

**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**

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

## **COMMUNITY AND ENVIRONMENT BOARD AGENDA**

**28 May 2012**

The Community and Environment Board will meet in The  
Committee Room, The Council House, South Street,  
Atherstone, Warwickshire on Monday 28 May 2012, at  
6.30pm.

### **AGENDA**

- 1 Evacuation Procedure.**
- 2 Apologies for Absence / Members away on  
official Council business.**
- 3 Declarations of Personal or Prejudicial Interests**  
(Any personal interests arising from the  
membership of Warwickshire County Council of  
Councillor B Moss and the various Town/Parish  
Councils of Councillors Freer (Atherstone), Lewis, B  
Moss, M Moss, and Phillips (Kingsbury), are  
deemed to be declared at this meeting).

- 4 **Request for discussion of En Bloc items and approval of remaining En Bloc items.**

## **PART A – ITEMS FOR DISCUSSION AND DECISION**

- 5 **Presentation on the work of the Environmental Health, Commercial, Licensing and Health Promotion Division - Steve Whiles.**
- 6 **Membership of the Recycling and BOB Hubs Task and Finish Groups – Report of the Chief Executive**

### **Summary**

The purpose of this report is to consider the membership of the Recycling and BOB Hub Task and Finish Groups for the ensuing year.

The Contact Officer for this report is David Harris (719222)

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

### **Summary**

This report asks Members to grant a month-by-month extension to the current agreement with Atherstone Town Council and Hinckley & Bosworth Borough Council in order that the results of the current arrangements and planned future actions to increase the popularity of the market can be assessed.

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

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

- 8 **Leisure and Community Development Division Project Updates - Report of the Assistant Director (Leisure and Community Development)**

### **Summary**

This report provides the Board with progress information relating to a number of projects that are directly relevant to the attainment of both corporate and Sustainable Community Strategy priorities.

The Contact Officers for this report are Jaki Douglas (719492) and Peter Wheaton (719257).

- 9 **Progress Report of Achievement of Corporate Plan and Performance Indicator Targets April-March 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 March 2012.

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

- 10 **Minutes of the Recycling Task and Finish Group meetings held on 1 March and 2 April 2012 (copies herewith) to be received and noted.**
- 11 **Minutes of the BOB Hub Task and Finish Group meetings held on 2 April and 9 May 2012 (copies herewith) to be received and noted.**

## **PART C – EXEMPT INFORMATION (GOLD PAPERS)**

- 12 **Exclusion of the Public and Press**

### **Recommendation:**

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

- 13 **Refuse and Recycling Services** – Report of the Assistant Director (Streetscape).

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

JERRY HUTCHINSON  
Chief Executive

## **Agenda Item No 6**

### **Community and Environment Board**

**28 May 2012**

#### **Report of the Chief Executive**

#### **Membership of the Recycling and BOB Hubs Task and Finish Groups.**

### **1 Summary**

- 1.1 The purpose of this report is to consider the membership of the Recycling and BOB Hubs Task and Finish Groups for the ensuing year.

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

- a That for 2012/13 the membership of the Recycling Task and Finish Group comprise Councillors Phillips, M Stanley, Sweet, Fowler and Humphreys. Substitutes Councillors Butcher, N Dirveiks, Davis and Payne; and**
- b That for 2012/13 the membership of the BOB Hubs Task and Finish Group comprise Councillors Lewis, Forwood, B Moss, Barber and Hayfield. Substitutes Councillors Moore, Phillips, Holland and Johnston.**

### **2 Task and Finish Group Membership**

- 2.1 The Board is invited to consider membership of the Recycling and BOB Hubs Task and Finish Groups for the municipal year.

### **3 Recycling Task and Finish Group**

- 3.1 The Recycling Task and Finish Group membership previously comprised:- Councillors Phillips, L Dirveiks, Sweet, Fowler and Humphreys. Substitutes Councillors Davis and Payne.
- 3.2 It is proposed that for 2012/13 membership comprise Councillors Phillips, M Stanley, Sweet, Fowler and Humphreys. Substitutes Councillors Butcher, N Dirveiks , Davis and Payne.

**4 BOB Hubs Task and Finish Group**

4.1 The BOB Hubs Task and Finish Group membership previously comprised:-

Councillors Lewis, Forwood, B Moss, Barber and Hayfield. Substitutes Councillors Holland and Johnston.

4.2 It is proposed that for 2012/13 membership comprise

Councillors Lewis, Forwood, B Moss, Barber and Hayfield. Substitutes Councillors Moore, Phillips, Holland and Johnston.

**5 Report Implications**

5.1 There are no report implications.

The Contact Officer for this report is David Harris (719222).

**Background Papers**

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

<b>Background Paper No</b>	<b>Author</b>	<b>Nature of Background Paper</b>	<b>Date</b>
None			

## **Agenda Item No 7**

### **Community and Environment Board**

**28 May 2012**

#### **Report of the Assistant Director (Streetscape)**

#### **Atherstone Market**

### **1 Summary**

- 1.1 This report asks Members to grant a month-by-month extension to the current agreement with Atherstone Town Council and Hinckley and Bosworth Borough Council in order that the results of the current arrangements and planned future actions to increase the popularity of the market can be assessed.

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

- a That Members approve the month-by-month extension of the current Market management agreement upon its expiry at the end of July 2012; and**
- b That a further report be brought back to this Board on the future management arrangements of Atherstone Market once the summer trading period has concluded.**

### **2 Consultation**

- 2.1 Atherstone Ward Members have been sent an advance copy of this report.

### **3 Background**

- 3.1 The Council entered into an agreement with Atherstone Town Council and Hinckley and Bosworth Borough Council in August last year whereby the Town Council would assume responsibility for the Market Square, Atherstone and Hinckley and Bosworth Borough Council would lead on the promotion and operational management of the markets to be held there.
- 3.2 That agreement is due to expire at the end of July. Officers have spoken with the Town Council and held discussions with officers from Hinckley and Bosworth Borough Council to review the action taken to date and to assess whether any improvements have been made.
- 3.3 Initially, the promotional work undertaken and the organisational improvements introduced by Hinckley and Bosworth Borough Council led to an increase in traders and activity on both Tuesdays and Fridays.

Unfortunately, those initial improvements have not been sustained and market numbers are now back to near the levels observed at the outset of the new arrangements.

- 3.4 Officers from Hinckley and North Warwickshire believe that more can be done to boost the market, and that it will only be possible to assess what impact the new arrangements have had once a full twelve months have passed and a whole summer's trading has been completed. Hinckley and Bosworth officers are planning a relaunch of the market in June and July to coincide with "Love Your Local Market Fortnight" and it is hoped that any subsequent improvements can be sustained through the year.
- 3.5 In order to allow sufficient time for the new initiatives to be introduced and their effectiveness to be assessed, it is proposed that the agreement between the three parties be extended on a month-by-month basis from August 2012 onwards, and that a further report be brought back to this Board towards the end of the year once the longer term prospects for the market are better understood.

**4 Report Implications**

**4.1 Finance and Value for Money Implications**

- 4.1.1 There are no financial implications to the Council from extending the current agreement as proposed.

**4.2 Environment and Sustainability implications**

- 4.2.1 The review and consideration of a month by month extension will allow for greater opportunity to offer improved local market for local people and thus supporting the local economy.

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

**Background Papers**

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

<b>Background Paper No</b>	<b>Author</b>	<b>Nature of Background Paper</b>	<b>Date</b>

## **Agenda Item No 8**

### **Community and Environment Board**

**28 May 2012**

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

**Leisure and Community  
Development Division - Project  
Updates**

#### **1 Summary**

- 1.1 This report provides the Board with progress information relating to a number of projects that are directly relevant to the attainment of both corporate and Sustainable Community Strategy priorities.

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

**That the Board notes the Division's progress in respect of the delivery of projects that are directly relevant to the attainment of corporate and Sustainable Community Strategy priorities.**

#### **2 Consultation**

- 2.1 Members with responsibility for Environment, Resources and Safer Communities matters have all had an opportunity to comment on the content of this report.

#### **3 Project Reports**

- 3.1 The work of the Leisure and Community Development Division is directed by the priorities of both the Corporate Plan and the Sustainable Community Strategy. As well as the provision of on-going services provided through, for example, leisure facilities and parks and open spaces, the Division also develops, co-ordinates and manages a range of targeted projects, the majority of which are externally funded and undertaken in partnership with other agencies. Appended to this report are four evaluation and project information reports that outline work that has been, and continues to be, undertaken to address priorities that include "Raising Aspirations, Educational Attainment and Skills", "Enhancing Access to Services" and "Developing Healthier Communities".

#### **3.2 Make a Difference**

- 3.2.1 The Division has worked with a number of organisations to successfully deliver two "Make a Difference Day" (MADD) events. MADD targets children, young people and families within a school setting to provide information and



advice about career and job opportunities, finance and money matters and healthy lifestyles. The overall aim is to raise the aspirations of young people, which it is hoped will lead to improved attainment and skill levels across North Warwickshire. The first “pilot” event took place in May 2011 at Water Orton Primary School (in partnership with Curdworth Primary School) and a second, larger event took place at Hartshill Secondary School in November 2011. Full details of the events are detailed in Appendix A.

### 3.3 Cook and Taste

3.3.1 The Cook and Taste project was developed to tackle the Borough’s increasing obesity problem. The six week programme was developed in partnership with NHS Warwickshire and was delivered as an after-school club. The carefully developed healthy cooking sessions targeted families that the schools identified as those who would most benefit from the programme. The sessions encouraged a “whole family” approach, which was believed to be the most successful way to change poor eating and cooking habits. The programme has been refined over time and has made a positive impact on participants. Full details of the programme can be found in Appendix B.

### 3.4 Sports Club Development Officer

3.4.1 Following a successful funding application to Sport England’s Community Development Fund, the Authority recruited the Sports Club Development Officer for a period of three years. Starting in June 2009, the Officer’s role is to support, grow and develop existing and new sports clubs and recreation groups across the Borough, with the overall aim of increasing activity levels.

3.4.2 The project was awarded funding of £77,896, and the Officer has assisted 16 groups to apply for external funding. In total, they have received a sum of £88,846 that has been used either to extend delivery or improve facilities. The Officer has also assisted clubs to get Club Mark Accreditation, enabled them to get more people more active and increased the number of volunteers operating in the sector. An additional benefit of the project has been the working relationship that has been developed with local clubs. This has had a very positive influence on advancing various aspects of the Borough Council’s Playing Pitch Strategy. Full details of the project are detailed in Appendix C.

