

- 3.1 Clinical Waste is defined as any waste produced from a healthcare activity.
- 3.2 Under the Environmental Protection Act Local Authorities have specific duties in relation to the collection and disposal of healthcare waste where requested to do so.
- 3.3 North Warwickshire Borough Council currently operates a Clinical Waste Collection service for approximately 50 properties across the Borough. Users of the service are referred to the Council by Healthcare professionals such as GPs and clinics and receive a free weekly collection of waste defined as clinical waste within the Controlled Waste (England and Wales) Regulations.

4 National Health Service (NHS)

- 4.1 Due to changes within the NHS from the 1 April 2013 the Primary Care Trusts (PCT) will cease to exist in their current format.
- 4.2 From 1 April 2013, across the Country 16 new Clinical Commissioning Groups (CCGs) responsible for local Area Teams will replace the current PCTs. NWBC will fall within the Warwickshire North CCG.
- 4.3 Historically all pharmacies have accepted some Clinical waste, namely syringes, for disposal directly from patients as the result of an agreement held with the PCTs. As part of this agreement pharmacies received a payment of £100 per annum in recognition of the time, space and effort required to accept, process and store syringes.
- 4.4 There are currently 12 pharmacies within North Warwickshire which accept syringes for disposal and therefore receive the payment.
- 4.5 This payment is made directly to the pharmacies by the PCT who also hold the contract for the collection and disposal of the syringes.
- 4.6 Due to the changes to the way the PCT operate and the requirement under legislation for local authorities to arrange for the collection and disposal of syringes, the PCT have announced that the current agreement with pharmacies will end on 31 March 2013.

5 Potential Impacts of Changes

- 5.1 If pharmacies were to refuse to accept “take back” medicinal sharps from 1 April 2013 there are a number of potential impacts which are detailed below:
 - Users of the current service would be advised to call the Council to arrange collection – potentially increasing the number of clinical waste collection customers and substantially increasing the associated costs of operating the service.
 - An increase in the number of syringes being fly tipped or disposed of incorrectly could increase as options for disposal are reduced.
 - Residents currently utilising the pharmacy facilities may suffer further inconvenience due to a lack of locally available facilities.

6 Work currently being undertaken

- 6.1 Since the announcement of the changes, all Warwickshire authorities have met with the current PCT and the CCG to discuss the potential impact on patients and residents and to discuss options for ensuring the continual safe disposal of medicinal sharps.
- 6.2 Discussion is ongoing with pharmacies to see if the current arrangements could continue albeit with the Waste Collection Authorities (i.e. the Borough and District Councils) arranging for the collection of syringes directly from the participating pharmacies and WCC arranging for disposal.

- 6.3 The pharmacies appear keen to minimise disruption to service users and ensure a seamless change over from 1 April although early indications are that continuing with the current arrangement would only be possible if the annual payments were to continue.

7 Financial Implications

- 7.1 If arrangements with pharmacies were to continue at the current payment rate the annual cost to the Council would be in the region of £1,200.
- 7.2 Pharmacies have been asked to clarify if they would be willing to reduce the payment but this is looking unlikely.
- 7.3 One option being considered is the possibility of reducing the number of pharmacies participating to reduce costs.
- 7.4 If arrangements with pharmacies were not to continue the Council could implement charges for the collection of Clinical Waste from households as permitted in Schedule 2 of the Controlled Waste Regulations to offset additional collection costs.

8 Other Considerations

- 8.1 Pharmacies have agreed in principal to continue accepting syringes from 1 April whilst the way forward is determined to minimise disruption to patients.
- 8.2 All Warwickshire Waste Collection authorities are reviewing current clinical waste collection arrangements to ensure compliance with legislation and to see if there are ways to work together to maximise efficiencies and consistency across Warwickshire.

9 Summary

- 9.1 The current arrangements for the acceptance and disposal of used medicinal syringes at pharmacies across the Borough will end on 31 March 2013.
- 9.2 The responsibility to arrange for the collection of medicinal syringes falls with North Warwickshire Borough Council and legislation allows the Council to make a charge for this service.
- 9.3 It may be possible to continue the current arrangement with pharmacies subject to suitable financial compensation.
- 9.4 Future arrangements for the collection and disposal of syringes needs to be agreed as soon as possible to minimise disruption to residents and to reduce associated problems.

10 Report Implications

10.1 Finance and Value for Money Implications

10.1.1 The implementation of changes necessary to continue with the current level of service is likely to incur costs of at least £1,200 per annum in addition to the budgeted service expenditure...

10.2 Health, Wellbeing and Leisure Implications

10.2.1 The Council spokesperson for Health Wellbeing and Leisure, Cllr Derek Pickard was consulted on the potential impacts of the changes. His comments on the proposals were as follows;

“Collection and disposal of sharps is an important and I think statutory responsibility. Clearly it is in everyone’s interest to continue it and pharmacies remain the most obvious group to continue this since any training and protocols will already be in place. Since they appear to have demonstrated a will to continue, we ought to work to lubricate this system.”

10.3 Equalities Implications

10.3.1 An Equality Impact Assessment of any new or revised policies as a result of the changes will be undertaken to assess if there are any potential impacts.

10.4 Safer Communities Implications

10.4.1 With the possible withdrawal of local Pharmacies offering a local service, there could be an increase in the number of needles not being disposed of safely. Thus, highlighting potential community safety and public health concern.

10.5 Links to Council’s Priorities

10.5.1 This links directly to the Council’s priority of “protecting public services for local people whilst maintaining a balanced budget and keeping Council Tax increases lower than inflation.”

The Contact Officer for this report is Sarah Elliott (07776 170876).

Background Papers

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

| Background Paper No | Author | Nature of Background Paper | Date |
|---------------------|--------|----------------------------|------|
| | | | |

Agenda Item No 12

Community and Environment Board

18 March 2013

Report of the Assistant Chief Executive (Community Services)

Development of a Food Bank and Retail Outlet for Recycled and Donated Furniture

1 Summary

- 1.1 The purpose of this report is to update Members on progress on the development of a food bank to distribute emergency/excess food and a retail outlet for selling recycled and donated furniture that we are opening in April 2013. This initiative is being delivered as part of a wider solution being developed and funded by Warwickshire County Council who have been tasked with designing a replacement scheme for the existing scheme of crisis loans and community care grants currently administered by the Department of Works and Pensions (DWP).
- 1.2 The decision to begin to develop and identify the local delivery model outlined in this report without board approval was taken under the Chief Executives emergency powers in January 2013. This was necessary due to the short period of time available to put the plans in place to implement a solution by April 2013. This decision was taken after consultation with the Leaders of both parties.

Recommendation to the Board

That Members note the progress made with regard to the development of the Foodbank and Recycled Furniture project.

2 Consultation

- 2.1 Lead Members as well as the Leader of the Opposition, who is also the Portfolio Holder for this area at the County Council; have been overseeing the progress of this new scheme since approval was received.
- 2.2 Consultation has also been undertaken with officers and partners from a number of interested public and third sector bodies to agree participation in our work to date.

3 Background

- 3.1 As part of the Welfare Reform agenda, the responsibility for administering the current social fund scheme transfers to Upper Tier Authorities from the DWP in April 2013.
- 3.2 The current fund is available for people in receipt of working age state benefits to access emergency help via a loan system that is paid back via direct deductions from an ongoing entitlement to benefit. It is designed to assist people in genuine crisis access emergency funds to pay for food, fuel and other essential day to day expenses and household items.
- 3.3 The current fund also pays for essential support in the form of providing furniture and other household items to enable people to live independently following their removal from care or prison. The County will continue to develop a scheme that replicates this undertaking and the Council will not be involved in administering this aspect of the scheme.
- 3.4 With regard to the crisis loan element of the scheme, the County Council are currently developing a range of alternative schemes that people will be eligible to apply for from April 2013 which, whilst yet to be finalised, have been the subject of two cabinet reports, the latest of which is attached at Appendix A.

...

This report summarises the approach and eligibility criteria to be satisfied to access emergency financial support which has needed to be developed in a very short period of time and against a backdrop of a reduction in funding available in the region of 25% from that currently available.

- 3.5 Having regard to this, the two key areas under the crisis loan element where emergency help will be targeted is via;
 - Providing emergency food either from food banks or issuing vouchers where the food bank is not available in partnership with the district councils and;
 - Providing emergency payments to ensure heating is provided which will be administered by the County Council via a telephone application process.

The information attached at Appendix A outlines how this assistance will be administered.

- 3.6 In December, the Council approached the County Council with an offer to assist them in setting up local arrangements to operate a scheme in North Warwickshire which currently is the only area in the county where access to food banks is not currently widely available. Following negotiations, it was agreed to set up a pilot in the borough which the County Council have agreed to fund from the Government grant provided. However, the Council have committed to provide Council owned facilities free of charge as well as significant officer time to enable this to be set up in less than three months.
- 3.7 In all other districts across Warwickshire, an organisation called the Trussel Trust issues food free of charge via a network of local churches. This food is predominantly donated by members of the public and is issued based on

referrals made by key workers in the area who have identified a need. The County Council will be working with each Borough to assist them in embedding improved referral systems and to ascertain how each district may work closer with Fareshare (Leicester), from whom we will be having our food supplied.

4 Fareshare (Leicester)

4.1 Fareshare are a National charity who work with the major food suppliers and retailers in the county to help distribute surplus food and goods that otherwise would be destroyed and put into landfill at a cost. They are the preferred partner of many of the large supermarket chains who have distribution centres in North Warwickshire who we approached to determine what they did with their excess food e.g. Aldi, Sainsburys.

4.2 Fareshare has been commissioned by the County Council to supply and assist us in implementing the controllable systems to allocate up to 6 tonnes of food per month within the borough. This provision will support the emergency food pilot plus the supply of food into a number of social enterprise community cafes, and breakfast clubs that currently operate in the local area, many from buildings that are also supporting B.O.B Hubs. We intend to take the first delivery of food in early April and on a fortnightly basis thereafter.

4.3 I attach at Appendix B, the annual report of Fareshare (Leicester) who are working with Council officers to set up local arrangements. This outlines further information about the organisation and its objectives.

5 The Development of the Foodbank and Second Hand Furniture Outlet

5.1 In order to distribute the food in a secure and controllable way, suitable premises have been identified which are to be provided rate and rent free by the Council. The premises are currently vacant and have been so since 2008. Some of the funding provided by the County Council will be used to bring the units up to a standard that makes them "fit for purpose".

5.2 Due to their location and size, this has also provided other new opportunities to be considered and has resulted in agreeing that a third party partner should be commissioned to run the food distribution centre which will also double up as a retail and storage outlet for second hand furniture.

5.3 Our agreed partner, Chapter 1 is a National charity who undertakes a range of housing and employment related support service work. They currently trade as "2nd Chance Furniture" from a unit in Nuneaton and also operate a number of housing related projects in the area. We have had a very good relationship with the organisation for a number of years in terms of referring customers in need of good quality second hand furniture and through our discussions, they are very excited about the opportunity of setting up a smaller outlet in North Warwickshire from the premises identified in Innage Park.

5.4 It is planned that the unit will be open between 10am to 4pm, Monday to Friday plus on occasional Saturdays as appropriate. The service will be predominantly staffed by volunteers, some of whom will be supported and trained to assist them to develop new skills to help them find employment. The costs of commissioning Chapter 1 will be part funded by the County Council and part funded from anticipated sales from the unit.

5.5 We are currently working closely with colleagues from a number of divisions including staff from streetscape, facilities, environmental health, community development and legal to ensure that we put all the necessary arrangements in place to satisfy legal, corporate and operational requirements.

6 **Access to Food**

6.1 The process for accessing food (which initially will only be for dry foods only i.e. tins, pasta, jars, with some bread and vegetables) is still to be finalised. We are currently discussing with the County Council and Fareshare how this is best working in terms of the referral process plus what expectations around record keeping and voucher control.

6.2 We have also received an offer of local fresh products from a local supermarket and a recent meeting with OCADO indicated that they are also likely to be in a position to supply us with additional surplus food including chilled and ambient foods. This type of food (dairy and meats) carries wider Health and Food Safety requirements and we are currently in discussions with them, our Environmental Health team and a local secondary school who operate a breakfast club how we may be able to use this produce that otherwise has to be destroyed.

6.3 There are strict audit controls and processes to be put in place to ensure the food supplied is used in a controlled way. Fareshare will support us in putting these in place but based on our proposed delivery model and discussions to date, no major issues have been highlighted.

6.4 We are also looking to attract interest internally from staff to assist in the delivery of food where the individual is unable to access the Atherstone unit direct. This may involve using officers working in the field, and people agreeing to distribute food on their journeys home in support of volunteers but once again still needs finalising.

In summary and subject to ratification by Members;

6.4.1 **The Council will provide**

- An operation that is up and running by 10 April.

- Rent and rate free units in Atherstone that are fit for purpose and suitably equipped.
- Management of the contract with Fareshare.
- Support to the project in assisting with promotional, project management, identifying volunteers and operational support across a range of responsibilities.

6.4.2 **Chapter 1 will provide**

- Management and staffing of the unit between 10am and 4pm (Monday to Friday).
- Manage and identify volunteers to distribute and collect food and Training for volunteers.
- Will become members of our Financial Inclusion Partnership that meets quarterly to coordinate Financial Inclusion activity.

6.4.3 **Fareshare (Leicester) will provide**

- The food for distribution.
- Project management support.

6.4.4 **Warwickshire County Council will provide**

- Funding for set up and running costs of the pilot in 2013/14.
- A commitment to providing future funding providing the Government continue to provide support for social fund purposes and assuming successful delivery of the project to an “as yet agreed” service level agreement.

7 **Report Implications**

7.1 **Finance and Value for Money Implications**

7.1.1 Warwickshire County Council will provide £40,000 to enable the set up and delivery of the pilot in 2013/14 as well as the funding to transport the food from Leicester.

7.1.2 It is fully expected that the Government will continue to provide this funding to 31 March 2015 as a minimum. If this is the case, providing all things remain “as is” we would expect to be in a position to continue to build upon the pilot and look to develop it further with the full support of the County Council.

7.1.3 If this is not the case, officers and prospective partners have been discussing potential ways of generating income during the pilot year and these will be developed further with partners by the summer. Funding provided during the

first year of the operation will allow these discussions to be developed properly and reported as appropriate.

7.1.4 In terms of providing the vacant units at Innage Park rent and rates free, there is no financial impact to the Council through loss of rent as none of the 3 units being offered to Chapter 1 have been rented since 2008.

7.1.5 However, there is the opportunity for a saving of rates up to £4,500 in 2013/14 should Chapter 1 agree to take on the units they are being offered under the licence arrangements being discussed due to the ability to award them relief from the business rate liability due to their charitable status. These arrangements would enable 2 of the 3 units to be taken back by the Council on a months notice should we be able to let the unit commercially. The third unit would be assigned for an initial 12 month period when it will be reviewed.

7.2 Safer Communities Implications

7.2.1 Setting up the food bank and retail outlet should help promote community spirit, volunteering opportunities and provide facilities that will benefit the local community particularly those affected by the welfare reforms or who are on low incomes. It will ensure a safety net is put in place to help at a time when people are at their most vulnerable.

7.2.2 The proposed pilot will have a positive impact on the access to services agenda, a key priority for the Council and can only have had a positive impact on an individual's ability to take control of their own life and in turn feel safer.

7.3 Human Resources Implications

7.3.1 None. As the service will be commissioned from Chapter 1, no staff will be directly employed to work on this pilot. The Council will support the activity within the wider financial inclusion brief of staff within the Community Services Division and assist in its development.

7.4 Environment and Sustainability Implications

7.4.1 Providing a local facility will have a positive impact on the environment by reducing carbon emissions as they prevent the need to travel to Nuneaton to visit the current 2nd Chance Furniture outlet.

7.4.2 The pilot will also provide access to emergency food which is replacing an existing emergency payment facility that is being withdrawn. Without this proposal, it would most likely have resulted in no local service provision, or at best, a very limited service which would have had a detrimental impact on vulnerable people living in the Borough.

7.4.3 The proposals recommended in this report should ensure the future of a new facility and services within the borough initially for a year, and hopefully much longer if it is needed. This position will be evaluated on an ongoing basis alongside Members.

7.5 Risk Management Implications

7.5.1 Please refer to the risk management document at the end of this report. It is anticipated that the work undertaken to date will ensure that the pilot can be implemented on time and to budget.

7.6 Equalities Implications

7.6.1 The impact of the proposed changes will result in promoting better access to emergency help and support that is currently only provided from Nuneaton.

7.6.2 Whilst it is possible that some communities will be seen to have greater opportunity to access the food bank and outlet that will be located in Atherstone, this will serve those communities who are perceived will be in greatest need.

7.6.3 By supporting social enterprises via community cafes and breakfast clubs that are located throughout the borough, many from B.O.B Hubs will ensure that all communities can access the benefits of this pilot. Where people who need the emergency food service cannot easily access the service for whatever reason, the proposed delivery service using staff and volunteers will hopefully ensure no individual is excluded from accessing the services offered.

7.6.4 The sustainability implications highlighted above are consistent with equality related objectives as access to services by customers generally is enhanced. The impact of the improved provision can be assessed in terms of the protected characteristics defined in the Equality Act 2010.

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

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 |
|---------------------|--------|----------------------------|------|
| | | | |

Risk Management Form

**NORTH WARWICKSHIRE
BOROUGH COUNCIL**

Division

Cost Centre or Service

| Risk 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 |
|----------|---|--|--------------------------------------|----------------------------------|-------------------------|------------------------|--|--------------------------------------|----------------------------------|-----------------------|
| 1 | Losing the County Council funding after the first year of operation | Inability to fund facility meaning the closure/withdrawal of the service | 3 | 5 | 15 | Bob Trahern | The Council is currently exploring ways of making the service self financing | 1 | 3 | 3 |
| 2 | Losing the support of Chapter 1 or Fareshare as partners | Inability to run or manage operation | 2 | 5 | 10 | Bob Trahern | We will continue to work closely with partners to mitigate the risk of this happening | 1 | 5 | 5 |
| 3 | Abuse of the referral process being scheme into disrepute | Operation is not "fit for purpose" | 2 | 5 | 10 | Bob Trahern | We will continue to work closely with the County Council and partners to mitigate the risk of this happening | 2 | 4 | 8 |
| Risk Ref | Options for additional / replacement control procedure | | | | | | Cost Resources | Likelihood (5 = high, 1 = low) | Impact (5 = high, 1 = low) | Net Risk Rating |
| | | | | | | | | | | |

Completed By: Bob Trahern

Date 18 January 2013

Cabinet

14 February 2013

Warwickshire Local Welfare Scheme

Recommendation

Cabinet is asked to approve the 'Warwickshire Local Welfare Scheme' which will replace the government's discretionary social fund in Warwickshire.

1.0 Background

- 1.1 In December 2012 Cabinet received a report on reform of the Social Fund and agreed to use the Government's grant funding to deliver a scheme of local provision from April 2013.
- 1.2 A further report on the Warwickshire Local Welfare Scheme policy document was requested. See Appendix A for the proposed scheme.

2.0 Key Issues

- 2.1 The scheme aims to concentrate funding on those facing greatest difficulty in managing their income, enabling a more flexible response to unavoidable need and aligning with the wider range of local support that local authorities and partners already offer.
- 2.2 Although the authority has been provided with high-level information of customer numbers, demographic information and expenditure from the Department for Work and Pensions in relation to the existing scheme, the full impact on a local provision will only become clear once the County Council has worked with customers who present themselves after 1 April 2013. It is proposed to pilot any scheme for 12 months and use the learning from this to support a long-term approach to the management and distribution of this grant. Initial consideration has been given to the impact the proposed policy will have on vulnerable people and an equality impact assessment is being developed to assess this. We will keep any potential impact under review as we pilot the scheme and will continue to develop the equalities impact assessment to reflect this.
- 2.3 In both 'Achieving our Ambitions' and 'Going for Growth' strategies the County Council has been clear about its future focus and how its business and services will be structured. In developing the new scheme, due regard has been given to ensuring the messages in these initiatives are reflected, and the proposed scheme has been built on a framework that:

- Focuses on prevention
- Targets the most vulnerable people
- Is sustainable and flexible to accommodate changes in need and priority in the longer term

2.4 The following principles outlined in the original report to Cabinet underpin the new scheme;

- We will look to facilitate a solution to the crisis rather than provide cash handouts
- We will provide grants rather than loans
- We will focus on awards for food and heating, and not cash awards
- We will work proactively with appropriate partners
- We will apply clear eligibility criteria to ensure the framework targets the most vulnerable people and those in crisis

2.5 The Warwickshire Local Welfare Scheme (see Appendix A) aims to deliver a sustainable, networked multi- agency approach through access to practical support, advice and information. This will build on the effective partnership working with other district and borough councils, voluntary agencies and organisations to ensure those applying to the scheme are offered the right support at the earliest opportunity.

Supporting papers

1. The Policy (Appendix A attached)
2. Social Fund Reform Cabinet Paper approved by Cabinet on 13 December 2012

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Warwickshire Local Welfare Scheme

1 Background

- 1.1 From the 1st April 2013 the national scheme of emergency financial support for vulnerable households will end and local authorities will run their own local schemes. This policy document sets out Warwickshire County Council's provision ("Warwickshire Local Welfare Scheme") detailing the support individuals can apply for and the eligibility criteria that Warwickshire County Council (WCC) will use to process applications.

2 Policy Aims

- 2.1 The policy is intended to support those people in Warwickshire who are in greatest need and will aim to facilitate a non-monetary solution to meet their immediate need.
- 2.2 WCC is committed to working with the statutory services, local community, voluntary groups and other interested parties to facilitate this scheme.
- 2.3 WCC's local welfare scheme will be in 2 parts, a reactive element for immediate and short-term provision and a pro-active element of planned support to people requiring assistance to find longer-term sustainable solutions.
- 2.4 Each application will be administered strictly on its merits and all applicants will be treated equally and fairly. The policy will support WCC's corporate aims to:
- support people experiencing 'crisis' situations
 - help applicants through personal crises and difficult events by signposting to appropriate support
 - develop a scheme which is sustainable and flexible to accommodate changes in local need and / or priority in the longer term
- 2.5 A crisis is defined as an unexpected set of circumstances, which have left someone with an immediate need that the individual has no other way of meeting.
- 2.6 WCC will only have limited funds for this scheme and therefore any support will be provided within available resources.

3 The Scheme

3.1 Immediate and Short-Term Need (Reactive Element)

- 3.1.1 WCC will consider making an emergency award for food or heating to applicants who meet the Eligibility Criteria (see below).

3.1.2 An Immediate Need award is for food or heating that the applicant needs at once because:

- they are in an emergency or crisis situation **and**
- they have satisfied WCC that they have no other access to funds or services **and**
- there are no other agencies who provide help

The crisis could be for example one of the following:

- no access to essential items (food, heating)
- a flood, fire or gas explosion
- a situation that poses a serious risk to the health and safety of you or your immediate family

A crisis would not be:

- lost or spent money
- minor mishaps or damage
- failure of a household item
- inability to access savings or capital
- benefit sanctions or disallowance having been applied

3.1.3 The awards will take the form of the following:

- Food boxes containing enough food for 3 days
- Credit to your electricity meter, card or key, depending on your supplier
- Loan of an item such as an electric heater

3.1.4 Cash awards are not part of the scheme. This means WCC will not give out cash. Instead it will signpost applicants to any other organisation that may be able to help, for example, other discretionary grants such as budgeting loans from Department of Work and Pensions, or housing grants from district and borough councils, or by providing budgeting advice and debt management.

3.1.5 In some instances WCC may consider providing a limited range of essential items which cannot be provided by other agencies, such as a microwave, bed or bedding, as part of the Short-Term Need element of the scheme, i.e. in order to provide interim support whilst a longer term solution is found.

3.1.6 Where repeated applications for Immediate and Short-Term Need are made, WCC may attach conditions. For example, WCC may make it a condition of an award that applicants engage with additional planned support services, such as budgeting advice or debt management training, to address issues that are leading to repeat applications being made.

3.1.7 Applications can be made by calling the Freephone number.

- 3.1.8 It is WCC's discretion as to whether the award will be made to applicants if they refuse to meet such conditions.
- 3.1.9 If applicants do not qualify for an Immediate Need award WCC will inform them of any other agencies or charities that may be able to offer assistance or support. Applicants can also contact the WCC if they do not think they would qualify for an Immediate Need award but would like to be signposted to other agencies which may be able to help.

3.2 Planned Support (Pro-active Element)

- 3.2.1 The Planned Support element is to assist applicants by providing a limited range of essential items that cannot be provided by any other agency. Applicants will be those leaving care and setting up, or resettling in the community, where a planned programme of support has been, and will continue to be, in place with appropriate agencies.
- 3.2.2 It is expected that applications for such items will be made by staff from appropriate agencies acting on behalf of claimants, rather than from individuals themselves.
- 3.2.3 The Planned Support will make provision for additional support services that are identified, such as money or debt management training, to address issues that are leading to repeat applications being made.
- 3.2.4 These preventative services may include referrals for
- Income / benefits maximisation
 - Budgeting advice, debt management training or loan shark awareness
 - Ways to address fuel poverty
 - Support from other appropriate support agencies

4 Eligibility Criteria

- 4.1 To be considered eligible for an award under the scheme, applicants must satisfy WCC in respect of all of the following conditions:
- to be aged 16 or over
 - to have no other access to funds or sufficient resources to meet an immediate need
 - that their situation poses a serious risk to the health and safety of them or their immediate family
 - to have been a resident of Warwickshire for the past 6 months or 3 years out of the past 5 years. Or, if a member of the Armed Forces, then to demonstrate a strong connection to the Warwickshire area
 - to be legally resident in the UK
- 4.2 Exceptions may be granted at the discretion of WCC where an application requires refuge or care following abuse or harm.

5 Exclusions

5.1 The following people are excluded for support:

- someone in hospital or care home (independent or local authority), unless their discharge is planned to take place imminently
- someone subject to immigration control by virtue of the Immigration and Asylum Act
- applicants or their immediate family who have received 2 awards within a rolling 12 month period (commencing from the date their last application was received)
- prisoners and people lawfully detained, including those released on parole or on bail pending a court hearing
- members of a religious order who are fully maintained by the order
- full-time or part-time students not on Income Support, Income Based Job Seekers Allowance, Income Related Employment Support Allowance, Pension Credit (including payments on account) or equivalent welfare benefits
- someone from abroad who fails or would fail the habitual residence test for the purpose of welfare benefits and other entitlements
- someone who is subject to a benefit sanction or disallowance

6 Reviews

6.1 If applicants are turned down for an award they may request a review of the decision using the procedure below:

6.2 An applicant (or their appointee or agent) who disagrees with a decision may request a review. An applicant can ask for a review if they can demonstrate:

- there has been a factual error based on the decision made or an oversight of a significant piece of evidence or
- that new evidence has come to light which was not provided with the original application

6.3 In either circumstance, applicants must provide all relevant information or evidence. Such review requests must be made to: Warwickshire County Council Local Welfare Scheme within one calendar month of the decision being issued.