### 3.5 Warwickshire Exercise Referral Scheme

3.5.1 The Warwickshire Exercise Referral Scheme succeeds the previous PACE scheme. Coventry, Solihull and Warwickshire Sport (CSWS), the sub-regional sports and physical activity partnership, co-ordinates the scheme on behalf of NHS Warwickshire. The scheme is available throughout North Warwickshire following intensive training of staff at all four leisure facilities.

3.5.2 The scheme is provided for people who have a medical condition that would be improved through their participation in regular, moderate intensity activity. Patients are referred by their doctor, subsequent to which they have a programme developed and tailored to meet their specific needs. The range of

activities is determined by their health condition. The fitness staff then supports participants through a 12 week programme, upon completion of which a future action plan is developed to encourage patients to remain physically active.

- 3.5.3 Introduced in January 2012, the scheme in North Warwickshire has received 38 referrals in the first quarter of the year. Full details of the project are identified in Appendix D.

## 4 **Conclusion**

- 4.1 The information appended to the report seeks to highlight the Division's targeted, project-led approach to addressing both corporate and Sustainable Community Strategy priorities. It should be understood, however, that the highlighted schemes are merely examples of work in progress. They do not represent an exhaustive list of the Division's activity. Further, these projects are seeking to tackle long-term issues within the community, often through the support of short-term funding support from external agencies. The true value of this work can only be realised through sustained, long-term interventions.

## 5 **Report Implications**

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

- 5.1.1 There is no additional financial implication arising from the activity identified through this report. The highlighted projects have been undertaken with significant levels of external funding. It should also be noted that the costs associated with the consequences of not dealing with obesity and alcohol, anti-social behaviour and poor health are far in excess of the projects costs.

### 5.2 **Safer Communities Implications**

- 5.2.1 Appropriately designed and managed leisure and community development activity provides constructive alternatives to anti-social and/or criminal behaviour. Improving the quality and accessibility of leisure opportunities also helps to reduce the likelihood of disorder within the community.

### 5.3 **Legal and Human Rights Implications**

- 5.3.1 Projects advanced through the Leisure and Community Development Division are compliant with all relevant legislation.

### 5.4 **Environment and Sustainability Implications**

- 5.4.1 The provision of opportunities for constructive activity within communities enhances local cohesion, social inclusion and individual and collective quality of life. It has a positive impact on the creation of sustainable communities, within which people feel safe, healthy and valued.

### 5.5 **Risk Management Implications**

5.5.1 All risks are managed on a project by project basis.

## 5.6 Equalities Implications

5.6.1 Projects advanced by the Leisure and Community Development Division are targeted at reducing inequalities. The equalities implications of projects advanced through the Division are considered as part of the project management process.

## 5.7 Links to Council's Priorities

5.7.1 The projects identified in this report have direct links to the following corporate priorities:

- Public Services
- Local Employment
- Environment
- Crime and Disorder
- Access to Services
- Health and Well-being

5.7.2 Additionally, the projects have been developed to positively impact upon the priorities of the Sustainable Community Strategy to:

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

The Contact Officers for this report are Jaki Douglas (719492) and 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			

<b>Project Title</b>	Make a Difference Day (MADD) Events
<b>Introduction</b>	
<p>Make a Difference Days are one-day events targeting children, young people and families within a school setting. The events take the form of a market place experience, where young people and families can speak to local and regional employers and further education establishments, as well as take part in interactive workshops and presentations. The events aim to provide information and advice about career and job opportunities, finance and money matters and healthy lifestyles in order to raise aspirations and improve quality of life.</p> <p>Attainment at age 16 is key to a child's future life chances. Without it, the likelihood of a professional career or progression to university diminishes. It is important, therefore, that young people make informed choices about what to study, or where to work, post 16 years of age.</p> <p>The need for career events was identified as a priority through the local Children's Trust. MADD events were designed to fill the gap.</p> <p>This evaluation report highlights the successes and lessons learnt from the events delivered to date, and informs Members of future plans.</p>	
<b>Main Body of the Report</b>	
<p><b>1. Aim</b></p> <p>The main aim of the MADD events is to raise aspirations, thus leading on to improved attainment and skill levels across North Warwickshire.</p> <p><b>2. Objectives</b></p> <ul style="list-style-type: none"> <li>• To provide two MADD events, one at a Primary School and the other at a Secondary School.</li> <li>• To provide careers advice and information to young people and their families from Water Orton Primary School and Hartshill School.</li> <li>• To increase young people's awareness of career and higher education options.</li> </ul> <p><b>2.1 Achievement of Project Objectives</b></p> <p>Two MADD events have taken place, the first in May 2011 took place at Water Orton Primary School (with young people also attending from Curdworth Primary) and the second took place at Hartshill School in November 2011.</p> <p>Young people from every year group attended the Water Orton Primary School event (320 young people). Additionally, young people from Curdworth Primary School attended the event (100 young people). The Hartshill School event attracted 1,000 young people.</p> <p>Twenty one people from partner agencies and businesses attended the Primary School Event. A total of 23 employers, higher education providers and organisations providing</p>	

information attended the Secondary School event. This broad range of providers enabled young people to get detailed information regarding skill, grade and qualification requirements, career prospects and information about budgeting and job application / CV writing.

## 2.2 Corporate Priorities

In meeting its objectives, the MADD events helped to deliver the Council's corporate priorities to:

- Bring more jobs to North Warwickshire, whilst seeking to protect existing jobs.
- Improve communication

## 2.3 Sustainable Community Plan Priorities

The main aim of the project is to tackle the perceived low aspiration levels amongst North Warwickshire residents, with the overall aim of increasing skill and attainment levels. It should be noted, however, that the project also meets the other two priorities of Developing Healthier Communities and Improving Access to Services.

## 3. Time

Both of the events took part during the school day and continued on into the early evening. The young people at the schools were a captive audience during the events. By continuing on into the early evening, other local people could benefit from the opportunity.

## 4. Costs and Value for Money

Both MADD events were run at minimal cost. The Schools provided their venues free of charge. The main cost to all organisations taking part was staff time. For North Warwickshire Borough Council the events were attended by officers from the Leisure and Community Development and Housing Divisions.

During both events, healthy lifestyles was a key theme. At the primary school event health related workshops and cooking demonstrations were held throughout the day. At the secondary school all pupils were encouraged to have a fruit pot amounting to one of their "five-a-day". In addition, Nuneaton and Bedworth Leisure Trust and The Healthy Living Network were carrying out health checks for both the young people and the adults participating in the event.

## 5. Quality

Prior to the event a number of young people completed career questionnaire cards to gauge whether they had thought about what they wanted to be when they were older and whether they had spoken with anyone at home about future jobs / careers. This allowed us to actively encourage these career providers to attend the event. The careers that young people were particularly interested in included the arts, armed forces, hair and beauty and sports.

As well as the targeted businesses, to ensure that the event provided a quality experience for young people, a wide variety of organisations were contacted and their careers officers were invited to attend. This ensured that young people were given accurate information about each industry.

Qualitative responses from the young people include:

- "The event was really useful because people were talking about our careers, what we want to be when we are older and give out leaflets to help"

- “The event has helped me with my career choice”
- “The event provided loads of help and information”

Qualitative responses from partner organisations include:

- Ideal opportunity for pupils, staff and parents to learn about how to manage their debts as well as find out about our career opportunities (Severn Trent)
- The students were very positive and well behaved, showing genuine interest. (KEGS)
- Pupils were very polite and well spoken, a refreshing change. (Armed Forces)
- Pupils are now more aware of the educational benefits of a career in the army and the vast array of trade and jobs on offer (Army)

All partners at the Hartshill event were asked to score the event and overall it was awarded 7 out of 10, with all partners commenting that they would attend a similar event if organised in the future.

## **6. Lessons Learned and Conclusions**

Both of the events were well received by the schools, partner organisations and the young people. It was felt, however, that the secondary school event was more successful due to the higher volume of young people that the event could service, which made the event more successful for local businesses and other stall holders.

### **6.1 Changes Implemented**

Following the success of the Hartshill School event, it was felt that a school cluster (secondary school and its cluster of primary schools), or better still a Borough-wide event would have the biggest impact and offer the best value for money. An event on this scale, however, would need to be hosted at a much larger venue, which would cost considerably more.

A successful grant application has been submitted for Sustainable Community Strategy funding to deliver a Borough-wide event. The two day event is due to take place at Drayton Manor Hotel in the autumn of 2012 and will target young people in Years 10 and 11 from all secondary schools in North Warwickshire.

Additionally, the funding will enable the Borough Council, along with a variety of partners, to host enterprise events targeting young people in Years 7, 8 and 9. These events will provide young people with the opportunity to work in groups through a variety of tasks with the outcome to develop or redevelop a promotion / project, or work through a business problem, etc. A variety of partners will be present to assist the groups with their tasks, offering advice and additional information. At the end of these events, young people will be asked to present their project.

<b>Project Title</b>	Cook and Taste
<b>Introduction</b>	
<p>The Cook and Taste project was developed in conjunction with NHS Warwickshire. The project entails setting up guided after school healthy cooking sessions targeting families that the schools indentify as those who would most benefit from the project. The programme involves a six week supported family cooking course that encourages as many family members as possible to attend.</p> <p>The reason for obesity being a priority is due to the following statistics:</p> <ul style="list-style-type: none"> <li>• North Warwickshire has the second highest estimated number of obese adults out of five boroughs and districts in the county. (<i>West Midlands Health Observatory 2006</i>).</li> <li>• The number of obese children in North Warwickshire significantly increases between the first and last year of primary school.</li> <li>• In North Warwickshire, figures for Year 6 pupils being classed as obese have increased by 7% since 2008/09. (<i>School measuring programme</i>).</li> <li>• The ECM survey found that only 18% of children and young people had five or more portions of fruit and vegetables a day (<i>ECM survey 2010</i>).</li> <li>• 45% of pupils do not eat breakfast on a daily basis (<i>ECM survey</i>).</li> </ul> <p>We know that eating habits are formed early, therefore, everyone involved with the education and well-being of children has a role to play in setting them on the right track in respect of a healthy diet.</p> <p>This report identifies the work has taken place to date and the measurable outcomes. The long term impact of this project will not be seen for a number of years.</p>	
<b>Main Body of the Report</b>	
<p>1.     <b>Aim</b></p> <p>The main aim of the Cook and Taste programme is to tackle the Borough's rising obesity problem.</p> <p>2.     <b>Objectives</b></p> <ul style="list-style-type: none"> <li>• To pilot healthy cooking sessions in school venues across North Warwickshire. The project will work with families and communities at risk of obesity with the aim of increasing knowledge, awareness and changing attitudes and behaviour relating to healthy eating.</li> <li>• To develop stronger links with schools and work with them to develop their own family cooking sessions.</li> </ul>	

## 2.1 Project Outcomes

- Families will improve and learn new cooking and healthy eating skills that they can use and replicate at home.
- Families who take part in the Cook and Taste project will increase their consumption of healthy food.