6.4 The review decision will be final.

7 Enquiries

7.1 If applicants have any enquiries about this scheme or want the Council to consider an application please contact(details to be finalised)

Highlights

Developments

- Temporary acquisition of units at The Oaks Industrial Estate, courtesy of Leicestershire County Council, from 01.12.11 with long term lease now being sought
- Grant from Comic Relief of £9,040 to fund initial period at The Oaks
- Major grant of £75,000 from the Global Foodbanking Network made possible with support from the Caterpillar Foundation, will help fund development to depot status
- Grant of £19,490 over two years from Henry Smith Foundation
- Food distribution transferred to The Oaks from the start of June 2012, with second distribution day initiated at the end of that month

Governance

- Became a registered charity from 11.04.12 with Jimmy Mark, Judith Spence, John Willetts and Peter Yates as trustees.

Thanks to...

our volunteers

We could not function without the loyalty, enthusiasm and commitment of our hardworking team of volunteers, who drive vans, sort food, manage the distributions and help with admin duties and fundraising.

Supporters and donors

We are most grateful to St Paul's Worship Centre, Kirby Road, Leicester and Yvonne their Churchwarden for the use of their premises for our weekly distribution over the last four years.

Thanks to Richard Bradford of Drummotors & More for providing storage over the last two years.

Promotion

- Featured in double page special report written by Jay Rayner for the 'Observer' on 02.10.11 and follow up national and international media coverage
- Featured in "Inside Out" programme on BBC East Midlands TV in February 2012
- Project Director introduced to HRH Duke of Edinburgh during Diamond Jubilee Royal Visit to Leicester on 08.03.12

Personnel

- Simone Connolly and Bob Rushton increased hours to 3 days per week from 01.04.12
- Simone and Bob completed Food Safety Level II & III training courtesy of North Warwickshire & Hinckley College

Food Donations

- Participated in the Sainsbury's national Million Meal appeal on 26.11.11 with volunteers at each store in the City and County plus Nuneaton and Tamworth
- Welcomed new food donors - Fosters Foods, Lidl and Midlands Coop
- Aldi collections system enhanced to centralise for all stores in Midlands region

We also wish to thank our sponsors, supporters and donors (both money and food) plus our food suppliers.

The Diocese of Leicester

Our thanks to the Diocese for their continuing support.

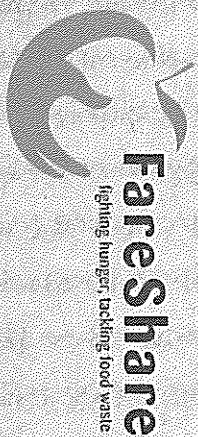
This annual report has been produced and printed by North Warwickshire & Hinckley College as part of their support of FareShare Leicester as their designated charity.



North Warwickshire
& Hinckley College



Diocese of
Leicester



FareShare

fighting hunger, tackling food waste

FareShare Leicester

Annual Report 2012

Help us to work together for that day when the whole world is fed, poverty and suffering is ended

Church of England Liturgy

Tel: 0116 286 7735
Mob: 07863 763 647

Email: fsleicester@fareshare.org.uk

Unit 4, The Oaks Industrial Estate,
Coventry Road, Nainborough, Leicester, LE19 2GF

Introduction

FareShare Leicester has grown every year in respect of the amount of food supplied. Not only has that trend continued in 2011-12 but other developments mean that we can see the realisation of our long held ambition to become a full FareShare depot. The temporary acquisition of warehouse premises, initially with support from a grant from Comic Relief, is now becoming a permanent arrangement, due to a major grant from the Global Foodbanking Network made possible with support from the Caterpillar Foundation. Another important grant has been received from the Henry Smith Foundation.

Such development could not have been timelier as the demand for food continues to grow in the current economic climate. We are working with Leicester City Council to support their priority of tackling the high level of child poverty. Opening a second distribution day also allows us to respond to requests for membership from groups in deprived areas of Leicestershire and the wider East Midlands.

FareShare Leicester has always recognised its role as part of the national FareShare network. To take that role to new heights, we have agreed in principle to manage the National Ambient Hub to service the whole FareShare network.

More information on these and other highlights is contained in this report.

However, the next year 2012-13 will be most challenging as we set up the depot, both physically and organisationally to meet all the relevant standards, whilst maintaining food supply to existing and new member groups.

Jimmy Mark, Judith Spence & Peter Yates
Trustees

John Willets
Trustee & Project Director

About

FareShare Leicester

FareShare Leicester was established on 1st July, 2008. We were founded as a project of the Diocese of Leicester and we are a franchise of the national charity FareShare.

FareShare takes good quality surplus food from the food industry that is used for those in need, rather than being sent to landfill. All food is within its use-by date and complies with strict hygiene legislation.

FareShare Leicester is a self supporting project, entirely dependent upon income generated, grants and donations.



Performance Data 2011-12

The acquisition of premises has meant we can take in bulk deliveries and sort and store food supplies which has resulted in a major increase in food issued to member groups. 171 tonnes of food is equivalent to over 400,000 meals. Since January 2012, we have ceased to be reliant on food from other FareShare depots and become a net exporter of food.

| Performance Data for 2011-12 | 2010-11 | 2011-12 | Increase % |
|---|---------|---------|------------|
| Total food redistributed (tonnes) | 98.8 | 171.4 | 73 |
| Fruit & veg from Brakes (t) | 30.1 | 56.3 | 87 |
| Food in from other FareShare depots (t) | 21.6 | 24.1 | 12 |
| Food out to other FareShare depots (t) | - | 10.1 | - |
| Community Member Groups | 20 | 26 | 30 |

Financial Report 2011-12

| INCOME | | |
|-----------------------------|----------------------------------|-------------------|
| Bank Interest Earned | | £14.06 |
| Fund Raising Events | | £1,046.40 |
| Grants and Donations Income | | |
| | Restricted | £17,881.00 |
| | Unrestricted (General Donations) | £9,834.26 |
| Membership Fees | | £10,895.66 |
| Diocesan Support | | £4,025.65 |
| Other Income | | £1,852.89 |
| TOTAL INCOME | | £45,549.92 |
| EXPENSES | | |
| Vehicle Expense | | £7,513.89 |
| Employee Payments/Salaries | | £17,759.62 |
| Equipment Rental | | £742.80 |
| Insurance | | £284.08 |
| Volunteer Expenses | | £1,774.98 |
| Advertising | | £327.60 |
| Office/PC Expenses | | £518.06 |
| Rent and Rates | | £560.00 |
| Telephone | | £793.76 |
| Training and Development | | £130.00 |
| Travel and Meetings | | £356.00 |
| Warehouse Expense | | £844.11 |
| Total Expense | | £31,604.90 |
| Net Ordinary Income | | £13,945.02 |

The financial report is a summary of income and expenditure. A statement of accounts is available on request.

Agenda Item No 13

Community and Environment Board

18 March 2013

Report of the Assistant Director (Leisure and Community Development)

Partnership and Development Section – Update on Key Projects

1 Summary

- 1.1 The Partnership and Development section of the Leisure and Community Development Division delivers a wide range of projects that help the Council to achieve its corporate objectives and to meet priorities identified within the Sustainable Community Strategy. For Members information, progress in respect of three key projects undertaken in pursuance of these objectives is detailed in this report.

Recommendation to the Board

That the Board notes the progress being made by the Partnership and Development section to positively contribute to the attainment of priorities identified in the Corporate Plan and the North Warwickshire Sustainable Community Strategy.

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, the Young Persons' Champion 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 Introduction

- 3.1 The Partnership and Development section is located in the Leisure and Community Development Division. Its work is directed towards improving the quality of life of people who live, work in or visit North Warwickshire. Officers work in partnership with a wide range of organisations in order to deliver projects that address priorities identified within the Corporate Plan and the local Sustainable Community Strategy. This report details three key projects that have been undertaken in pursuance of this objective over the past 12 months:
- One Stop Health Shop
 - Make a Difference Day

- Solomon Theatre Performances

4 **One Stop Health Shop**

- 4.1 The One Stop Health Shop (OSHS) six-week rolling programme takes place at Atherstone Memorial Hall from 9:30 until 11:45 every Monday morning. Partnership funding for the OSHS pilot project was secured from the Warwickshire North Clinical Commissioning Group (CCG) in May 2012. The sessions, which were originally funded until February 2013, are co-ordinated and staffed by two professional health advisors, who have completed online Make Every Contact Count (MECC) training, thereby ensuring that consistent health messages are delivered to participants. Due to the success of the pilot programme, additional funding has been secured from the Sustainable Community Strategy Fund to enable the project to continue in Atherstone until September 2014. The funding will also allow the programme to be extended into outreach BOB Community Hubs across North Warwickshire.
- 4.2 The OSHS aims to educate, motivate and encourage people to adopt a healthier lifestyle. This is achieved through advice, support and engagement activities. Participants can simply drop in for a one-off session or they can choose to engage in the rolling six-week programme. The OSHS also raises awareness and provides advice about current health campaigns, such as Alcohol Awareness Week, Mental Health Week and National No Smoking Day.
- 4.3 Public Health has funded Coventry University to evaluate the concept, viability and effectiveness of the OSHS, through collecting and analysing both quantitative and qualitative data. The evaluation undertaken to date indicates that the sessions are having a positive impact on those people who have engaged in the programme, in that the information and activities provided have helped people to make a positive difference to their lifestyle.
- 4.4 The long-term future of the project will be subject to discussion with partners after the full evaluation report has been received from Coventry University at the end of March 2013. Appendix A provides additional information on the One Stop Health Shop project.
- ...

5 **Make a Difference Day**

- 5.1 Following the successful delivery of two smaller careers events in 2011, one at a Water Orton Primary School and the other at Hartshill Secondary School, the Partnership and Development section made a successful application to the North Warwickshire Community Partnership to deliver a Borough-wide careers event.
- 5.2 Following consultation with local secondary schools, the 2012 event took place over two days in late September. Year 9, 10, and 11 students from all five secondary schools were invited to attend and almost 1200 young people did so. The aim of the event was to raise the aspirations of young people by providing advice and guidance about the wide variety of careers, training

opportunities, higher and further education routes and apprenticeships available in North Warwickshire.

- ...
- 5.3 A “Key Evaluation Points” document is attached at Appendix B. In summary, the event was well received by both pupils and providers, which is very important if consideration is being given to repeating the initiative in future. Student feedback (based on an evaluation form return rate of 26%) revealed that over 72% of students rated the event as “good” (from a choice of good, average or poor).
 - 5.4 As this was the first Borough-wide event of this nature organised for local students, a number of improvements have been identified should the event be repeated. It did, however, provide a unique opportunity for young people to find out about a range of careers, further education opportunities and apprenticeships; in particular, those available to them in their local community.

6 **Solomon Theatre Performances**

- 6.1 Underage drinking and alcohol misuse are common factors that link anti-social and/or criminal behaviour, teenage pregnancy, sexually transmitted infections and the illegal purchase of age restricted products. The theatrical performance "Last Orders" was developed by a team of doctors, Police, NSPCC professionals and teachers. The performance reflected on the consequences of binge drinking by two young girls. Based on true events, it was written in an accessible, hard-hitting style that immediately captured the attention and imagination of its Year 9 (13/14 year-olds) target audience. Following the performance, specially designed workshops explored the themes of anti-social behaviour, illegal purchase (including the law on alcohol and age-restricted products), attitudes to risk and sexual health.
- 6.2 In February 2012, performances were delivered to students at four secondary schools, with further events being scheduled to take place in November 2012 and February 2013. Evaluation evidence identified a significant increase in the number of young people understanding how alcohol affects their decisions and results in their personal safety being compromised. Following the production, three quarters of the students felt more confident that they could say “no” if someone pressured them to drink alcohol and 77% of students understood that they were still responsible for their actions after they had drunk alcohol.
- 6.3 All partners and teachers that attended the presentations felt that they were beneficial to the students. To really make an impact upon alcohol misuse in society, however, there is also a need to engage with parents. A pilot parents evening took place in February 2012, but despite extensive publicity, there was a very poor turn out. This is an area of activity that will require further consideration.
- 6.4 Alcohol awareness performances have been delivered in North Warwickshire to Year 9 students since 2008. Every Child Matters (WCC) survey data indicates that, on the whole, and through the proactive education of local Year

9 students in North Warwickshire, they have a higher awareness of legal and illegal drugs (including tobacco and alcohol), than the rest of their peers across the county. Additionally, they have made decisions based on the productions they have seen and the information with which they have been provided, which have impacted on how much (if at all) they drink and what they do when they are drinking. Several forms of evaluation for the Solomon productions have taken place over varying periods of time and all indicate that the performances have a positive impact upon young people. Further information on the Solomon Theatre Performances is identified in Appendix C.

7 Conclusion

7.1 The identified key projects provide a brief overview of a small number of the projects being undertaken by the Partnership and Development section to address high priority work in the local community. The section is making considerable progress in fulfilment of the Council's commitment to work towards the attainment of the priorities and objectives identified in the Sustainable Community Strategy. Each of the projects detailed above takes place in consultation and/or direct partnership with a variety of key agencies, as well as the local community. All of the projects required external funding and could not be delivered using Borough Council resources alone. The continuation of these and other projects undertaken within the section will be determined by strategic need (using evidence that will be scrutinised by local partners) and the availability of resources, including external funding. Officers from the Partnership and Development section will continue to be active members of these partnership discussions and will lead projects as required.

8 Report Implications

8.1 Finance and Value for Money Implications

8.1.1 There is no new financial implication arising directly from this report, in that provision for the identified level of activity was contained within existing budgets and was supplemented by the acquisition of external funding support.

8.2 Safer Communities Implications

8.2.1 Underage drinking and alcohol misuse are common factors that link to anti-social and/or criminal behaviour. The Solomon theatre performances are delivered to provide young people with knowledge and facts about alcohol and the negative impacts that it can have upon them and their communities. Through education, it is hoped that more young people will responsibly consider their actions and attitudes towards alcohol consumption.

8.3 Environment and Sustainability Implications

8.3.1 Working in the community helps to sustain and enhance the quality of life of local people. Community development provision also impacts positively on the creation of sustainable communities, enhances social health and improves individual and collective well-being. The sustainability of individual projects is

determined by their strategic need and the availability of resources, including external funding.

8.4 Health, Well-being and Leisure Implications

8.4.1 To reduce health inequalities and to deliver projects that improve health and well-being are key priorities for the Community Partnership and the Borough Council. Each of the projects detailed in the report have a positive impact upon local health and well-being.

8.5 Risk Management Implications

8.5.1 Consideration of the risks associated with individual initiatives is carried out as part of good and effective project management. The risks associated with the management of grants are considered through the Corporate Risk Management process.

8.6 Equalities Implications

8.6.1 Community development work undertaken by the Partnership and Development section is designed to specifically address issues of social inclusion and capacity building within communities, thereby improving the quality of life for everyone in North Warwickshire. In this way, the section provides an opportunity for the Council to move towards the progression of the commitments identified in its Vision: to reverse the decline of community life; to deliver services that give particular attention to those who are less fortunate; to enable residents to enjoy better health, increased freedom from the fear of crime and varied opportunities to learn and grow; and to enable everybody to play a full role in society.

8.7 Links to Council's Priorities

8.7.1 The key projects detailed above have positive and direct links to the following corporate priorities:

- Public services
- Local employment
- Crime and disorder
- Access to services
- Consultation and communication
- Health and well-being

8.7.2 The projects also have positive implications for the Sustainable Community Strategy priorities to:

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

The Contact Officer for this report is Jaki Douglas (719492).

Background Papers

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

| Background Paper No | Author | Nature of Background Paper | Date |
|---------------------|--|---|--------------|
| 1 | WCC and NWBC | North Warwickshire Sustainable Community Strategy | 2009 to 2026 |
| 2 | Chief Executive | Corporate Plan | 2012/13 |
| 3 | Assistant Director (Leisure and Community Development) | Leisure and Community Development Divisional Service Plan | 2012/13 |



One Stop Health Shop Atherstone Memorial Hall

Summary Report – January 2013

The One Stop Health Shop (OSHS) six-week rolling programme takes place at Atherstone Memorial Hall from 9.30am until 11.45am every Monday. Partnership funding for the OSHS pilot project was secured from the Warwickshire North Clinical Commissioning Group (CCG) in May 2012. The sessions, which were originally funded until February 2013, are co-ordinated and staffed by two healthy lifestyle advisors, who have also completed online Make Every Contact Count (MECC) training.

The OSHS aim is to educate, motivate and encourage people to adopt a healthier lifestyle. This is achieved through a variety of advice, support and engagement activities.

Passers-by can simply drop in for a one-off session or they can choose to engage in the rolling six-week programme. The full programme consists of a Health MOT (blood pressure, weight and height, BMI, food diary, nutritional advice), myth buster workshops, food preparation sessions, identification of healthier alternatives, cooking sessions and physical activity taster sessions (including Zumba, local walks, hula hooping, Wii Fit and other activities that can be undertaken at home). The OSHS also raises awareness and provides advice about current health campaigns, such as Alcohol Awareness Week, Mental Health Week and National No Smoking Day.

Evaluation

Public Health has funded Coventry University to evaluate the concept, viability and effectiveness of the OSHS, through collecting and analysing both quantitative and qualitative data. The quantitative measures include the participants' weight and blood pressure, plus the questionnaires they complete at the beginning and end of the programme regarding their physical activity and diet. The evaluation is set to be completed by the end of March 2013.

Success to Date

Initial analysis suggests that the OSHS is making a real difference, as follows:

- **80** people have attended the OSHS since July. They have all had a health MOT and access to health and well-being information
- **73%** having regular weigh-ins have lost weight
- **67.5%** reported that they needed information on healthy eating
- **57.5%** reported that they needed more information on ways to increase their physical activity

- **69%** attending the OSHS have reported having a long-term health condition. People have reported that the OSHS is helping them to keep healthy and independent
- **36%** reported that they wanted information on emotional well-being
- **18** people have reported that they have increased their consumption of fruit and vegetables in their diet since attending the OSHS
- **16** people reported that their physical activity levels have increased since attending the OSHS
- **4** people have been referred to their GP after finding out that they had high blood pressure
- **3** people have reported that the One Stop Health Shop has helped them to lower their blood pressure
- **3** people have joined Atherstone Leisure Complex activities since attending the OSHS

Overall, feedback has highlighted that the information provided has helped people to make a positive difference to their lifestyle.

People attending the OSHS have presented with a variety of medical conditions including osteoporosis, gout, underactive thyroid, arthritis, back injury, depression, stress and anxiety, hay fever, irritable bowel syndrome, high blood pressure, diabetes, asthma, sinus headaches, colitis, etc.

Feedback Testimonials:

“It reminds me each week to think about my health and to eat the right foods. It is also a good social time, which is important for my mental well-being”.

“Being able to come along has helped me to be more aware of my diet and exercise”.

The Future

Following the initial success of the pilot project, the Obesity Task and Finish Group decided to source funding to continue the programme. A successful bid was submitted to the Sustainable Community Strategy Fund to continue the OSHS in Atherstone until 30 September 2014. It will also enable the project to expand into four BOB Community Hubs across North Warwickshire.

Consultation has highlighted that a number of regular members of the OSHS would like the opportunity to mentor new people, and also act as ambassadors by promoting the project and its benefits through other community groups. In future, therefore, the project team will also be recruiting volunteer ‘OSHS Champions’

Following the evaluation carried out by Coventry University, further discussions will be held with partners regarding the future of the OSHS.

Make a Difference Day 2012

Key Evaluation Points

Background

“Make a Difference Day” was a two-day careers fair that aimed to raise the aspirations of young people by providing advice and guidance about the wide variety of careers, training opportunities, higher and further education routes and apprenticeships available in North Warwickshire.

- The two-day event on 24 and 25 September 2012, was managed and co-ordinated by the Borough Council and was funded by the North Warwickshire Community Partnership
- The event cost £13,170 (approximately £11 per pupil)
- Just under 1,200 young people from four local secondary schools attended the fair
- Transport was provided from each school to enable as many young people as possible to access the event

Student Feedback (based on an evaluation return rate of 26% [312 pupils])

- Over 72% of students rated the event as good (from a choice of good, average or poor)
- Almost 80% of students found the event useful. Only six students stated that it was not useful, with 37 being unsure
- The most useful aspects included the information on offer, the opportunity to talk to people from careers in which they were interested (e.g. Armed Forces, Land Rover, etc.), the hands-on activities and finding out about training, apprenticeships and further education options
- Students would like to see a wider variety of careers represented, more interactive activities or talks and more colleges and universities present
- A range of careers and further education establishments not represented at the event were suggested by the young people (available upon request)

School Feedback

The schools that attended each provided very positive feedback. There were problems on day one, however, due to transport delays at the first school. This resulted in one school being unable to send any pupils.

Positive Points

- Venue worked well. The non-school setting was well received
- Briefings given by schools to students before entering hall (where they took place) helped to set the scene and focus expectations
- Having more than one room – so that classes could enter / exit separately
- Announcements were useful in passing on information to contributors and students

- Flexibility of the coach company allowed difficulties to be overcome
- Support from local Councillors was well received by organisers, schools and contributors
- Lay out of stalls – easy to move around (although some contributors noted that students were initially by-passing the first room to get to the second)

Area for Improvement

- Timetable – needed more flexibility. The schedule was very tight, particularly on day one
- Transport – if separate coach companies had been used, initial delays would not have caused consequent problems for other schools
- Better contingency planning would have helped problems to be resolved more easily. In particular, improved communication with schools and the coach company. Having better established communication channels in advance and on the day would have helped to keep everyone better informed
- Signage – outside the venue for coaches / contributors directing to parking areas
- Access to the venue for event organisers at start of the day – the venue was not open or prepared at the pre-arranged time

Suggestions for the Future

- Meet with schools to determine the value of organising a similar event, including consideration of the potential for future funding support from schools.
- Develop the event with schools and clarify the best year group with which to work, the best time of year for the fair, the length of time at the event and ensuring that pupils are well prepared
- Through a Steering Group, plan and deliver the event in partnership with key stakeholders to ensure “buy in” – schools, colleges, Job Centre Plus, County Council, etc.
- Involve the local Chamber of Commerce / businesses
- Schools to arrange their own transport?
- Look at alternative venues to alleviate budget / transport costs (preferably a NW venue)
- Encourage contributors to focus on the skills they are looking for and the job / training opportunities they have to offer. Ensure contributors identify skills gaps in North Warwickshire
- Interactive activities are the most successful – encourage contributors to have an activity through which to engage students or something visual to catch the imagination
- Include presentations / workshops from each sector that students can opt in to - perhaps via a presentation area (or separate room)
- Include a rolling video with (younger) people talking about their jobs / careers (could a partner develop this?)
- Include an interactive evaluation area that students visit
- Borough Councillors would like to have seen more representation from Council staff providing advice on the numerous careers within local government (including more general careers such as Finance/ accountancy, Human Resources, ICT, Law, etc.)



Background

Underage drinking and alcohol use are common factors that link anti-social behaviour, teenage pregnancy, sexually transmitted infections and illegal purchase of age restricted products. To try and address these issues, the Community Safety Partnership decided to purchase "Last Orders". The production was developed by a team of Doctors, Police, NSPCC professionals and teachers and looks at the consequences of binge drinking by two young girls. Based on true events, it is written in an accessible, hard-hitting style that immediately captures the attention and imagination of its year 8 to 9 (12 to 14 year olds) target audience.

Through professional actors, students are shown how alcohol affects the way people think, their inhibitions, attitude to risk and ultimately their self-control.

Following the performance, specially designed workshops explore the themes of anti-social behaviour, illegal purchase (including the law on alcohol and age-restricted products), attitude to risk and sexual health.

Evaluation results of year 8 and 9 performances delivered February and November 2012

In February 2012, the Solomon Theatre Company delivered "Last Orders" to year 9 students at four secondary schools in North Warwickshire and year 8 students at Hartshill school. A total of 739 students saw the performance during this period and a further 319 saw the performance in November 2012. All students completed an evaluation form.

- 92% of students understand more about how alcohol effects their decisions
- 90% of students learned more about how drinking alcohol puts your personal safety at risk
- 78% of students felt more confident that they could say 'no' if someone pressured them to drink alcohol
- 74% of students understood that they are responsible for their actions after they have drunk alcohol

Following the presentation;

- 20% said they would drink the same amount
- 30% of the students stated they would drink less alcohol
- 9% were unsure

- 35% said they do not drink

Many partners and teachers attended the presentations, all of whom felt that the presentation was beneficial to the students, that it encouraged them to consider how their actions affect other people. Additionally, they all felt that the presentation has made students more aware of dangers of alcohol and the link to having unprotected sex.

Key message the students took away from the performance included;

- I am going to talk my Dad out of excessive driving as he is a taxi driver
- I learnt that alcohol is dangerous and it effects your choices
- That it is important not to drink underage 'cause your body can't handle it. Stay aware of your surroundings and the people around you
- I now understand more about the laws and the consequences there are. I know that I must stand up to peer pressure
- Alcohol is not a toy, to be responsible when you drink it.



Trial Parents evening

The Community Partnership identified parental awareness and engagement around the topic of alcohol to be a key area of work. In an attempt to engage parents, two evening events were held where parents were invited to come and view the performance and workshop which the year 9 students had seen earlier that day. The invite was opened up to all parents in the secondary school and year 6 parents at the feeder schools. One event was held at Queen Elizabeth School in Atherstone and the other was held at Coleshill School.

The events were advertised via a range of mediums including: letters to parents, school newsletters, school text messages, school websites, posters in local schools, parish boards, local shops and it was covered in a local paper.

Despite the event being widely publicised only three parents and their children attended the sessions. Those who attend responded very positively all gaining useful information about the dangerous of young people consuming alcohol. The presentations gave the participants a useful discussion point to enable conversations with their children in the future.

Parental awareness is still a key area of work that needs further development and investigations into how it is best to engage parents in the future.

Long term impact of delivering alcohol awareness sessions

Alcohol awareness performances have been delivered in North Warwickshire to year 9 students since 2008. The initial company who delivered the performances presented them in a different style to Solomon, including a shorter workshop. Solomon has been commissioned to deliver the performance and workshop for the last two years.