## 2.2 Achievement of Project Objectives and Outcomes

To date, healthy cooking sessions have been delivered in 14 schools supporting 147 families. Thirteen teaching assistants have been trained to carry on delivering the sessions. The project has improved families cooking skills, supported them to try new recipes that they can replicate at home and increased their knowledge around healthy eating, whilst also increasing their intake of healthy meals. Regular healthy cooking sessions are being delivered in five schools and a further five schools are interested in attending Cook and Taste training and obtaining the recently developed Cook and Taste Community Club Training resource.

Due to the success of the healthy cooking programmes in schools, holiday cooking sessions were delivered throughout the summer of 2010/11. A total of 896 people took part in these events.

## 2.3 Corporate Priorities

In meeting its objectives, the Cook and Taste programme helps to deliver the corporate priority of 'Tackling health inequalities'.

## 2.4 Sustainable Community Plan Priorities

The main aim of the project is to tackle the Borough's rising obesity problem, which has been highlighted as a key priority of partners working on Developing Healthier Communities. It should be noted, however, that the programme also addresses the priority of Raising Aspirations, Attainment and Skill levels, with some trainers and attendees passing accredited training courses (e.g. Food Hygiene).

## 3. Costs and Value for Money

Initial funding for the Cook and Taste project was awarded through Warwickshire County Council's "Narrowing the Gap" grant scheme. A bid was submitted to target three areas in North Warwickshire with high obesity levels and £13,896 was secured to pilot family cooking sessions.

This funded cooking equipment to set up the project, food, resources and a Smoothie Bike to engage families in raising the awareness of the five-a-day message. Staff costs have been covered within current revenue budget and subsequently schools (after the initial pilot project) have made a contribution to the family Cook and Taste sessions to cover the cost of the food and recipe booklet.

All of the equipment purchased has been used to deliver a further eleven, six-week family cooking sessions at different schools across the Borough, as well as delivering cooking sessions during the summer holidays. The equipment and resources have also been used at community days to raise awareness of healthy eating.



#### 4. **Quality**

Ongoing evaluation identifies that all of the families taking part in the Cook and Taste sessions have started to eat healthier meals. Many commented that the recipe booklets provided to them at the sessions were really useful, with some of the families commenting that they had passed the booklet and some of its recipes onto family and friends. Nearly all of the families had begun to try new recipes and foods at home. All of the families commented that children and young people are continuing to help prepare meals at home. Some families commented that they are cooking using fresh ingredients when before they would use frozen vegetables or use sauces out of a jar. A number of the families commented that following the course they are planning and shopping more as a family.

There were also a number of personal and social benefits realised through the cooking sessions. Some participants throughout the duration of the programme began to display greater levels of confidence and independence, as well as noticeable changes amongst the children developing social and teamwork skills. Everyone developed a positive attitude towards healthy eating.

#### 5. **Lessons Learned and Conclusions**

For the initial pilot project sessions were very structured and formal, creating a teaching environment. However we found quite early on that this style did not suit a number of families attending our sessions, possibly due to bad experiences at school or due to low confidence in their skills. This was also evidenced through the initial feedback we had from our sessions. Following this feedback, we reviewed our session layout and adopted a more informal approach. Allowing families to progress at their own speed with on hand support from staff as and when required. This style has been extremely successful with nearly all families commenting on the friendliness of staff and that the course was enjoyable.

##### 5.2 **Changes Implemented**

When we began the Cook and Taste programme we only provided the families with ingredients that they would need to cook the recipe during the session and the ingredients that they were taking home. However during the first few sessions it became apparent that some of the families did not have the necessary utensils to prepare the ingredients at home. As this presented a barrier to some of the families, we began to provide equipment related to the recipes for families to keep and take home

**Project Title**

Sports Club Development Officer

**Introduction**

The three year grant funded Sports Club Development Officer (SCDO) project started in June 2009. Following a successful bid to Sport England's Community Development Fund, the Borough Council was awarded £77,896 to deliver the project, which provides an officer to support, grow and develop local sports clubs and group infrastructure through which to provide high quality active recreation opportunities.

**Main Body of the Report****1. Aim**

The aim of the project is to support, grow and develop existing and new sports clubs and recreation groups across the Borough with a view to increasing activity levels throughout North Warwickshire.

**2. Objectives**

- Build current clubs and groups capacity to better meet the need of their community
- Assist clubs and groups through available accreditation processes
- Provide opportunities for mentoring, volunteering and training in specific areas
- Raise awareness and promote the profile of clubs and groups
- Encourage and develop lifelong opportunities in sport and community organisations
- Develop appropriate school - club links where appropriate
- Increase investment in grassroots sport through promotion of the Community Amateur Sports Club Scheme and available funding opportunities
- Engage clubs and groups in the North Warwickshire Sports Club Forum

**2.1 Project Outputs**

- 213 more people involved in regular club/group activity
- 38 more volunteers helping make sport and active recreation happen in their community
- 5 more accredited sports clubs within the Borough, with a further nine clubs working toward accreditation
- 16 groups have received an accumulative total of £88,846 of funding either to extend delivery or improve facilities.

**2.2 Achievement of Project Objectives and Outcomes**

- Three Sports Club Roadshows have been delivered in which 3,000 young people took part with 17 sports clubs showcasing their activity to the young people.
- Nine new walking groups have been set up and 18 new walk leaders trained to sustain the activity.
- Four new older peoples Wii/Bowls groups have been set up and are now self

sustaining following grant aid to purchase their own equipment.

- Partnership work with England Netball and their Back to Netball project has seen the creation of Atherstone Netball Club, which plays friendly fixtures and tournaments on a regular basis.
- The innovative Year 11 girls project targeted at females that do not usually take part in after-school sports activity has been delivered in all of the Borough's five high schools and attracted 117 participants.
- Promotion, marketing and funding advice has been offered to local sports clubs to deliver term-time and school holiday activity, which has attracted over 500 young people.

The majority of the work has been made possible following the creation of North Warwickshire Sports Club forum, which brings together local sports clubs and active recreation groups to discuss common aims and provide a voice for community sport in the area.

### **2.3 Corporate Priorities**

In meeting its objectives, the Sport Club Development Officer project helps to deliver the corporate priorities of "Tackling Health Inequalities" and "Access to Services".

### **2.4 Sustainable Community Plan Priorities**

The main aim of the project is to increase participation in sport and active recreation, which contributes to "Developing Healthier Communities". It should be noted, however, that the project also addresses the priority of "Raising Aspirations, Educational Attainment and Skills", through the provision of training courses and mentoring on topics such as first aid, child protection and wider sports coaching qualifications.

## **3. Costs and Value for Money**

The SCDO is entirely externally funded following the award of £77,896 in 2009.

Further funding has been received to deliver smaller projects aimed at increasing participation in regular exercise either delivered directly by the SCDO or in partnership with local sports clubs.

## **4. Quality**

Ongoing evaluation of the project has seen 100% positive feedback for support offered, which is further evidenced by the growing number of sports clubs that contact the SCDO seeking support.

## **5. Future Objectives**

The SCDO will play a major role in the implementation of the Playing Pitch Strategy due to the strong relationship that has been built with local sports clubs. Sites earmarked for development in partnership with local sports clubs will place even more importance on the development of club infrastructure.

<b>Project Title</b>	<b>Warwickshire Exercise Referral Scheme</b>
<b>Introduction</b>	
<p>The Warwickshire Exercise Referral Scheme succeeds the previous PACE scheme. Coventry, Solihull and Warwickshire Sport (CSWS), the sub-regional sports and physical activity partnership, co-ordinates the scheme on behalf of NHS Warwickshire. The scheme is available throughout North Warwickshire following intensive training of staff at each of the Authority's four leisure facilities.</p>	
<b>Main Body of the Report</b>	
<p><b>1. Aim</b></p> <p>The aim is to improve the physical and mental well-being of participants, to reduce their need for medication and reduce the cost to the Health Service of illnesses that can be prevented or improved through exercise.</p> <p><b>2. Objectives</b></p> <p>The Warwickshire Exercise Referral Scheme (formerly PACE) is designed to increase the number of people who take part in moderate intensity activity on a regular basis through targeting people who have medical conditions which can be improved or eliminated through increased levels of physical activity. The referred patients have a programme developed and tailored to their needs by qualified fitness staff. The programme includes a range of activities determined by their health condition and personal preferences. The fitness staff then support patients over a 12 week period. After completion of the referral scheme, and with the support of the staff, a future action plan is developed for the patient to encourage them to continue to be physically active.</p> <p><b>2.1 Achievement of Project Objectives</b></p> <p>CSW Sport manages the performance of the scheme and provides quarterly performance data based on the number of referrals, new starters on the scheme, non starters, scheme completion and scheme non completion, as well as analysing the areas where referrals are being made to ensure all health professionals are signed up to the scheme.</p> <p><b>2.2 Corporate Priorities</b></p> <p>In meeting its objectives, the Exercise Referral Scheme helps to deliver the corporate priority of 'Tackling health inequalities'.</p> <p><b>2.3 Sustainable Community Plan Priorities</b></p> <p>The project addresses health inequalities and encourages active lifestyle, in doing so it addresses the Sustainable Community Strategy priorities of Developing Healthier Communities and Enhancing Access to Services.</p> <p><b>3. Time</b></p> <p>The sessions will operate during normal Lifetimes Fitness Suites opening times.</p>	

**4. Costs and Value for Money**

Training has been funded through NHS Warwickshire. Both the Borough Council and NHS Warwickshire are subsidising the cost for scheme participants through the provision of reduced sessional fees.