Six months after the presentation February 2012 production, all four schools were requested to ask students complete a further survey to try and gain an understanding of the long term impact of the production. A total of 119 completed questionnaires were returned from three of the schools. Over 90% of the students remembered the presentation. Of those who drink alcohol, 49% said that watching the production had made them consider their actions when drinking. 46% of the students said watching the presentation has helped them say "no" when people pressure them to drink alcohol.

A further survey, 16 month post presentation, was undertaken by students who had watched the production in 2011. Only 41 students completed the survey, however, of these, 71% could still remember the production. Of those that drank alcohol, 58% said the presentation had continued to make them consider their actions when they had drank. 47% said that it helped them say no to people pressuring them to drink.

In addition to the event evaluations, Warwickshire County Council undertakes a school survey every year. The Every Child Matters Schools Survey contains questions about legal and illegal drugs, unfortunately 2011 results can not be used for comparison as only two North Warwickshire schools returned the surveys one of whom did so prior to viewing the performance.

Question: How much do you know about legal and illegal drugs, inc tobacco and alcohol?

| | 2008- year 9 respondents | | 2009- year 9 respondents | | 2010- year 9 respondents | | 2012- year 9 respondents | |
|---------------------------|--------------------------|--------------------|--------------------------|--------------------|--------------------------|--------------------|--------------------------|-----------------------|
| | All | North Warwickshire | All | North Warwickshire | All | North Warwickshire | All students | Northern Warwickshire |
| All I need to know | 60.9% | 64.4% | 64.4% | 63.1% | 67% | 76.3% | 71% | 74.9% |
| I need to know a bit more | 28.4% | 27% | 28.3% | 32.3% | 24.7% | 18.6% | 25% | 21.6% |
| I need to know a lot more | 4.9% | 5.7% | 4.3% | 2.6% | 4.9% | 3.4% | 3.0% | 3.0% |

| | | | | | | | | |
|-----------------------|------|------|------|------|------|------|----|------|
| I don't know anything | 3.4% | 2.9% | 3.0% | 2.1% | 3.4% | 1.7% | 1% | 0.6% |
|-----------------------|------|------|------|------|------|------|----|------|

The difference in year 9 student's responses in North Warwickshire compared to Warwickshire, over a 3 year period and in 2012 **Northern Warwickshire (including Nuneaton and Bedworth)** compared to Warwickshire.

The data indicates that, on the whole, year 9 students in North Warwickshire have a higher awareness of legal and illegal drugs (including tobacco and alcohol), than the rest of their peers in the county. In 2012 (the year Solomon performed to four of the five secondary schools in North Warwickshire) the percentage of year 9's who knew all they needed to know about these topics was higher than the percentage for the whole county.

Question: Have you ever drunk alcohol?

| | 2009 | | 2010 | | 2012 | |
|------------------|-------|--------------------|-------|--------------------|------|-----------------------|
| | All | North Warwickshire | All | North Warwickshire | All | Northern Warwickshire |
| Never | 13.5% | 10.3% | 14.8% | 16.9% | 24% | 18.8% |
| Once or twice | 25.1% | 22.7% | 23.3% | 25.4% | 29% | 29.3% |
| A few times | 44.5% | 45.4% | 46.9% | 44.1% | 39% | 40.6% |
| About every week | 12.7% | 14.9% | 10.4% | 13.6% | 6% | 8.7% |
| Most days | 4.2% | 6.7% | 4.7% | 0% | 2% | 2.7% |

*** Please note the question changed in 2009 and can not be compared to the previous year's data***

Please note 2012 data is Northern Warwickshire (including Nuneaton and Bedworth) compared to Warwickshire

The data indicates that across the County there has been a significant shift in the number of students that have never drunk alcohol from 14.8% to 24%. The number of students in Northern Warwickshire who have never drunk alcohol has increased from previous years and for the first time it is lower than the county average. This may be a result of Nuneaton and Bedworth schools data being included. The remainder of the data for North Warwickshire is comparable to the counties data.

Conclusion

The Solomon production has been delivered professionally and effectively to students in North Warwickshire. The 'on the day' evaluations indicate that the production is having a positive impact upon the students understanding and awareness of alcohol and its associated dangers. This positive impact can still be seen up to 16 months after the production although to a slightly lesser extent.

As well as the direct evaluation of the programme, data from the Every Child Matters Survey acts as an indicator that year 9 students in North Warwickshire have a higher awareness of legal and illegal drugs (including tobacco and alcohol) than their peers elsewhere in the county. The data sources indicate that through the proactive education of young people, which includes the alcohol awareness productions provided by Solomon, the young people of North Warwickshire are more aware about the dangers of alcohol and other



substances, and they have made positive decisions based on the production and the information they have been provided with.

Recommendations

- Funding to provide the Solomon productions for 2013/14 and beyond should be secured, including through schools identifying a more sustainable funding source.
- Methods of delivering the alcohol awareness to North Warwickshire parents needs further investigation and work.
- Ongoing evaluations to take place.

Cost

The 2012 productions cost less £5.80 per head. Funding was obtained from a variety of sources including through the Sustainable Community Strategy, Community Safety Partnership, Drugs and Alcohol Action Team, school funds and North Warwickshire Borough Council.

Associated Costs of Alcohol

A recent report undertaken by John Moores University for NHS Leeds and Leeds City Council estimated that dealing with the consequences of alcohol misuse, including criminal justice interventions, lost productivity in the workplace, health and social care issues and wider social costs, costs £730 per year per adult in the city.

Based on the 2011 census data (the mid-2011 Population Estimates), there are 51,100 adults aged 16 and over in North Warwickshire.

Applying the formula used in Leeds suggests that the potential cost of dealing with alcohol related harm just in North Warwickshire is over £37m every year.

Agenda Item No 14

Community and Environment Board

18 March 2013

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

**North Warwickshire LEADER
Programme – Progress Report**

1 Summary

- 1.1 This report provides the Board with background information on the North Warwickshire LEADER programme and updates Members on progress to date. It also informs Members of the plans being developed to evaluate and celebrate the outcomes of the programme.

Recommendation to the Board

That the Board notes the progress being made in respect of the successful delivery of the North Warwickshire LEADER programme and the preparations being made to draw the programme to a conclusion.

2 Consultation

- 2.1 The Chairman, Vice-Chairman and Opposition Spokesperson for the Community and Environment Board and Members with responsibility for Health, Well-being and Leisure, Resources and Safer Communities 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 The Authority's successful application to the then Regional Development Agency, Advantage West Midlands (AWM), for a maximum sum of £1,038,000 of LEADER support resulted in a funding agreement being signed between AWM and the Borough Council (as the Accountable Body) on the 28 October 2009. At its meeting held in June 2011, the Board was provided with the full background details of the North Warwickshire LEADER Programme, the over-arching theme of which is to nurture a better connected and better serviced rural North Warwickshire. The corresponding overall project objectives are to:

- Improve ease of access to community services for individuals, communities and businesses in rural North Warwickshire, specifically

targeting those groups with most barriers to face through isolation and deprivation.

- Develop a more inclusive and sustainable transportation and communications network within, between and beyond settlements in the area.

3.2 Activities that are funded through the programme must comply with the local LEADER Development Strategy and help to deliver a range of agreed outputs. Funding decisions are made by the Local Action Group (LAG), which comprises partners drawn from the statutory, voluntary, community and private sectors. The non-statutory representatives must have at least 50% of the voting places on the LAG. The Department for Environment, Food and Rural Affairs (DEFRA), and formerly AWM until 1 July 2011, has the casting vote (power of veto) on all funding decisions.

3.3 In June 2011, Members were also provided with an update on the projects that had been supported to that point, together with a financial position statement. Due to the Comprehensive Spending Review, the overall budget for the Rural Development Programme for England (RDPE), which includes LEADER funding, was cut and all LEADER programmes have received significant reductions in their original budgets. The local LEADER programme is now worth a maximum of £711,207, of which up to 20% can be used towards administering the scheme (currently this figure is estimated to be just over 14% in North Warwickshire). Although there has been a major cut in funding to the North Warwickshire LEADER programme, significant achievements have been realised within the local community.

4 Achievements to Date – Projects

4.1 To receive LEADER funding an applicant has to secure approval through a two stage process, an initial Expression of Interest (EOI) and through a full application. To date, the LAG, through its Executive Group, has approved 25 projects to a cumulative value of just over £608,545.

4.2 Eleven projects have been completed to date, as detailed below:

| Project | Project Detail | Actual Spend |
|---|--|---------------------|
| NW03 – Church Hall Refurbishment (Dordon) | To upgrade/modernise toilet facilities and install modern energy efficient windows | £30,722.00 |
| NW04 – Maxstoke Village Hall | To replace asbestos roof with modern cladding and insulation barrier | £22,590.00 |
| NW07 – Village Hall Rescue (Hurley) | To improve the toilet facilities and reception area | £48,805.98 |
| Project | Project Detail | Actual Spend |
| NW10 – Hartshill Community Centre | To install a new floor | £19,695.00 |

| | | |
|---|---|------------|
| NW15 – Astley Castle Heritage | To improve footpaths and install interpretation boards around the Castle | £14,544.14 |
| NW21 – Parish Pathways (Baddesley Ensor) | To improve a room in Baddesley Ensor Village Hall to provide computer/internet access | £4,375.00 |
| NW34 – Shustoke Community Shop/Hub | To move a kitchen area and install a village shop in Shustoke Village Hall | £24,940.00 |
| NW36 – Water Orton Community Hub | To adapt the centrally located library into a venue suitable to support a wide range of services and activities (Community Hub) | £46,688.87 |
| NW40 – Baxterley Play Area | To install a new play area in Baxterley | £36,345.00 |
| NW41 - Fillongley Village Hall | To dry wall, insulate and decorate two internal walls | £7,805.00 |
| NW49 - Curdworth Adult Outdoor Exercise Equipment | To provide a rural community with free access to outdoor exercise facilities | £10,359.00 |

4.3 Currently, 14 projects are active and these are detailed in the table below:

| Project | Project Detail | Approved Spend |
|--|---|-----------------------|
| NW09 – Hartshill Pavilion | To develop a new sports pavilion at Snow Hill Recreation Ground | £45,000.00 |
| NW12 – Rural Youth Worker (Three Villages) | To operate a youth project in the villages of Hurley, Piccadilly and Wood End | £87,000.00 |
| NW22 – Mancetter Youth Futures | To operate a youth project in Mancetter | £49,166.82 |
| NW24 – The Parish Pathways Project (Baddesley Ensor) | To recruit a development worker to create a community hub at Baddesley Ensor Village Hall | £29,938.20 |
| NW26 – Access to DACs (Borough-wide) | To operate a Domestic Abuse Counselling Service across North Warwickshire | £45,632.00 |
| NW28 – Accessing Community Transport (Borough-wide) | To deliver a Community Transport Consultation project | £9,248.00 |
| NW29 – Community House Development (Atherstone) | To install a new kitchen, black-out blinds, improved signage and purchase a projector and laptop | £5,066.79 |
| NW30 – The Old Barn Centre (Old Arley) | To install wall cladding and a modern, energy efficient heating and lighting system | £18,130.56 |
| Project | Project Detail | Approved Spend |
| NW31 – Boudica’s Last Battle (Mancetter) | To create a visitor trail to highlight Mancetter’s Roman history and possible connection with Boudica’s last battle | £12,000.00 |

| | | |
|---|---|------------|
| | against the Romans | |
| NW35 - Improving Access at Linear Park Meadow, Kingsbury | To provide new infrastructure to improve access around the site | £4,860.00 |
| NW39 - Whitacre Heath Nature Reserve Site of Special Scientific Interest (SSSI) | To improve access at the site by installing a boardwalk and improving interpretation material | £10,875.00 |
| NW43 – Support for North Warwickshire Village Volunteers | To support high quality volunteer recruitment for organisations, community hubs and in the villages | £16,460.00 |
| NW48 - Ansley Village Church Hall | To update the electrical installation and renew the boundary fence, to improve facilities for the local community | £2,976.00 |
| NW54 - Austrey Archery Club | To purchase a container unit and new archery equipment, including targets, bows and arrows | £5,322.00 |

4.4 At the time of writing this report, there is one further project which is due for consideration by the LAG Executive Group at its next meeting. The application (NW55) has been submitted by Water Orton Tennis Club and proposes to upgrade its toilet and changing room facilities and add a disabled toilet. The cost of the project is approximately £5,000. Subject to the approval of this application, all the money available for project delivery within the programme will have been allocated.

5 Evaluation and Celebration of the Programme

5.1 A number of evaluation exercises are currently being undertaken to assess the value of LEADER to North Warwickshire. To fully understand the success of the programme it is important to identify both the anticipated quantitative outputs and the “hidden” social outputs that have occurred as a consequence of the LEADER funded projects.

5.2 A directory is currently being prepared that will provide details of all the projects. The directory will be attractively designed to showcase how the money has been spent and what has been achieved. It will provide details of each project, “before and after” photographs, the level of funding received, the number of people that have benefitted from the investment and anecdotal evidence from the grant recipients of the outcomes. This information is currently being gathered through desk-based research and through face-to-face interviews with Project Managers.