## Agenda Item No 9

### Community and Environment Board

28 May 2012

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

#### Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – March 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 March 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 end of year position with the achievement of the Corporate Plan and Performance Indicator targets for 2011/12. This is the fourth report showing the progress achieved so far during 2011/12.

### 4 Progress achieved during 2011/12

- 4.1 Attached at Appendices A and B are reports outlining the progress achieved for all the Corporate Plan targets and the agreed local performance indicators during April to March 2011/12 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 not achieved (shown as a red triangle)

Green – target achieved (shown as a green star)

- 4.3 Members should note that the performance updates and reports have been prepared using a Performance Plus performance management system. The Council has obtained access to the system via an agreement with Warwickshire County Council. In terms of the Council's performance management framework the access to the system has been set up based upon our existing approach. The system calculates the traffic light indicator status for the performance indicators based upon the performance achieved compared to the target.
- 4.4 The performance plus system uses the red, amber and green status indicators and shows these using a red triangle, orange circle and green star. The direction of travel indicators are calculated by comparing the level of performance achieved and the change in performance, if any, from the previous quarter. An upward arrow is an improving position and a downward arrow is a worsening position. A level arrow is indicating a consistent level of performance.

## 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 year end returns are subject to review by Internal Audit and should be considered provisional at this stage.

## 6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 89% of the Corporate Plan targets and 75% of the performance indicator targets have been achieved. Individual comments from the relevant division have been included where appropriate. The table below shows the following status in terms of the traffic light indicator status:

### Corporate Plan

Status	Number	Percentage
Green	17	89%
Red	2	11%
Total	19	100%

## Performance Indicators

Status	Number	Percentage
Green	9	75%
Red	3	25%
Total	12	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.

### 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, housing, 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





<b>Background Paper No</b>	<b>Author</b>	<b>Nature of Background Paper</b>	<b>Date</b>
National Indicators for Local Authorities and Local Authority Partnerships	Department for Communities and Local Government	Statutory Guidance	February 2008

NWCP Community & Environment Board 11/12							
	Action	Priority	Reporting Officer	Due Date	Update	Status	Direction
NWCP 015 11/12	To report on the review of LEADER funding by May 2011, including identifying potential schemes for applications for funding in the light of revisions to criteria	Access to Services	Powell, Simon	31/03/2012	Upon conclusion of the review a report was presented to, and approved by, the C&E Board in June 2011. An update on progress was also emailed to all Members in the same month and again in September 2011. A LEADER progress report was tabled at C&E Board on 26 March 2012. Schemes are still being advanced in line with the Local Development Strategy and projected spend profiles.		
NWCP 016 11/12	To continue to raise aspirations, skill levels and attainment 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 2012	Local Employment	Powell, Simon	31/03/2012	<p>The Borough Council continues to accredit sessions where applicable through the Children's University. This has included Cook and Taste sessions and holiday "family cooking" sessions.</p> <p>One of the priorities for the local Children's Trust is to improve the understanding of professionals working with children and young people regarding "emotional health". Through the Partnership, accredited MIND training was delivered to 14 professionals.</p>		



	Action	Priority	Reporting Officer	Due Date	Update	Status	Direction
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	31/03/2012	The Council is part of the West Midlands Carbon Management Programme which gives the Council access to specialist consultants and advice on sources of funding. A draft Plan has been produced and will be reported to Members in May. Part of the accommodation project will involve looking at what energy efficiency measures can be introduced. A long term aim is to have green energy production at our buildings.		
NWCP 018 11/12	To maintain the current high levels of street cleanliness to not less than 94%, targeting resources and working in partnership, where appropriate, to ensure that standards remain as consistently high as possible throughout the Borough	Environment	Dobbs, Richard	31/03/2012	LEQS survey has now been completed and litter score has come in at 95% despite litter problems caused in some areas due to recycling debris on windy days and the use of street cleaning staff to deliver replacement wheeled bins thterby reducing capacity.		
NWCP 019 11/12	To continue to work with Warwickshire County Council and other agencies to support and deliver activities that promote waste minimisation, recycling, litter awareness and reduce fly-tipping and dog fouling, including through education work in eight schools, support for the national eco-schools programme and targeted enforcement	Environment	Powell, Simon	31/03/2012	Promotion of waste minimisation and recycling continues. Education in schools continued with an additional three school assemblies in the last quarter, a class activity and bring day for small electrical items. A school recycling service has been set up with over 80% school participation. Waste minimisation has been promoted through a "Love Food, Hate Waste" display in the One Stop Shop.		

	Action	Priority	Reporting Officer	Due Date	Update	Status	Direction
NWCP 020 11/12	To commence the implementation of the new Grounds Maintenance specification by April 2011 to ensure that the Borough's open spaces are efficiently and effectively maintained to as high a standard as possible with the resources available	Environment	Powell, Simon	31/03/2012	Implementation of the new Grounds Maintenance Specification commenced in April 2011. As agreed by the C&E Board, this process will be phased and began with revised grass cutting arrangements, which have been well received in the local community. Further implementation will be informed by the outcome of the Systems Thinking Review currently being undertaken		
NWCP 021 11/12	To work with partners to improve recycling rates across the Borough to not less than 36% (targeting poorer performing areas as necessary) while increasing the efficiency and cost-effectiveness of the Council's refuse collection service and to report on proposals to achieve this by September 2011 on initial outline proposals to further improve on this performance	Recycling	Dobbs, Richard	31/03/2012	Performance 32.5% in 2011/12 despite a very dry summer and lower than anticipated levels of garden waste sent for composting. NWBC has agreed to implement Alternate Weekly Collections in 2013 and will be supported by WCC during the roll-out of the new service which should raise recycling levels to well above the 36% target.		
NWCP 022 11/12	To implement phase 4 of the North Warwickshire Green Space Strategy in accordance with the revised Action and Funding Plan and within the context provided by the required Management Plans, to review the condition of our Recreation Grounds and Public Parks to ensure that they are fit for purpose and meet community need	Health & Well-being	Powell, Simon	31/03/2012	Actions are being progressed within the context provided by the approved Action and Funding Plan and available resources.		





	Action	Priority	Reporting Officer	Due Date	Update	Status	Direction
NWCP 023 11/12	To implement the first year actions arising out of the Local Nature Reserve Project, including assisting with the recruitment of staff at Warwickshire Wildlife Trust and Groundwork West Midlands and delivering the activities and improvement work at Dafferns Wood, New Arley, and Kingsbury Linear Park	Health & Well-being	Powell, Simon	31/03/2012	Within the last quarter practical conservation volunteer days have begun at both Kingsbury Linear Park and Dafferns Wood, New Arley. This has included: fence building, scrub clearance, coppicing and a community clean up day at New Arley, at which 25 volunteers from the local community attended. Wild Play sessions delivered by Warwickshire Wildlife Trust have continued. A site 'access' drop-in event was held for each site to consult on planned access improvement work.		
NWCP 024 11/12	Within the context provided by the evolving "Health, Well-being and Leisure Strategy" to determine by March 2013 and commence implementation of the agreed approach to the future provision, management and operation of the Council's leisure facilities, having particular regard to the short and long-term future of Coleshill Leisure Centre	Health & Well-being	Powell, Simon	31/03/2012	A report on the future provision, management and operation of the Council's leisure facilities has been presented to leading Members. A report has also been presented to the C&E Board (January 2012) relating to the short and long-term future of Coleshill Leisure Centre.		
NWCP 025 11/12	To work with partners to implement the North Warwickshire Playing Pitch Strategy in accordance with its supporting Action Plan	Health & Well-being	Powell, Simon	31/03/2012	In accordance with the Action Plan, work is being undertaken with partners in respect of the implementation of the Playing Pitch Strategy, including (but not exclusively) within Hartshill, Hurley, Piccadilly and Ansley.		
NWCP 026 11/12	To review by September 2011 and revise, as necessary, the provisions and co-ordination of the NW Play Strategy and, thereafter, implement the Strategy's associated Action Plan accordingly	Health & Well-being	Powell, Simon	31/03/2012	A review of the Play Strategy has been undertaken, as a consequence of which its provisions are still considered to be relevant. Accordingly the Action Plan will be rolled forward for a further 12 months with effect from April 2012.		



	Action	Priority	Reporting Officer	Due Date	Update	Status	Direction
NWCP 027 11/12	To prepare a Play Area Business Plan by March 2012 to inform the implementation of a third phase of the Play Area Development Programme to ensure that all Borough Council facilities offer good play value, are accessible, secured by design and support the objectives of the NW Play Strategy	Health & Well-being	Powell, Simon	31/03/2012	Resource constraints have determined the need to defer the preparation of the proposed Play Area Business Plan for 12 months (to March 2013). In the meantime, progress continues to be made in respect of the completion of improvements to local play spaces in Fillongley and Kingsbury and proposed improvements within Baxterley and Alvecote.		
NWCP 028 11/12	In conjunction with NHS Warwickshire, to continue to co-ordinate the sustainable development of Wellness Matters, including its expansion into targeted outreach communities and the promotion of healthy lifestyles, healthy eating and NHS Warwickshire's Stop Smoking Service and to report on progress annually in March	Health & Well-being	Powell, Simon	31/03/2012	<p>Work still continues to promote Wellness Matters initiatives, including the tackling of childhood obesity.</p> <p>A community cooking training and resource pack is being developed and volunteers are being recruited. A fruit and vegetable scheme is now up and running at Atherstone Early Years, with further schemes being developed in Baddesley Ensor and Water Orton. Funding has been secured through Public Health to develop a Wellness project enabling the local community to access information, guidance and advice relating to healthy lifestyles.</p>		

	Action	Priority	Reporting Officer	Due Date	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 WSCB, including the need to continue to implement the provisions of the Council's Child Protection Policy and to undertake a Section 11 self-assessment audit in line with WSCB requirements by May 2011	Health & Well-being	Powell, Simon	31/03/2012	The Section 11 Audit was completed and an Action Plan developed. The Action Plan has been approved by Management Team and WSCB and its provisions are being advanced. WSCB accredited Level 1 Child Protection training continues to be delivered to relevant Council staff. Two shortened courses have been delivered to Streetscape staff. A meeting has been held with Cllr D Ferro in respect of his role as the Council's Children and Safeguarding Champion.		