5.3 An event is also being organised that will celebrate the successes of the individual projects and promote what the programme has achieved (against its original objectives). It will also recognise the good working relationship that has been enhanced between the public and voluntary sectors in delivering the programme. Although still to be formally agreed, the event is likely to take the form of an evening celebration that will allow the grant recipients to showcase their projects either through a display or short-presentation. Attendees will

also have the opportunity to visit one or more projects and see the results first hand.

6 Potential Future Funding

6.1 LEADER Transition Funding

6.1.1 On 22 January 2013, DEFRA notified all Local Action Groups (LAG) that it would be making available an allocation of "Transition Funding" for 2014. This funding is intended to help maintain or create capacity in the period leading up to the start of any new funding programme. It is envisaged that an approximate sum of £30,000 to £40,000 per LAG will become available, which will be subject to a set allocation process. Further details, including for what the funding should be used, will be established by DEFRA over the coming months.

6.2 Future LEADER Programme

6.2.1 The next Rural Development Programme is currently being worked-up, with an anticipated start date of January 2015. It is likely to be more aligned with other European Funding sources (such as the European Regional Development Fund and European Social Fund) under a Common Strategic Framework (CSF). There is a commitment within the CSF for community-led development partnerships (such as those established through LEADER) to have more influence over where money is spent. Members will be made aware of any opportunities for North Warwickshire as and when they become available.

7 Report Implications

7.1 Finance and Value for Money Implications

7.1.1 Participation in the LEADER programme has secured just over £711,000 of European grant funding for the Borough. The Authority has incurred indirect expenditure through acting as the Accountable Body for the programme and through providing officer time and resource to support and help develop local initiatives.

7.2 Safer Communities Implications

7.2.1 There is no direct safer communities implication arising from this report, although LEADER funding will be used for environmental improvements and to enhance access to services. Visual improvements help to reduce the fear of crime, which is relatively high in North Warwickshire, whilst improving access to services may help to reduce anti-social and/or nuisance behaviour through the increased provision of positive diversionary activity. Some of the funding allocations will contribute directly to the development of safer communities, for example the youth related projects and the Domestic Abuse Counselling Service.

7.3 Environment and Sustainability Implications

7.3.1 The LEADER programme aims to improve the built and natural environment and increase the sustainability of rural communities.

7.4 Health, Well-being and Leisure Implications

7.4.1 LEADER aims to help create a stronger sense of place and improve health and well-being through actions that support communities and enhance the rural environment by providing new leisure and recreation opportunities.

7.5 Human Resources Implications

7.5.1 There is no direct implication arising out of this report, although it should be noted that the LEADER programme provides funding for two days of LEADER Monitoring officer time until 30 September 2013.

7.6 Risk Management Implications

7.6.1 The LAG and Accountable Body are required to maintain and review a risk log, which is included as Annex 11 in the Local Development Strategy.

7.7 Equalities Implications

7.7.1 A summary Equality Impact Needs Assessment has previously been undertaken and reported to the Board.

7.8 Links to Council Priorities

7.8.1 The LEADER programme financially supports projects that have direct links to the following corporate priorities:

- Public Services and Council Tax
- Local Employment
- Environment
- Crime and Disorder
- Countryside and Heritage
- Access to Services
- Consultation and Communication
- Health and Well-being

7.8.2 Additionally, all of the projects funded by the LEADER programme 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 Rachel Stephens (719301)

Background Papers

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

| Background Paper No | Author | Nature of Background Paper | Date |
|----------------------------|--|--|-------------|
| 1 | Assistant Director (Leisure and Community Development) | Community and Environment Board Report | June 2011 |
| 2 | Assistant Director (Leisure and Community Development) | Community and Environment Board Report | March 2012 |

Agenda Item No 15

Community and Environment Board

18 March 2013

Report of the Chief Executive and the Deputy Chief Executive

Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2012

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 2012.

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 2012/13. This is the third report showing the progress achieved so far during 2012/13.

4 Progress achieved during 2012/13

- 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 2012/13 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 2012/13.

6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 78% of the Corporate Plan targets and 40% of the performance indicator targets are currently on schedule to be achieved. The report shows that individual targets that have been classified as red, amber or green. Individual comments from the relevant division have been included where appropriate. The table below shows the following status in terms of the traffic light indicator status:

Corporate Plan

| Status | Number | Percentage |
|--------|--------|------------|
| Green | 14 | 78% |
| Amber | 4 | 22% |
| Red | 0 | 0% |
| Total | 18 | 100% |

Performance Indicators

| Status | Number | Percentage |
|--------|--------|------------|
| Green | 4 | 40% |
| Amber | 6 | 60% |
| Red | 0 | 10% |
| Total | 10 | 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 diversionary activities, leisure provision, play strategy 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 Equalities

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 inter generational 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 environment, recycling, access to services, health and well being, public services and Council Tax and local employment.







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 & Environment Board 12/13 | | | | | | |
|--|---|--------------------|-------------------|---|--|---|
| | Action | Priority | Reporting Officer | Update | Status | Direction |
| NWCP 015 11/12 | To ensure the successful delivery of the European and Central Government funded LEADER programme, in partnership with WCAVA and the North Warwickshire Local Action Group and to report on progress by March 2013 | Access to Services | Powell, Simon | The vast majority of LEADER funding has now been allocated. Subsequent to the departure of the LEADER Development Officer, the Community Development Officer (Rural Regeneration) is advancing project development work. The new temporary LEADER Monitoring Officer started work on 01 October 2012. The programme will come to an end in December 2013. |  Green |  |
| NWCP 016 11/12 | To continue to raise aspirations, attainment and skill levels through recognised vocational qualifications, volunteering and targeted activities and help members of the community to achieve local and national accreditations and to report on progress by March 2013 | Local Employment | Powell, Simon | A two-day Borough-wide careers event, "Make a Difference Day" took place on 24 and 25 September 2012. 1,180 children from four of the five secondary schools in the area took part in the event, which was well received by students, schools, partners and business representatives. Preliminary evaluation has been undertaken. |  Green |  |
| NWCP 017 11/12 | 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 | Environment | Maxey, Steve | The Council has a draft Carbon Management Plan that was signed off by the Carbon Trust in February. Opportunities arising out of the main office essential safety works are being examined following which the Plan will be reported to Members. |  Green |  |
| NWCP 018 11/12 | To maintain the current high levels of street cleanliness to not less than 95%, targeting resources and working in partnership, where appropriate, to ensure that standards remain as consistently high as possible throughout the Borough | Environment | Dobbs, Richard | Latest survey results indicate that cleanliness standards have dropped slightly in the last quarter. This is due largely to staff shortages in key areas and increased workload across other services |  Amber |  |
| NWCP 019 11/12 | The Council will continue to promote waste minimisation and increased recycling, as well as raising awareness of the problems of litter, fly-tipping and dog fouling using suitable enforcement measures, where appropriate | Environment | Dobbs, Richard | Promotion and education work continues. This has included talks to school children and community groups, bin hanger tags to all households in December and article in north talk. |  Amber |  |



| NWCP Community & Environment Board 12/13 | | | | | | |
|--|--|---------------------|-------------------|--|--|---|
| | Action | Priority | Reporting Officer | Update | Status | Direction |
| NWCP 020 11/12 | To implement the approved outcomes of the Grounds Maintenance Service Review, thereby improving service delivery and operational efficiency and thereafter review and report on the impact of any new approaches to service delivery by March 2013 | Environment | Powell, Simon | The Systems Thinking Review of the Grounds Maintenance service (within the context of the overall Streetscape service) is continuing and related new / revised processes are being piloted accordingly. Operational efficiencies are being made <i>within the service</i> |  Green |  |
| NWCP 021 11/12 | To work with partners to improve recycling rates to not less than 36% and to report on ways to further improve recycling and increase the efficiency of the service by April 2012 | Recycling | Dobbs, Richard | Q3 Recycling rate was 30.22% (increase from 28.17% for same period last year). A new recycling service is due in October 2013 which is expected to significantly improve recycling rates and efficiency of the service. |  Amber |  |
| NWCP 022 11/12 | To implement phase 5 of the North Warwickshire Green Space Strategy in accordance with its revised Action and Funding Plan and corresponding Management Plans for Parks, where appropriate | Health & Well-being | Powell, Simon | Implementation of Phase 5 of the Green Space Strategy Action and Funding Plan is continuing. Good progress is being made in respect of the development of management plans for eight sites across the Borough with implementation of those for Abbey Green Park in Polesworth and Long Street Recreation Ground in Dordon due to commence in Spring 2013. The temporary post of Landscape Officer has been filled and will be key to the delivery of the Action Plan. |  Green |  |

| NWCP Community & Environment Board 12/13 | | | | | | |
|--|--|---------------------|-------------------|--|--|--|
| | Action | Priority | Reporting Officer | Update | Status | Direction |
| NWCP 023 11/12 | To complete the first year actions arising out of the Local Nature Reserve Project and begin to implement the year two actions. This will include completion of improvement works at Kingsbury Linear Park and Dafferns Wood, New Arley, production of a Management Plan for each site and their designation as Local nature Reserves, as well as the commencement of work at Abbey Green Park, Polesworth, and Cole End Park in Coleshill | Health & Well-being | Powell, Simon | Year 2 engagement activities have focused on Polesworth (Abbey Green Park) and Coleshill (Cole End Park). Improvement works at New Arley (Dafferns Wood) and Kingsbury (Linear Park) are underway. Engagement activities have included community meetings, wildflower planting, wild play activities, bat nights, youth activities and conservation volunteering. Improvement work has included habitat management and access improvements. Tree work is scheduled for early 2013 and permission for works at Abbey Green Park has been submitted to the Environment Agency. |  Green |  |
| NWCP 024 11/12 | In conjunction with potential key partners, continue to investigate and commence implementation of the long-term future of Coleshill Leisure Centre | Health & Well-being | Powell, Simon | Further to Member approval, work is proceeding to advance a project through which the long-term future of indoor leisure provision in Coleshill can be secured. This work has included detailed negotiations with The Coleshill School, the appointment of project managers and a design and build contractor and the submission of both a Planning Application and a bid for external EFA funding support. |  Green |  |


| NWCP Community & Environment Board 12/13 | | | | | | |
|--|---|---------------------|-------------------|--|--|---|
| | Action | Priority | Reporting Officer | Update | Status | Direction |
| NWCP 025 11/12 | To continue to work with partners to implement the North Warwickshire Playing Pitch Strategy in accordance with its supporting Action Plan | Health & Well-being | Powell, Simon | A new sports pitch management system has resulted in estimated cost efficiencies of £4,160 as a result of marking out 113 fewer pitches. Work is ongoing with local sports clubs investigating opportunities for potential asset transfer/lease agreements, such as at Hurley Daw Mill Sports Ground and Polesworth Abbey Green Park. Assistance is also being provided to Hartshill and Nuneaton Joint Recreation Committee to improve facilities at Snow Hill Recreation Ground. |  Green |  |
| NWCP 028 11/12 | To continue to co-ordinate the sustainable development of Wellness Matters, including its further expansion into targeted outreach communities and through the promotion of healthy lifestyles, healthy eating programmes and exercise referral schemes | Health & Well-being | Powell, Simon | <p>The One Stop Health Shop located at Atherstone Memorial Hall has now attracted over 70 people looking to make a positive lifestyle change. A bid has been submitted to the Sustainable Community Strategy Fund that would allow the OSHS to continue for a further year and expand into outreach sites at BOB Hubs.</p> <p>The Food Co-op scheme is taking place in Baddesley Ensor, Coleshill Community Hub, Atherstone Early Years Centre, Atherstone Volunteer Centre and Shustoke Village Shop. There are further plans to expand the project into Arley, Ansley, Mancetter and Hartshill. Over 50 people are currently receiving fresh fruit and vegetables each week through the scheme</p> |  Green |  |

| NWCP Community & Environment Board 12/13 | | | | | | |
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| | Action | Priority | Reporting Officer | Update | Status | Direction |
| NWCP 029 11/12 | To continue to ensure compliance with the Council's statutory responsibilities as a partner and Compact signatory within the Warwickshire Safeguarding Children Board, including the need to continue to implement the provisions of the Child Protection Policy, to deliver the actions identified in the Council's Section 11 Audit Action Plan and, where appropriate, to co-ordinate all related activity alongside the need to safeguard adults and other vulnerable people in the community | Health & Well-being | Powell, Simon | <p>Council officers continue to provide in-house WSCB Level 1 Accredited Training. Six sessions have been delivered so far this year, with one planned session remaining in March. Future sessions will be held across Northern Warwickshire and will include external attendees.</p> <p>The Child Protection Policy is due for review. This work will commence after April, subsequent to the receipt of national and county-wide guidance.</p> |  Green |  |
| NWCP 030 11/12 | To continue to provide positive interventions to address anti-social and nuisance behaviour, including through targeted activities (eg Call4Sport, Activities4U, etc | Crime and Disorder | Powell, Simon | <p>Nuisance calls relating to young people have reduced, resulting in fewer Activities4U contacts. The five-a-side Borough-wide football tournament took place at the end of June, with nine participating teams. Call4Sport delivered diversionary activities throughout the summer.</p> <p>Atherstone Indoor Skate Park (now open three evenings per week) has a consistently high level of attendance (230 participating members since opening at Easter 2012). A wide variety of topics have been discussed with the young people including health, food (what and how much they eat), smoking, drugs, the bank robbery, self esteem, their futures, volunteering opportunities and their involvement in developing the skate park</p> |  Green |  |











| NWCP Community & Environment Board 12/13 | | | | | | |
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| | Action | Priority | Reporting Officer | Update | Status | Direction |
| NWCP 055 11/12 | To report on progress on the project to improve access to services through Community Hubs by June 2012 | Access to Services | Trahern, Bob | Regular reports have been taken to each cycle of the Community & Environment Board updating on progress made by the B.O.B hub task and finish group. A final report was taken to the Executive Board in February 2013 confirming that 11 hubs had been set up since May 2012 and agreeing an approach for 2013/14 |  Green |  |
| NWCP 068 | To encourage and support communities to identify, report and take action on public realm concerns. This work will include school-based activities and support for at least four local "clean up" initiatives | Environment | Powell, Simon | Four community clean up events have been supported so far this year (in Coleshill, New Arley [as part of the Local Nature Reserves project], Shustoke/Nether Whitacre and Water Orton). |  Green |  |
| NWCP 069 | To review and improve the manner in which the Council consults and engages with and secures the involvement of children, young people and their families within the development, management and delivery of services by December 2012 | Health & Well-being | Powell, Simon | An Area Forum event was held at Queen Elizabeth School and Sports College, subsequent to which feedback has been provided to the School and its students. The departure of the Community Development Officer (Young People and Inter-generation) will inevitably delay the implementation of further similar initiatives |  Amber |  |

| NWCP Community & Environment Board 12/13 | | | | | | |
|--|---|---------------------|-------------------|---|--|---|
| | Action | Priority | Reporting Officer | Update | Status | Direction |
| NWCP 073 | In conjunction with key partners, to raise levels of physical activity within the community, in particular for children and young people (both in schools and during school holidays) and as a means by which to tackle rising levels of obesity within the Borough | Health & Well-being | Powell, Simon | <p>After-school sports sessions are ongoing. Two events were delivered at local high schools as part of National School Sports Week and staff also supported the sub-regional School Games. Hurley Community Games took place on 24 June 2012 and showcased local sports opportunities. Walking, seated exercise and Wii groups continue to receive support across the Borough. Outside school, activity is offered through Call4Sport and the Indoor Skate Park. Sportivate funding (£9,000) enabled projects targeting 14 to 25 year olds to be delivered across the Borough to more than 300 individuals. Voluntary sports clubs continue to receive support from the Sports Club Development Officer, although funding for this appointment ends in March 2013. Further, medical professionals are able to refer members of the community into the Exercise Referral Scheme that provides subsidised physical activity opportunities.</p> |  Green |  |

NWPI Community & Environment Board 12/13

| Ref | Description | Section | Priority | Year End Target | 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 | 89 |  Amber |  | Performance has improved from 78% last quarter to 89%. This represents 23 inspections not completed by the end of the period. We have been hampered by quite a lot of sick leave in the past year (Planned operations). Attention will be focussed on these high risk premises during the next quarter and I am confident that we can complete 100% |
| 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 | 89 |  Amber |  | Performance has remained the same at 89% since the last quarter. This represents 7 inspections outstanding at the end of the period. Attention will be focussed on achieving 100% of the high risk premises, nonetheless I am confident that we should achieve around 100% for the low risk premises. |
| NWLPI 158 | To respond to all complaints and requests for service within three working days | Env Health (C, L & HP) | Public Services and Council Tax | 99 | 99 |  Green |  | |
| NWLPI 085 | Swimming pools and sports centres: The net cost per swim/visit | Leisure Facilities | Health and Well-being | 1.85 | 2.03 |  Amber |  | The net cost increase is a consequence of costs incurred at Atherstone Leisure Complex and Coleshill Leisure Centre. |
| NWLPI 086 | Leisure Centres - Total income per visit | Leisure Facilities | Health and Well-being | 2.45 | 2.48 |  Green |  | |

NWPI Community & Environment Board 12/13

| Ref | Description | Section | Priority | Year End Target | Performance | Traffic Light | Direction of Travel | Comments |
|------------|--|---------------------------|-----------------------|-----------------|-------------|--|---|--|
| NWLPI 092 | Customer satisfaction with Community Development activities | Partnership & Development | Health and Well-being | 95 | 100 |  Green |  | |
| NWLPI 094 | Percentage of successful funding applications | Partnership & Development | Health and Well-being | 90 | 87.5 |  Amber |  | |
| NWLPI 119 | Number of collections missed per 100,000 collections of household waste (former BV88) | Refuse & Recycling | Recycling | 25 | 24 |  Green |  | |
| @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 | 36% | 30.22% |  Amber |  | Winter period. Low garden waste tonnage. |
| @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 | 95% | 93%* |  Amber |  | Estimated figure as results being processed. |

Minutes for B.O.B. Task and Finish meeting 10 January 2013, NWBC Offices, Atherstone
– 10.00 am – 12.00 pm

Present: Cllr Anne Lewis (AL) Chair, Bob Trahern (BT), Linda Smith (LS), Cllr Hayden Phillips (HP), Davina Key (DK), Sally Roberts (SR), Maggie Harris (MH), Nick Darwen (ND), Alistair Rigby (AR), Carol Fox (CF)

1. **Welcome**
2. **Apologies:** Colin Hayfield (CH), Karen Barber (KB), Julie Taylor(JT), Nigel Bates (NB), Anne Forward (AF), Alistair Rigby (AR), Gary Hancock (GH),
3. **Previous minutes:** Wednesday 1 August, 2012 – No matters arising

| AP No | Action | Responsible | Date for Completion |
|-------|---|-------------|---------------------|
| 4/16 | <p>Parish updates: - (Please see the position statement for more details)</p> <p>Baddesley There are ongoing talks for improvements for broadband in the area 2014/2015. Grendon community centre has opened at the bottom of the hill in Baddesley.</p> <p>Hartshill Work has started on a new meeting room, where it is proposed to use the laptop computers possibly as part of an Internet café. It should only take a month to build. The B.O.B. bus will continue to go there until the end of March 2013. The Parish Council was concerned regards cost for the second year for the B.O.B. Hub.</p> <p>Coleshill Town Hall From the sign in sheet there have been 150 users of the Coleshill Town Hall B.O.B. Hub since the launch on 17 October. The use of the free phone started to increase before Christmas. From 28 January the hub will be open 6 days per week. The fruit and veg scheme is taking place and a sign language course will be taking place. Family Care and Housing are running sessions (mental health problems).</p> | MH/AF | |

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| | <p>Coleshill Town Hall also managed to obtain some funding from Job Centre plus to purchase equipment for their job club on a Friday morning, which included a whiteboard and 50 licences for Microsoft Office software (£24 as a charity). They have obtained some more computers from the County Council and now have 9 computers. A request to move the B.O.B. Bus to outside the Town Hall could be submitted again and may be accepted now to encourage more people to use the hub here. CAB has been using the Coleshill B.O.B. Hub as a base for about 5 weeks and has seen 5 to 7 people.</p> <p>Mancetter A new proactive volunteer has been found and will be starting soon. A meeting is being arranged between Adam Farrell (volunteer Centre), Tony Tooby, Margaret Harris and the volunteer. It is hoped that the wraparound events will bring people into the B.O.B. Hub. Support will be given to the B.O.B. Hubs until 31 March 2014 to give them chance to get up and running. Alternative venues for the future were discussed. The extra care housing site will have a community room that outsiders will be able to use. The Plough pub is very popular, but the DWP won't support activities in pubs Community Development is going to support the Youth Club.</p> <p>Shustoke The shop is progressing well. A dedicated notice board is being put up outside the shop next week. The B.O.B. Hub is being moved into the hall to allow for more activities and for privacy. The shop has its own website.</p> <p>Ansley Common Maggie to open the hubs on Tuesday afternoons from 15 February. Ansley Social Club A suggestion was made to have a trial of a B.O.B. Hub at Ansley Social Club.</p> | <p>MH SR MH/SR MH BT</p> | |
| 5/16 | | | |
| 6/16 | | | |
| 7/16 | | | |

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| 8/16 | <p>Water Orton Saturdays are popular. The library is making money on coffee, books and late returns. Waiting for date of launch. Sally and Maggie to visit.</p> <p>Birchmoor – Investigate if they need a screen to give the public privacy when using the phone.</p> | AF | |
| | <p>Coleshill Library Positive reports on how easy the video conferencing Equipment is to use. Wednesday is the busiest day due to the B.O.B. bus being present. An application for money to keep the library open at lunchtime is being submitted. It isn't clear whether the computers at Coleshill Library will be available for free.</p> | HP/AL/BT/SR | |
| 9/16 | <p>Polesworth Library All the video conferencing Equipment has been installed. Launch Date 8 Feb 11.00 a.m.</p> | | |
| 10/16 | <p>Dordon A letter has been written to the Village Hall at Dordon regards becoming a B.O.B. Hub. This is a good facility with a room at the back. We are waiting for a response.</p> | | |
| 11/16 | <p>Kingsbury A suitable site has not been found in Kingsbury. The youth centre charges £15 per hour to open. It is well used with a preschool using the building until 1.00 p.m. The High school wanted a new building to put the equipment in, but there are no funds available.</p> | | |
| 13/16 | <p>Volunteers Baddesley is going to review its volunteer opportunities Birchmoor – 2 more volunteers have come forward. Coleshill Town Hall – 6 more volunteers have come forward. Hartshill – Three people are on the rota for the library when it is open. The third person is taking responsibility for managing the B.O.B. Hub. Arley – one more volunteer applied over Christmas</p> | BT | |

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| <p>14/16</p> <p>15/16</p> <p>16/16</p> | <p>Water Orton and Shustoke aren't registered with the Volunteer Centre.</p> <p>Some volunteer meetings have been organised for volunteers, but there has been little or no uptake. Therefore, Adam is proposing to run volunteer forums alongside VAN forums.</p> <p>CRB checks are to be replaced by DBS (Disclosure and Barring Service).</p> <p>Wraparound Events ..\..\Wrap around project\Wraparound posters v2.doc See link for timetable and details of the wraparound events. There are 4 different locations in Atherstone for the events.</p> <p>Each wraparound event is 2-3 hours. Many partner organisations have agreed to attend some of the sessions including CAB, Act On Energy, Numidia, the Volunteer Centre and the Fire Service. There will be free soup and a roll plus drinks as many of the events have been timetabled so that parents can come along with children after collecting them from school. 2000 Letters concerning Council Tax have gone out to people affected by the changes this week. 480 plus invitations have gone out to council tenants and private tenants concerning the bedroom tax. There are questions on the NWBC website, so that people can refer themselves Midland Heart Film regards the changes http://youtu.be/3Zeo4NS0MOc Possibility of running some wraparound sessions in Piccadilly and Wood End to be investigated. The mobile library could take out information to communities. Act On Energy has found this useful. Information could be put into school book bags. Sally Roberts spoke to head teachers regards Welfare Reform.</p> <p>Numidia New training company opened in Atherstone</p> | <p>SR/BT</p> <p>BT</p> | |
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before Christmas. IT training and job application skills training. Very professional and Numidia will be doing a presentation to the B.O.B. Hubs at the next B.O.B. Hub Support meeting. Job Centre Plus refers clients to Numidia.

ACL provide more family orientated training and will be attending one of the wraparound sessions on 14/02/2013.

Evaluation/usage figures

Difficult to accurately evaluate. A signing in and out book seems to be the easiest way of gaining foot fall in the B.O.B. Hubs.

There has been good usage of the video conferencing at Hartshill, Arley and Coleshill Library.

It has been suggested to the B.O.B. Hubs that they become UK Online Centres as this will give them access to publicity materials, funding for volunteer training and possible grant funding etc.

Hubs could also obtain some funding for equipment for job clubs from Job Centre Plus.

Contingency Plans

Some Councillors asked about contingency plans should a B.O.B. Hub fail. It is planned to support the B.O.B. Hubs until March 2014.