	Action	Priority	Reporting Officer	Due Date	Update	Status	Direction
NWCP 030 11/12	To continue to develop and deliver targeted positive interventions, community safety projects and constructive leisure opportunities (eg Call4Sport, Activities4U, etc) to provide diversionary activities, reduce instances of anti-social behaviour and meet the wider needs and aspirations of young people, inter-generational work and wider community development activity, as detailed in the Leisure & Community Development Division's Service Plan	Crime and Disorder	Powell, Simon	31/03/2012	During February, Solomon Theatre Company delivered alcohol awareness sessions to 756 Year 9 students across the Borough (with the exception of Polesworth High School) and Year 8 students at Hartshill school. Two trial parent evenings were delivered with the aim of raising parental awareness of dangers of young people drinking alcohol. Although well received by those who attended, numbers were low. An indoor skate facility has been set up in Atherstone to provide an appropriate space for young people to skate rather than using car parks and other public spaces, where they are perceived to be causing a nuisance. The facility opened at the end of March for two evenings a week. Activities 4U has developed a new session in Water Orton. Up to 13 young people are attending the drop-in session at the pavillion on Wednesday evenings. A programme of work will be developed with the young people.		





	Action	Priority	Reporting Officer	Due Date	Update	Status	Direction
NWCP 052 11/12	To review the impact of newly introduced mowing equipment on the standard of grass cutting achieved across the Borough and subsequently assess whether potential cost and viability of collecting grass cuttings should be explored	Environment	Powell, Simon	31/03/2012	A review of the revised grass cutting equipment and associated arrangements has been undertaken, further to which it has been determined that standards of grass cutting have improved and been well received by the local community. Subsequent to discussion with leading Members, it is not currently intended to further explore the cost and viability of collecting grass cuttings.		
NWCP 055 11/12	To report on proposals for improving access to services through Community Hubs	Access to Services	Trahern, Bob	31/03/2012	<p>The cross party 5 member task and finish group has met regularly and an implementation programme for the community hubs has been prepared and agreed. Extensive work has been carried with the voluntary sector partners, local communities and parish councils to identify potential locations and viable arrangements to sustain the provision.</p> <p>The programme includes the provision of community hubs in a number of ways at Baddesley, Mancetter, Birchmoor, Hartshill, New Arley, Ansley Common, Polesworth, Coleshill and Water Orton. The installation of the community hubs is planned to take place during April to July 2012. A Community Hub open day has been arranged for 25 April which will allow an opportunity for local communities and stakeholders to see a live demonstration of a hub.</p>		

	Action	Priority	Reporting Officer	Due Date	Update	Status	Direction
NWCP 057 11/12	To continue to provide leisure support to the provision of activities for young people in both schools and during holidays, including reviewing the potential to provide free swimming in school holidays	Health & Well-being	Powell, Simon	31/03/2012	All schools that have signed up to the School Sports Partnership continue to receive after-school multi-sport sessions. The first Atherstone Sports Relief Mile was organised at QE School and Sports College, with 80 + competitors running either 1, 3 or 6 miles for a good cause. Work has also been finalised on Atherstone Indoor Skate Park, which opened for the first time on 28 March. Sportivate funding (£15,580) has been received for the delivery of five projects during the next quarter that will aim to engage 380 semi-sporty young people in related activity.		

NWPI Community & Environment Board								
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	100			Information obtained from a combination of reports from the FLARE system and manual checking off of inspections completed. Records kept in a file in the EHM's office.
NWLPI 157	The percentage of food premises interventions that should have been carried out that were carried out for low risk premises	Env Health (C, L & HP)	Health and Well-being	100	100			Information obtained from a combination of FLARE reports and manual records of completed inspections. Records held in EHM office.
NWLPI 119	Number of collections missed per 100,000 collections of household waste (former BV88)	Refuse & Recycling	Recycling	20	31			Year end information currently not available. Figure shown is the quarter 3 level.
@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	33	32.5			
@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	6	5.33			
NWLPI 085	Swimming pools and sports centres: The net cost per swim/visit	Leisure Facilities	Health and Well-being	1.9	1.8			
NWLPI 086	Leisure Centres - Total income per visit	Leisure Facilities	Health and Well-being	2.36	2.47			
NWLPI 092	Customer satisfaction with Community Development activities	Partnership & Development	Health and Well-being	90	98.15			
NWLPI 094	Percentage of successful funding applications	Partnership & Development	Health and Well-being	80	98.83			
NWLPI 108a	Satisfaction with - parks & open spaces (former BV119e)	Partnership & Development	Countryside and Heritage	N/A	N/A	N/A	N/A	Not measured this year (no Household Survey).
NWLPI 140	Delivery of actions in the 10 year Green Space Strategy - % achieved	Landscape Management	Countryside and Heritage	34	21			Actions being completed as funding permits.  Evidence: 2011/LC/002998 - Green Space Strategy Action Plan Year 4
NWLPI 141	Delivery of actions in the 10 year Green Space Strategy - % in progress	Landscape Management	Countryside and Heritage	7	7			Actions being instigated as funding permits.  Evidence: 2011/LC/002998 - Green Space Strategy Action Plan Year 4

Appendix B

Ref	Description	Section	Priority	Year End Target	Performance	Traffic Light	Direction of Travel	Comments
NWLPI 111	% of Play Areas meeting BS/EN and DDA standards	Landscape Management	Countryside and Heritage	81	77			Behind target due to delay in progressing refurbishment of Baxterley Play Area, which will now take place in 2012/13  Evidence: 2009/LC/002574 - Play Areas Site List
NWLPI 088	Satisfaction with - sports/leisure facilities (former BV119a)	Leisure Facilities	Health and Well-being	N/A	N/A	N/A	N/A	No Household Survey in 2011/12.
NWLPI 146	Partner organisations satisfaction with its relationship with P&D	Partnership & Development	Health and Well-being	85	0	N/A	N/A	Following discussion within the P&D team, it was determined that this PI was of little value and, therefore, it was removed.
NWLPI 116	Percentage of residents who are very or fairly satisfied with refuse collection (Place Survey)	Refuse & Recycling	Recycling	N/A	N/A	N/A	N/A	No Household Survey in 2011/12.
NWLPI 118	Percentage of residents who are very or fairly satisfied with local tips/hhold waste recycling centres (former BV90b)	Refuse & Recycling	Recycling	N/A	N/A	N/A	N/A	No Household Survey in 2011/12.
NWLPI 121	Percentage of people satisfied with cleanliness standards (former BV89)	Streetscape	Environment	N/A	N/A	N/A	N/A	No new survey data available

**Recycling Task & Finish Group Meeting**

**10am, 1 March 2012**

**Minutes**

**Present:** Councillor Hayden Phillips, Councillor Ray Sweet, Councillor Peter Fowler, Councillor David Humphries, Richard Dobbs, Bernard Woodhall, Zoe Davies, Paul Sharratt, Dave Taylor, Olivia Davies

**Apologies:** Councillor Ann Lewis, Councillor Lorna Dirveiks

**Findings from visits to Tamworth & Lichfield's joint waste services and NBBC**

- Members expressed an interest to observe recycling collections at NBBC as this was not possible on the day of the visit
- Discussion held about the drawbacks of a caddy to separate cardboard (e.g. restricts space in the bin, health and safety issue, initial cost, replacement cost, not easy to adapt to larger sized bins).
- Agreement that the Bartec software used by T&L is a valuable tool and could also be used for door-knocking to raise participation.
- Discussion about the benefits of T&L's policy of group Task and Finish and a 4 day working week (9.25 hour day).
- Concerns were raised about how NWBC would fit in with the collection rounds at T&L, especially long distances to round start locations
- Discussion held about the success of the communications campaign at NBBC.

**Resident suggestions and feedback**

- OD provided print outs of feedback and suggestions from residents regarding changes to the recycling service.
- PS/DT mentioned crews often receive enquiries from residents about one bin for recycling.
- Discussion held about consultation with residents about changes to the service. RD explained that the aim and possible outcomes from any consultation with residents would need to be clear.
- ZD added that when changes are made public residents will provide feedback. This can be used to help plan the service.
- Members agreed that as much feedback as possible is ideal but it should be received by informed/trained staff to answer any enquiries correctly.

**Next steps for the Recycling Review**

- Nigel Lane (NWBC) is to investigate the financial costs of:
  1. An in house service
  2. A joint service with T&L
  3. A joint service with NBBC

- Option 1 to be the main focus.
- TUPE requirements to be identified with HR and, if applicable, a review of crew profiles.
- BW to check with Glenn Fleet at WCC if support for purchase of wheeled bins is still available if NWBC were to enter into a joint service with T&L.
- Nigel Harris (T&L) is to provide details of the cost breakdown for the cost per household figure (£44).

### **Timescales**

- A report at the next C&E Board meeting.
- OD & ZD to put together a plan for informing residents of any changes.
- On the basis of having the service confirmed 12 months prior to the start date this allows for 6 months for decisions to be made.
- RD outlined the need for interim C&E board meetings as likely to be many important decisions which will need agreement.

### **Briefing note on the £250m DCLG fund for Supporting Weekly Collections**

- RD provided the group with the briefing note
- Councillors to inform RD in writing by 7<sup>th</sup> March of their intention regarding an expression of interest.

### **Systems Thinking**

- Currently looking at how calls are handled and streamlining the back office processes.
- Currently investigating a Fleet Check and TomTom system (similar to Bartec) which has the capabilities to provide Contact Centre staff with information to resolve enquiries quickly.

### **Depot relocation**

- A report at the next Resources Board meeting.

### **WCC Liaison meeting**

- Glenn Fleet confirmed it would be possible to store and bulk up recycling at Lower House Farm with the likelihood that Biffa would carry out haulage at a competitive price.
- WCC will provide support for purchase of wheeled bins, officer time and where possible materials for promotion.
- Options for In Vessel Composting (IVC) or Anaerobic Digestion (AD) to handle food waste with garden waste look promising and may be priced lower than current garden waste disposal.

### **Date for next meeting**

- OD to arrange a meeting to take place at start of April.

## **Recycling Task & Finish Group Meeting**

**10am, 2 April 2012**

### **Minutes**

**Present:** Councillor Hayden Phillips, Councillor Ray Sweet, Councillor Karen Barber, Councillor Lorna Dirveiks, Councillor Peter Fowler, Councillor Colin Hayfield, Councillor Ann Lewis, Councillor Mick Stanley, Richard Dobbs, Sarah Elliott, Zoe Davies, Olivia Davies

**Apologies:** Councillor David Humphries, Paul Sharratt

### **Progress Update**

- The decision of AWC was approved at the Community & Environment board on 26<sup>th</sup> March 2012.
- The need for consultation was identified at the board meeting.

### **Consultation Strategy**

- OD/ZD provided print outs of a consultation strategy, ZD ran through plan.
- RD added that online return of a survey would be preferred to save costs (postage) and time (to collate results). The Group agreed that a range of consultation methods should be used to ensure that as many people as possible could participate.
- SE explained that NBBC did not have a set consultation as the service needed to change. NBBC began communication from the start, telling people what they were planning to do and used feedback from residents to aid with planning the service e.g. terraced properties, large families.
- MS stated that additional groups would need to be thought of including adults using hygiene pads. CH added pet owners as a group to consider.
- PF stated that is important to consult on AWC. Suggested the July north talk article contain benefits of AWC and also invite people to have their say.
- AL suggested using the Branching Out Bus (BOB) as part of the consultation/communication process.

### **Communication Strategy**

- OD/ZD provided print outs of a communication strategy, ZD ran through plan.
- The group were happy with the communication strategy
- The group agreed that a communications group (to include Karen Barrow and staff from the Web Team and Contact Centre) should be set up now.
- CH stated it is important to make sure hard to reach areas are communicated with.
- SE explained that they had trial families to test the services that were from hard to reach areas and who had previously contacted the council.
- LD suggested consulting with collection crews to identify low participation areas in which to focus additional promotion.
- MS explained how it is important that people know how they can contact us but also that we know how best to answer them e.g. a dedicated recycling line and/or all staff trained for changes.
- PF suggested the addition of Facebook and Twitter for communication
- CH suggested training Borough Care staff and Neighbourhood Wardens to be able to speak to residents about changes to the recycling service.
- HP stated that housing companies should be informed of changes for future housing design and planning applications.

### **Support & Assistance**

- WCC have confirmed that they will support the purchase of wheeled bins
- WCC will also provide staff support for communication and possibly contact centre support
- Wide range of experience and advice available from other boroughs in the County about changing service.

### **Decision timetable**

- Financial information and the potential impacts on staff of each of the remaining options is needed for members to make a decision about a preferred option.
- RD explained that it is important to consider the level of service provided when making a decision.
- RD stated that decisions would need to be made quickly, especially if the group wanted to proceed with the option to join with Tamworth & Lichfield.

### **AOB**

- The group discussed the container insert in the NBBC recycling bin used for paper and cardboard. SE explained that residents do not need to remove the container as it does not cover the surface of the inside of the bin. Risk assessments have been completed and no H&S concerns have been identified. The container insert was chosen as Palm is a paper company and it was financially viable to extend the contract.
- HP expressed that the container insert takes time to empty and he would prefer if the extra time was used to collect from terraces/assisted collections.
- RS stated that one bin for recycling would be better as vehicles and training is already in place.
- AL mentioned Bulky Waste Collections and if these could be joined with the refuse collections (as in Tamworth & Lichfield). RD added that Tamworth & Lichfield have four person crews which take away some of the H&S risk.
- AL asked if Tamworth & Lichfield charge for Bulky Waste Collection (*£14 per item, £5.85 per additional item on same collection, 25% discount for those claiming housing benefit.*)

### **Date for next meeting**

- To be arranged following completion of a report on financial costs and staffing implications of the different options.



## Suggested new service consultation

### Consultation to cover:

- Flats and multi occupancy properties
- Terraced properties
- Properties with a shared collection point
- Isolated properties
- Households with six or more residents
- Households with an assisted collection
- Households with one or more children in nappies
- Food Waste

### Survey:

- Available online
- All residents who call in about recycling invited to complete the survey over the phone
- Postal copies of the survey available on request

### Communication to raise awareness of survey:

- Article in July 2012 North Talk
- Isolated properties given a postal copy of the survey
- Known properties with more than one refuse bin given a postal copy of the survey
- Households with an assisted collection given a postal copy of the survey
- Posters in libraries / leisure centres
- Press release / information sent to Parish Council/Community Association's for newsletter with option of guest speaker
- Recycling email alert
- Early Years/Sure Start centre meetings
- Door-knocking flats and multi occupancy properties
- Door-knocking terraced properties

### Suggested timescale:

- Four Months: June 2012 – September 2012

## Suggested new service promotion methods and timescale

The aim is to target each ward with at least one method of face to face communication e.g. roadshow, stall at a fun day or speaker at a meeting. All households will receive written material e.g. North Talk, leaflet and bin sticker.

- Press releases
- Parish Council/Community Association newsletter content
- North Talk (including a recycling issue in September 2013)
- Recycling email alerts
- Trial families (mainly for North Talk recycling special)
- Recycling stand at fun days and local events
- Business cards (for crews)
- Dedicated recycling roadshows (e.g. garden centres, Co-op, Coleshill Market)
- Parish Council meetings, Community Association meetings, Area Forum meetings
- Posters in libraries/leisure centres
- Afterschool roadshows
- Mascot (for use at fun days, roadshows, handing out leaflets in town centres)
- Display in One Stop Shop
- Bin deliveries with bin sticker to all households
- Combined information leaflet and calendar to all households
- Flats/multi occupancy properties - Door-knocking, leaflet, bin signage, talk to site managers (if changes).
- Vehicle livery
- Website content

	2012									2013									
	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October
Press release/newsletters/email alert*																			
North Talk																			
Stand at fun days/events																			
Business cards with crews																			
Recycling roadshows																			
Parish Council, Community Association meetings																			
Posters in libraries/leisure centres																			
Afterschool roadshows																			
OSS display																			
Bin delivery, calendars, stickers (households)																			
Flats – Door-knocking, leaflet, bin signage, site managers																			
New vehicle livery																			
Update website content																			

\* To be tied in with main decisions to form a 'teaser' campaign.

## **BOB Hub Task and Finish Group Meeting**

NWBC: Committee room

Thursday 2<sup>nd</sup> April 2012 (2pm – 3.30pm)

### **MINUTES**

1. **Attendees:** Cllr. Ann Lewis, Cllr. Anne Forwood, Cllr. Hayden Phillips, Bob Trahern, Gary Hancock, Nigel Bates, Julie Taylor, Cllr. Karen Barber, Cllr. Colin Hayfield, Cllr. Brian Moss, Maggie Harris, Christina Fortune
2. **Apologies:** Davina Key, Sally Roberts
3. **Previous Minutes:** 5 March 2012  
The previous minutes were accepted as a true record.
4. **Matters Arising**
  - 4.1 There were no matters arising from the previous minutes.
5. **Site Updates**
  - 5.1 **Hartshill:** Four members of the Committee for Hartshill attended a visit to the training room for a demonstration of the video link. The feedback indicated that they were impressed with the set up in the training room. People felt that the demonstration dispelled the apprehension or fears that people have about how the equipment will work.  
  
Hartshill still need to resolve a more private location for the Video Conferencing facility. Launch date: 23 June 2012.
  - 5.2 **Mancetter:** The broadband has been connected, the lapsafe has arrived. The telephone numbers list for the telephone and the lockdown on the computers is to be confirmed. Launch date: 5<sup>th</sup> May 2012 at the Spring Fayre.
  - 5.3 **Baddesley Ensor:** Information is still awaited for telephone and broadband connections. Launch date: 24<sup>th</sup> May 2012 for library and Hub.
  - 5.4 **Birchmoor:** The broadband and telephone line are due to be installed imminently, there was a slight delay as BT insisted that they have to have a business line. Launch date: not yet known
  - 5.5 **New Arley:** Telephone lines and two broadband connections to be installed first week in May. The Video Conferencing facility is to be installed on trial

as the broadband speed is very low and may not be effective. Launch date: not yet known.

- 5.6 **Water Orton:** The Community Library is to have significant building works. The area where the Video Conferencing is to be located is also to be used by the police and will be the first part of the building works to be completed.
- 5.7 **Polesworth and Coleshill:** These Hubs will be located in existing County Council libraries. Warwickshire County Council are obtaining costs for private kiosks to be located in these Hubs. NWBC will be required to share the cost of the kiosks.
- 5.8 **Coleshill Town Hall:** This is an additional Hub but there will be no video conferencing in the Town Hall. It was agreed that three laptops, phone and printer will be provided. The broadband requirement is to be investigated. There is no launch date, Cllr. Adam Farrell is keen to commence in the summer.
- 5.9 **Kingsbury:** Although we are keen for a B.O.B Hub to be located in Kingsbury we are still looking for a suitable location. The Methodist Church does not have the capacity for the Hub. The doctor's surgery was suggested as a possible location, but this is too small. The Pear Tree Clinic is available most of the time but is in use two afternoons a week. Alistair Rigby provided contact details to Bob Trahern for the Youth Centre. The Kingsbury Hub would have to be in the next tranche. Cllr. Brian Moss is to be the liaison for the Kingsbury Hub.
- 5.10 **Ansley Common:** The Communal Rooms at Ansley Common will be a Hub. The Tenants have agreed that the Hub can be open to the public. The costs will be shared with the Housing Revenue Account. The contact will be Jane Sands.

There are eight communal rooms that have access to IT. Currently only Ansley Common will be available to the general public. If the local tenants are in agreement then these can be extended to provide Hubs in the future. There are several schools interested in providing Hubs, there is to be a meeting in July with all interested schools.

- 5.11 **Dordon:** A possible location is the 'Cuckoos Nest' pub (previously the 'Merry Miner'). The community library shares accommodation with a private dance school and is unlikely to be suitable for a Hub. Although it cannot be guaranteed, the possibility of using section 106 money to fund a Hub in Dordon is to be investigated. Pubs have been effective venues for Hubs in other venues.

The Task and Finish Group acknowledged that the team have done a good job co-ordinating the Hubs project. Some support from Stratford District Council was acknowledged.