However, as most of the equipment is portable it would be possible to move the laptop computers etc. to an alternative location

Food Banks/Job clubs

Link to doc re: job clubs:-[..\..\Work Club\Work Clubs in North Warwickshire 2013 - timetable.doc](#)

Consideration is being given to having a **NW foodbank**. Social fund and Crisis loans from April 13 will no longer be administered nationally and have devolved to the county. We are working with the county to look at a model but would hope to include preventative measures by supporting community cafes and school breakfast clubs – on a small scale initially Bob and Sally have been out to some local food suppliers – Fareshare to discuss the potential and the logistics and Sally has volunteered at a foodbank in Coventry to look

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| | <p>at demand and how processes can work. This could be put into place in 12 weeks. There are stringent audit trails. However, we are awaiting the outcome of county funding and proposals re Social fund scheme before we can move forward.</p> <p>Report to Community and Environment Board Proposals The bus may be used in a different way in the future</p> <p>Any Other Business - none</p> <p>Date and time of next meeting - 14 March 2013</p> | | |
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B.O.B Hubs Position Statement – January 2013

| BOB Hub | Update | Comment |
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| <p>New Arley Full address: Arley and St Michaels Community Centre, Gun Hill, New Arley, CV7 8HA Telephone: 01676 542753 Website: www.arleycommunitycentre.co.uk Contact: Gerry Koppenhagen</p> | <p>Launch Date: 18th July 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Video conferencing facility ➤ Suite of 5 laptops ➤ 1 printer / copier / scanner ➤ FREE telephone (10 pre-programmed numbers) <p>Services:</p> <ul style="list-style-type: none"> ➤ Maggie available at the community centre Wednesday mornings, supporting the volunteer as the centre can be very busy. <p>Activities:</p> <ul style="list-style-type: none"> ➤ Community run café available Wednesdays 09:30 – 11:30 ➤ Job Seekers/Silver Surfers sessions on Tues 10:00 – 12:00 using the laptop computers on Internet searching, e-mailing, CV writing etc. Funding secured to continue running classes. ➤ Job Searching is popular ➤ Venue available for hire <p>Events:</p> <ul style="list-style-type: none"> ➤ Big Energy Week – 24/11/12 ➤ Wrap Around – Weds 16 Jan – 6 Feb 2013 | <ul style="list-style-type: none"> ➤ Please refer to their website for a full list of activities / classes / sessions / groups available ➤ A volunteer is working as a computer 'buddy' on Wednesday mornings ➤ A new volunteer has been taken on to look after the IT equipment – computer updates etc. ➤ The centre is attracting new people moving into the area. |

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| <p>Baddesley Ensor Full address: Baddesley Ensor Village Hall, Keys Hill, Baddesley Ensor, CV9 2DF Telephone: 07825 395990 Website: www.baddesleyensor.com Contact: Angie Bryan</p> | <p>Launch Date: 24th May 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Suite of 3 laptops ➤ FREE telephone (10 pre-programmed numbers) <p>Services:</p> <ul style="list-style-type: none"> ➤ Maggie available at the community centre Wednesday 11:30 – 2:00? <p>Activities:</p> <ul style="list-style-type: none"> ➤ Café available Wednesday - Thursday 10am – 2pm Friday 10.00-3.00pm ➤ Family History Monday 12.00am-2.00pm Use laptops ➤ Indoor Bowling – Friday 10.00 am – 2pm ➤ Parish office open everyday 10.30 am – 12:00 ➤ Library open: Mon 2:00 – 5:00, Tues 3:00 – 5:00, Wed 10:00 – 12:00 and 2.00- 5.00 Job Club/Silver Surfers Tues 12.30 -2.30 pm ➤ Film Club available for juniors and adults – 1st Sat of the month ➤ Venue available for hire and Nintendo Wii & Cinema system | <ul style="list-style-type: none"> ➤ Please refer to their website for a full list of activities / classes / sessions / groups available ➤ Baddeseley now has a new Centre Manager Patti Baker |
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| | <p>Events:</p> <ul style="list-style-type: none"> ➤ Big Energy Week 25/10/12 ➤ Wrap Around – Thurs 14 Feb – 7 March 2013 3.30pm – 5.45 pm | |
| <p>Hartshill</p> <p>Full address: Hartshill Community Centre, Library and Information Centre, Church Road, Hartshill, CV10 0LY Telephone: 02476 387395 Website: www.hartshillparishcouncil.org.uk Contact: John Randle</p> | <p>Launch Date: 23rd June 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Video conferencing facility ➤ Suite of 3 laptops ➤ 1 printer / copier / scanner ➤ FREE telephone (10 pre- programmed numbers) <p>Services:</p> <ul style="list-style-type: none"> ➤ Community Library open: Weds 2:00 – 4:00, Thurs 4:00 – 6:00, Fri 10:00 – 12:00 <p>Activities:</p> <ul style="list-style-type: none"> ➤ ACL – Beginners Computer course starting Weds 7/11/12 Job Club/Silver Surfers Weds 1-3 pm <p>Events:</p> <ul style="list-style-type: none"> ➤ Big Energy Week 22/10/12 ➤ Wrap Around – Fri 18 Jan – 8 Feb 2013 10.00am - 12.00 pm | <ul style="list-style-type: none"> ➤ Please refer to their website for a full list of activities / classes / sessions / groups available ➤ No café available at present. However, the volunteer centre is considering setting one up at Hartshill. ➤ Maggie has been training the Library staff on the video conferencing. Nick Blamire-Brown says that the Library Staff are happy to assist people using the video conferencing. From January 2013 there will be three volunteers on duty when the Library is open. One of the volunteers will be responsible for looking after the B.O.B. Hub Service. ➤ Discussion has also taken place with regard to putting the laptops in the library during opening times |
| <p>Coleshill Town Hall</p> <p>Full address: Coleshill Town Hal, High Street, 144 high Street, Coleshill, B46 3BG</p> | <p>Launch Date: 16th October 2012</p> | <ul style="list-style-type: none"> ➤ No café available |

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| <p>Telephone: 01675 462326 Website: www.coleshilltowncouncil.gov.uk Contact: Cllr Adam Farrell</p> | <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Suite of 3 laptops ➤ 1 printer / copier / scanner ➤ FREE telephone (10 pre-programmed numbers) <p>Services:</p> <ul style="list-style-type: none"> ➤ FCH (mental health) - Thursday 10.00 am – 12.00pm <p>Activities:</p> <ul style="list-style-type: none"> ➤ BOB Hub Open daily 10:00 – 1:00 by 2 volunteers ➤ ACL – Equip Yourself for Work sessions beginning January 13 ➤ ACL – British sign Language Course beginning 8 January 2013 ➤ Skype club Friday 12.00 – 1.00pm ➤ Job club – Thursday 10.00 am – 12.00pm <p>Events:</p> <ul style="list-style-type: none"> ➤ Big energy Week 23/10/12 ➤ Wrap Around – Weds 6-27 March 2013 3.30pm –6.00pm | |
| <p>Mancetter Full address: Bracebridge Centre, St Peter's Church, Mancetter, CV9 1NQ Telephone: 07504 102557 Website:</p> | <p>Launch Date: 13th July 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Suite of 4 laptops ➤ FREE telephone (10 pre-programmed numbers) | <ul style="list-style-type: none"> ➤ No café available ➤ FCH have discussed the use of Fear Fighter - computer programme that FCH members sign up to. ➤ Rev Tooby has said he has 6 – 7 volunteers for the BOB Hub |

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| <p>Contact: Tony Tooby tonytooby@virginmedia.com</p> | <p>Services:</p> <ul style="list-style-type: none"> ➤ Maggie works with FCH group (Mental Health) on a Monday morning. <p>Activities:</p> <ul style="list-style-type: none"> ➤ FCH sessions Mon 10:00 – 12:00 and Fri 1:00 – 4:00 using the BOB Hub laptops ➤ Mancetter Massive – youth Club – Mon 6:00 – 8:30 ➤ Tues and Thurs 10:00 – 12:00 general access to the BOB Hub ➤ ACL – Basic Computer Course after Christmas <p>Events:</p> <ul style="list-style-type: none"> ➤ Wrap Around -Thurs 7-28 March 10.00am-12.00pm | <ul style="list-style-type: none"> ➤ Concern raised by Rev Tooby that people are not 'dropping in' to use the BOB Hub ➤ Larger signage banner ordered and delivered to the BOB Hub ➤ New volunteer for hub starting in 2013 |
| <p>Ansley Common Full address: St John's community Rooms, St John's Rd, Ansley Common, CV10 0PU Telephone: 02476 394670 Website: http://www.ansleyparishcouncil.org/ansley-parish-council Contact: Jane Sands, Clerk To The Council jane.sands2@btinternet.com</p> | <p>Launch Date: 7th September 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Suite of 2 laptops ➤ 1 printer / copier / scanner ➤ FREE telephone (10 pre-programmed numbers) <p>Events:</p> | <ul style="list-style-type: none"> ➤ 3 volunteers available at this venue ➤ Volunteers are expecting people to call when they want to use the BOB Hub laptops ➤ Maggie will be available at the St John's Community rooms Tuesdays 2.30 – 4.30 pm from Jan 2013. There may be a new volunteer prepared to open the Hub. |

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| <p>Shustoke 'Your Shop' Full address: Shustoke Parish Hall, The Green, Shustoke B46 2AX Telephone: 01675 481268 Website: Yourshopshustoke.co.uk Contact: Cllr Carol Fox</p> | <p>Launch Date: 14th September 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Suite of 2 laptops ➤ 1 printer / copier / scanner ➤ FREE telephone (10 pre-programmed numbers) <p>Activities:</p> <ul style="list-style-type: none"> ➤ Your Shop and BOB Hub open Mon – Thurs 12:00 – 5:00m Fri 10:00 – 6:00, Sat 10:00 – 4:00 and Sun 10:00 – 1:00 ➤ Fruit and Veg scheme available ➤ Volunteers are organising some group sessions with the additional laptop in the main hall | <ul style="list-style-type: none"> ➤ Wi-Fi excellent coverage in the hall ➤ BOB Hub situated in the <i>Your Shop</i> but it can be arranged for people to use the hall if more confidential surroundings are needed ➤ The Hub including the telephone is being moved into the hall. |
| <p>Water Orton Full address: Water Orton Library, Mickle Meadow, Water Orton, B46 1SN Telephone: 07740103796 Website: https://sites.google.com/site/wolib2012/home Contact: Cllr Allan Holland</p> | <p>Launch Date: TBC Exec meeting on 11 Jan to discuss launch date</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Suite of 1 desktop PC ➤ FREE telephone (10 pre-programmed numbers) | <ul style="list-style-type: none"> ➤ Installation date 27th September 2012 |
| <p>Birchmoor Full address: Birchmoor Mission Hall, New Street, Birchmoor B78 1AE Telephone: 01827 893788 Website:</p> | <p>Launch Date: 14th July 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Suite of 2 laptops ➤ 1 printer / copier / | <ul style="list-style-type: none"> ➤ Birchmoor would like a computer course run and are in discussions with ACL – NB: may be an issue as only 2 laptops available ➤ Would be ideal for a UK On-line Centre |

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| <p>Contact: David Harris (Pastor) david@harris2746.fsnet.co.uk</p> | <p>scanner</p> <ul style="list-style-type: none"> ➤ FREE telephone (10 pre-programmed numbers) <p>Activities:</p> <ul style="list-style-type: none"> ➤ BOB Hub open Tues 10:30 – 12:00 by a volunteer | |
| <p>Coleshill Library Full address: 19A Parkfield Road, Coleshill, B46 3LD Telephone: 01675 463307 Website: www.warwickshire.gov.uk Contact: Jayney Faulknall-Mills jaynefaulknallmills@warwickshire.gov.uk</p> | <p>Launch Date: 13 December, 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Video conferencing facility ➤ FREE telephone (10 pre-programmed numbers) <p>Activities:</p> <ul style="list-style-type: none"> ➤ Library and Hub open Mon-Fri 9.30am-12.30p.m. & Tues and Thurs 1.30 pm-5.30 pm | <ul style="list-style-type: none"> ➤ Equipment now installed including new desk and the Perspex panels have been 'frosted' ➤ CAB keen to use this location for VC ➤ News article regards launch in Nuneaton News:- http://www.nuneaton-news.co.uk/News/New-virtual-hub-is-launched-at-Coleshill-Library-20121221180837.htm |
| <p>Polesworth Library Full address: Bridge Street, Polesworth, B78 1DT Telephone: 01827 896301 Website: www.warwickshire.gov.uk Contact: Jayney Faulknall-Mills jaynefaulknallmills@warwickshire.gov.uk</p> | <p>Launch Date: 11.00 am 8 February, 2012</p> <p>Equipment:</p> <ul style="list-style-type: none"> ➤ Video conferencing facility ➤ FREE telephone (10 pre-programmed numbers) <p>Activities:</p> <ul style="list-style-type: none"> ➤ Library and Hub open Tues 9.30am-1.00pm & 2.00 pm – 7.00 pm, Thurs & Fri 9.30 am-1.00pm & 2.00pm-6.00 pm Sat 9.30am – 1.00pm | <ul style="list-style-type: none"> ➤ Broadband installed 09/11/12 ➤ Video Conferencing installed on 18/12/12 |

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|---|---|---|
| <p>Dordon Library Full address: Roman Way, Dordon, B78 1RD Telephone: 01827 892519 Website: www.warwickshire.gov.uk Contact: Geoff Marshall</p> | <p>➤ BOB Hub withdrawn at present</p> | <p>➤ Alternative venues to be explored – Dordon Village Hall? TBC</p> |
| <p>Kingsbury Full address: Kingsbury Youth and Community Centre, Pear Tree avenue, Kingsbury B78 2LN Telephone: 07773 488082 Website: www.kcyc.org.uk Contact: Simon Gorrell</p> | <p>➤ BOB Hub withdrawn at present due to failure to secure the community library at the venue</p> | <p>➤ Alternative venues to be explored? TBC</p> |

Video Conferencing (VC)

Video Conferencing technology is available in our 'Strategic' B.O.B hubs at Arley, Harsthill, Coleshill Library and Polesworth Library. VC will enable customers to have face-to-face contact directly with the Contact Centre in Atherstone where staff have been equipped with cameras on their individual Pc's to take the VC. This offer has also been extended to the CAB who will be available by appointment on Tuesday morning and Thursday afternoon in the Contact Centre via the VC equipment.

The 'Free' telephone and pre-programmed numbers

Each B.O.B Hub is equipped with a telephone which is 'free' for local to people to use. The telephone has been pre-programmed with numbers that have been identified as the most useful for customers. The organisations identified are as follows:

| | | | |
|---|------------------------------------|----|---------------------------------------|
| 1 | North Warwickshire Borough Council | 6 | Severn Trent Water |
| 2 | Citizens Advice Bureau | 7 | National Health Service Warwickshire |
| 3 | New Central Credit Union | 8 | North Warwickshire College |
| 4 | Job Centre Plus | 9 | Warwickshire County Council |
| 5 | Age UK | 10 | Volunteer Centre – North Warwickshire |