## 6. **ICT Set Up**

6.1 The scanning process has been tested and will work. There needs to be more work to clarify what will happen to incoming calls from the Hubs. There are insufficient staff for there to be one dedicated operator to answer calls from the Hubs. Decisions need to be made as to whether the service will be made available on demand or by appointments. Possible hybrid where general calls are taken on demand and following discussions with Carol Musgrove at Citizens Advice Bureau, there is difficulties in funding outreach work.

Investigations are ongoing to co-locate two staff from CAB in the Contact Centre. The CAB information systems are compatible with NWBC systems.

It is hoped that the calls from the Hubs will be able to be transferred to other departments such as housing, benefits and planning. This proposal has not yet been tested.

There will be the ability to take photographs for identification on travel passes and disabled persons parking scheme (blue badge).

There will be an IT Open Day on Wednesday 25<sup>th</sup> April 2012 in the Training Room, IT Training Room, Resources Room and Contact Centre. There will be hourly time slots and each session will last for one hour. Tea or coffee and cakes will be available. There has been suggestions of a quiz with a prize, but this might be difficult logistically.

USB sticks were discussed, a selection were shown to the meeting. It was agreed that there should be some market testing of the type of USB sticks to be provided at the same time as the market testing of the logos. There was concern that 256mb USB sticks are insufficient capacity and much larger capacity USB sticks are to be investigated.

Consider approaching local businesses for sponsorship of the USB sticks, some discussion about the need for open competition for sponsorship as the Council cannot be seen to be promoting a specific company over other similar businesses in the area.

## **7. Funding**

Outline bids have been prepared for the potential funding sources. These will need to be tweaked for New Arley and Water Orton, these are currently with Davina Key at WCAVA for checking. Christina Fortune is to arrange a meeting with Davina to follow this up and review with regard to the Regional Growth Network funding as this will have an impact on the funding for New Arley particularly.

The Local Enterprise Partnership (LEP) has been successful in achieving pilot status for the Rural Growth Network funding for a Hubs and Spokes project for Stoneleigh Business Park, that will include our Hubs as local business centres supporting start ups, small businesses and home workers.

## **8. Branding and Launch Events**

A draft logo has been designed but needs further work and market testing. Marketing and Promotions will have a go at designing some logos that will be tested with The Older People's Forum and the Age UK lunch club. The logo should be the same for all B.O.B Hubs and will have the North Warwickshire Borough Council website address and contact centre phone number.

There were extensive discussions about what wording should go on the logos and banners, including whether it should be the B.O.B Hubs in partnership with North Warwickshire Borough Council, Parish/Town Council and local group. It was agreed that there would be no logos except the B.O.B Hub logo itself, as the whole point of the Hubs is that they are independent and will provide a wide variety of information, following with the success of the B.O.B Service the absence of logos has encouraged community trust. Cllr. Hayfield said that any logos should only be included for the benefit of the public not for the benefit of the partners.

The Logo will therefore be very simple and based on the existing B.O.B Service logo. Groups will have a choice of pull up banner, permanent wall signage and A-frame signage.

Look at using Race On Line resources and the GoOn campaign.

## **9. Volunteering**

About 20 volunteers have been identified so far. A promotional drive is needed to encourage others. Working with Jane White at the Volunteer Centre to identify the best ways to reach volunteers. There are existing volunteers on site doing other activities when the Hubs will also be available. In some locations there are paid staff on the premises.

CRB checks will only be required for specific roles and activities where volunteers are likely to be working with children or vulnerable adults in a one-to-one situation.

There will need to be an administrator role to support the volunteers. Training will be provided in the form of e-learning and Adult and Community Learning will provide basic training courses.

## **10. Any Other Business**

Colin Hayfield suggested that as there is no library in New Arley, the Hub may offer an honesty library run on a similar basis to one running successfully in Bedworth Heath. There have also been suggestions of clothing banks and fruit and vegetable boxes in Arley.

Discussions have taken place with Job Centre Plus to introduce Job Clubs into the Hubs. Kay Addersley has been successful in running other Job Clubs, but she is currently working to capacity and is unable to take on additional venues at this time. She is willing to advise others if required. Bromford Support have indicated that they would be interested in supporting Job Clubs in North Warwickshire. They are aware that a previous attempt to run a Job Club in New Arley failed, but that was in a different economic climate. People would have the opportunity to experience mock interviews and practice online interviews. Transport is an issue for many people to access interviews and also to the job centre for signing on. There is a need to work with NEETS and link to local schools. CWCDA is busy in the area. Job Centre Plus will encourage people to do their job searches at the Hubs.

**11. Date and time of next meeting**

10am – 12pm on Wednesday 9<sup>th</sup> May 2012, Committee Room

10am – 12pm on Wednesday 6<sup>th</sup> June 2012, Committee Room

**12. Close**

The meeting closed at 3.30pm

## **BOB Hub Task and Finish Group Meeting**

NWBC: Committee room

Thursday 9<sup>th</sup> May 2012 (10am – 11:45am)

### **MINUTES**

1. **Attendees:** Cllr. Ann Lewis, Bob Trahern, Gary Hancock, Nigel Bates, Julie Taylor, Maggie Harris, Christina Fortune, Martin Gibbins
2. **Apologies:** Davina Key, Sally Roberts, Cllr. Anne Forwood, Cllr. Hayden Phillips, Cllr. Karen Barber, Cllr. Colin Hayfield, Cllr. Brian Moss
3. **Previous Minutes:** 2 April 2012  
The previous minutes were accepted as a true record.

#### **4 Matters Arising**

4.1 There were no matters arising from the previous minutes.

#### **5 Site Updates**

##### **5.1 Baddesley Ensor**

All equipment delivered except for Scanner and banner. They have an IT person, who is running one to one sessions on the computers, two mornings per week. The laptop computers are being put in the community library, which is now open.

We've had a meeting with them concerning setting up a job club. Potentially ACL may run with Citizens Advice Bureau providing some sessions on finance and benefits. The first "Equip yourself for work" sessions to start in June. Its is hoped that as Ocado will be holding interviews for jobs before Christmas with 300 people expected to start work there in January, this would be really helpful and it is hoped to run similar activities out of other hubs if they prove successful.

CAB also offered to run Frontline workers toolkit sessions at Baddesley.

The Alex café is a social enterprise, which is being overseen by NWBC – open Wednesday mornings

Launch date for their whole community hub is 24 May.



## 5.2 **Birchmoor**

Equipment delivered and installed – 2 laptop computers, restricted dial telephone, printer and laptop safe - ICT Hub only. Launch Date Saturday 14 July at the Garden Party. Craft fair once a fortnight, zumba class 3 times per week, dance class 2 evenings per week – for children? Sessions for parents and children with disabilities

Launch date 15 July – Garden party.

## 5.3 **New Arley**

Need to install a telephone line and 2 broadband connections – waiting for them to confirm the date of the installation of the broadband and telephone line. Some problems with the cost of broadband lines had been experienced but an alternative provider had been identified which if proved successful would be rolled out to other hubs.

We want to try the video conferencing here. Our solution is slightly different to Stratford's. We're hoping to install the equipment 15 and 22 May providing we obtain all the equipment on time. The Archbishop of Canterbury is visiting New Arley on 26 May. An Awards For All funding bid will be made.

Proposed Launch Date 27 June.

## 5.4 **Mancetter**

Four laptop computers, the restricted dial phone and the laptop safe were delivered and installed last week. They were promoting the BOB Hub at their Spring Fair on Saturday 5 May. A date for the actual launch is to be established. Need to give them support in starting up activities at the hub. Mondays they have a youth club. 3 times a week FCH (Friendship, Care and Housing - help people with mental health problems) use the centre – the people are being encouraged to use ICT, Age UK organise a walk starting at the church on Tuesdays. Reverend Tony Tooby is interested in having some Family Tree software, an after school club and a community cinema.

We will encourage Sure Start to use the Bracebridge Centre and hopefully this will lead to some volunteers.

## 5.5 **Hartshill**

Hartshill are having some refurbishment of the vestry where the new community library will be based along with some computers for the BOB Hub. Their Broadband is being installed on 14 May. At present we have arranged to meet with Hartshill on 23 May and then we hope to install the computers and video conferencing on 30 May. The video conferencing will be going in the entrance hall.

They would like 3-4 people trained on starting up the video conferencing. They have library volunteers, so could use these for supervising the hub.

Launch Date Saturday 23 June 1.15 p.m. light refreshments, 2.00 p.m. Opening. There was some discussion around ensuring that Councillors and the Mayor are invited to launch events and also that the support of North Warwickshire Borough Council is promoted at the events.

#### 5.6 **Water Orton**

They are having some building work completed, which is going to take longer than Alan Holland anticipated. Possible Installation 16 July, no launch date yet.

Julie and I have a meeting with Alan Holland and the headmaster of Water Orton School, Carl Lewis this Friday.

5.7 **Polesworth** – Issues concerning the feasibility of using the library continue due to costs and the availability of free ICT which meant that it was agreed that an alternative venue should be sought and suggestions included the Tithe Barn and college. Bob Trahern and Julie Taylor to meet with libraries and Warwickshire County Council to progress discussions regarding the library and the Chair and Bob with the Leader of the Council regarding alternative locations. Possible Installation to take place in late June or July

5.8 **Coleshill** - Issues concerning the feasibility of using the library continue due to costs and the availability of free ICT which meant that it was agreed that we should look at the Town Hall which is also having a hub as a better location to locate the video conference equipment. Bob Trahern and Julie Taylor to meet with libraries and Warwickshire County Council to progress discussions concerning the library and with Cllr Farrell regarding the town hall. Possible Installation to take place in late June or July

#### 5.9 **Kingsbury**

Discussions have taken place between Cllr. Brian Moss and Simon Gorrall who looks after the Kingsbury Youth Centre in Pear Tree Lane for this and housing the library . This location appears suitable and discussions will continue regarding the possibility of accessing funding and volunteers with a proposed launch date in September

#### 5.10 **Communal Rooms** – Ansley Common

The communal rooms would like the ICT Hub with the free telephone, but not the video conferencing. Ansley Common have agreed to implementation and allowing the community to use the Hub. (Angela Coates)

Proposed installation 11 June with launch on 19 June (Amanda Bennett organising the launch as she has a training day planned for that date)

## 5.11 Other Locations

Other locations still to be covered are Dordon, Shustoke and possibly Newton Regis.

The Hub at Dordon may be funded with a grant from the Section 106 Agreement associated with Birch Coppice.

A hub at Shustoke may be located in the Community Shop.

There has been no location identified in Newton Regis at this stage.

## 6 ICT Set Up

6.1 The equipment is being delivered to the Hubs as part of a planned programme.

Investigations are ongoing to co-locate two staff from CAB in the Contact Centre. The CAB information systems are compatible with NWBC systems.

It is hoped that the calls from the Hubs will be able to be transferred to other departments such as housing, benefits and planning. This proposal has not yet been tested; but the details of how this is to work is now becoming urgent and will be undertaken only once the initial concept of using contact centre staff has been deemed resilient and works.

The IT Open Day on Wednesday 25<sup>th</sup> April 2012 was very successful and well received. It was confirmed that all that we wanted to achieve from the event was achieved.

The computers provided have K9 protection to prevent access to unsuitable websites. However, it was noted that many of the Hubs have computers that are not provided by North Warwickshire Borough Council and that these may not have any protection installed. The public are unlikely to perceive the difference between the computers provided by the Council and those that have been sourced elsewhere, and therefore the Council is at risk of negative publicity as a result of unsuitable material being accessed at the B.O.B Hubs. There is a cost of £1.50 per computer per week for K9 to be installed. It was agreed that Hubs would be offered advice on installation of protection for the other computers in use at the Hubs. There is the potential to block access to certain types of websites on the router assuming that there are specific types of router used.

The homepage of the computers is fixed and cannot be modified. This helps to identify computers that are directly associated with NWBC.

## 7 Funding

Outline bids have been prepared for the potential funding sources. These still need to be tweaked for New Arley and Water Orton, these are currently with

Davina Key at WCAVA for checking. Christina Fortune met with Davina to follow this up and review with regard to the Regional Growth Network funding as this will have an impact on the funding for New Arley particularly, it was discussed that as Awards for All will fund building work but not fees, the Awards for All bid already prepared would go in with the local information completed for New Arley. The Rural Growth Network money will be needed to cover architectural fees and planning/building regulation fees.

The Rural Growth Network funding for a Hubs and Spokes project for Stoneleigh Business Park, that will include our Hubs as local business centres supporting start ups, small businesses and home workers is not confirmed and there needs to be extensive work to get the money.

There is a meeting on Friday 11<sup>th</sup> May with DEFRA to discuss the Rural Growth Network. The fund is to develop a £2m business centre at Stoneleigh Park to support/enable the development of businesses. The B.O.B Hubs can be developed into business hubs to support local businesses. A hub is needed in Atherstone as part of the Regional Growth Network project, but would also be supported by the local community in the town.

Water Orton have decided to submit a larger BIFFA bid for the extension to the library. This prevents them applying for the smaller BIFFA award for the computer equipment. It was therefore agreed that Water Orton should submit an Awards for All bid. This has been prepared and sent to Alan Holland. However, his priority is the BIFFA award for the extension and they are currently heavily involved with works to improve the kitchen, toilets, entrance and front office of the Community Library.

As Rod Parker has left WCAVA, Davina is now on her own, and this limits her ability to process applications and provide support to the groups. It is therefore necessary for the groups to provide the information promptly for processing. Community groups need to go through committees and they have recently had to go through extensive funding applications and monitoring. These applications are therefore not a high priority for the groups and Davina is already stretched to her limit. As raised by Martin Gibbins, the Community Groups can be encouraged to make applications but need to proceed at their own pace to prevent disenchantment of volunteers.

## **8 Work Clubs**

A meeting was arranged with Job centre plus, Age UK and ACL to discuss the possible Job Clubs at Baddesley Ensor. A programme for a 16 week course that was tabled as an example of a club that is successfully running in Rugby. It was agreed that this would be too long for Baddesley and a 6 week programme was proposed as an alternative. Following discussions of the offers available. It was agreed that ACL would run their 5 week 'Equip Yourself for Work' course, followed by a one week Financial Capability session run by CAB and CWCD A would provide support with job searches, CV writing, low cost loans and basic bank accounts. The Job Centre said that this would need to be offered weekly, and that there is a small grant available to fund equipment.

Alison Boggins from the Primary Care Trust (NHS) and Act on Energy would also like to be involved at the Hubs. Community Development would like to use the Hubs to distribute recycling bags, as customers are unhappy with the delay in bags being sent out and most would prefer a local collection point.

## **9 Volunteering**

We have prepared a package of information comprising of model policy documents, posters, volunteering opportunities and teaching information for volunteers. Some of the Hubs have requested copies of the posters for their Launch Events.

Following discussions with Jane White, it was agreed that the Launch Events would be the best time to encourage volunteering for the Hubs, as a centralised volunteering open day would not reach the local volunteers. Information would also be included in the Summer North Talk.

## **10 Any Other Business**

None

## **11 Date and time of next meeting**

10am – 12pm on Wednesday 6<sup>th</sup> June 2012, Committee Room

## **12 Close**

The meeting closed at 11.45am

**Activities taking place at the B.O.B. Hubs**

<b>Name of Location</b>	<b>Current Sessions</b>	<b>Proposed sessions</b>
Baddesley Ensor Village Hall	Community Café – Alex Café being overseen by NWBC One to one sessions on IT training Community Library Community Cinema Fruit and Veg scheme (The Hall is also open to the Parishes of Baxterley, Bentley Merevale and Grendon)	Equip yourself for work (job club) Family History Front Line Workers toolkit sessions – CAB ACL training sessions
Bracebridge Centre, St Peters Church, Mancetter	Youth Club (Monday evenings) Friendship, Care and Housing (FCH) Walks start at the church on Tuesday mornings (Sure Start takes place at Mission Hall near to St Peters Church)	Family History Community Café After School club Community Cinema
Birchmoor Mission Hall	Craft fair once a fortnight Zumba classes 3 times per week Dance class 2 evening per week Sessions for parents and children with disabilities	Fruit and Veg scheme
Arley and St Michaels Community Centre	Community Café Sure Start Youth Groups Martial Arts Computer access Craft Fitness classes - Zumba	Video conferencing Business Hub to support local businesses and people working from home They were considering a community cinema when we first spoke to them
Holy Trinity Church, Hartshill	Community Library Over 55s club, Thursday afternoon	Video conferencing Community Café Photography Health clinics Adult Education
Ansley Common Community Centre	Residents have bingo sessions	ICT B.O.B. Hub
Water Orton Community Library	Community Library (9.00 am-5.00 pm Friday & Saturday)	Video conferencing?? 2.Local Police Surgery

		<ul style="list-style-type: none"> <li>3. Direct HUB to NWBC Services, in partnership with NWBC</li> <li>4. Silver Surfers Computer Club</li> <li>5. Historical Society</li> <li>6. Reading Group</li> <li>7 WOW Water Orton women</li> <li>8 Ladybirds Group</li> <li>9 Cinema in the library</li> <li>10 Coffee Mornings</li> <li>11 Child Care</li> <li>12 Keyboard Classes</li> <li>13 Job Club</li> <li>14 And more to follow as we grow</li> </ul>
Kingsbury Youth Club	<ul style="list-style-type: none"> <li>Youth club</li> <li>Community Library</li> <li>Pre School</li> </ul>	<ul style="list-style-type: none"> <li>ICT Hub</li> <li>Video conferencing??</li> </ul>

# Working In Partnership To Deliver B.O.B Hubs

Bob Trahern, Assistant Chief Executive  
(Community Services), North  
Warwickshire BC

[BobTrahern@NorthWarks.gov.uk](mailto:BobTrahern@NorthWarks.gov.uk)



North Warwickshire  
Borough Council





# Today's Event

- Where are we now?
- Concept to Reality
  - Demo's and Discussion
- What the Hub Concept Can Deliver ?
  - For Communities
  - For Partners
- An Opportunity to Network and Ask Questions



# The Borough – Facts and Figures

- Average Deprivation but an area of stark contrast
- High levels of NEETS (7.5% or 106 young adults) against a County Average (4.99%)
- Access to services is an issue (see Quality of Life Information supplied)
- Telephone contact is the preferred medium for 73% of our customers
- Access to Internet – Broadband coverage but patchy
  - General Warwickshire Overview – Over 50% have internet access at home – likely to be less in NWBC
  - 1/5 of population never used internet; 39% are over 65; 38% unemployed & 19% families with children (SOCITM report)
  - Use of web decreases with age and increases with income (only 10% of 16-24 year olds are offline rising to 50% of 65-74 yr olds)



# So What Are Our Challenges (2012 –17)

Ensuring our Customers are fully aware of the impact of changes to their lives as early as possible and equipping them to deal with them

1. Providing targeted information and advice to those who need it
2. Helping them through the Welfare Benefit Upheaval
3. Embracing the Digital Inclusion agenda
4. Making it easy to communicate with all services locally via hubs
5. Joining up service delivery to service at the “Speed of Life”

Developing an infrastructure and culture to promote channel migration to cheaper access delivery models

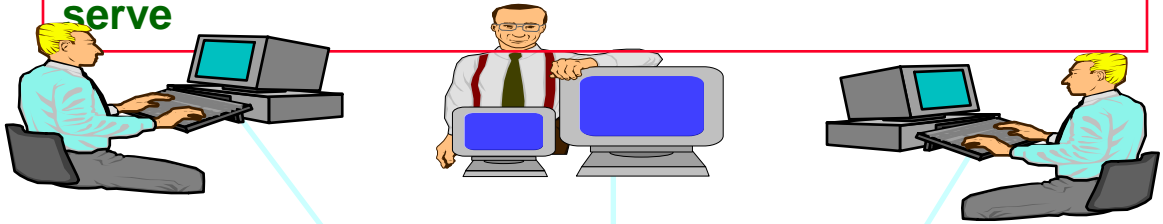


# Our Evolving Delivery Model

Good Average Poor

**One Stop Shop and B.O.B**  
**Bus- one point of contact**

**Citizen Focused Applications – Mobile and Home Working & Internet Access in public places via self serve**

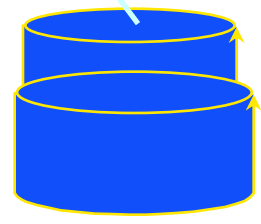
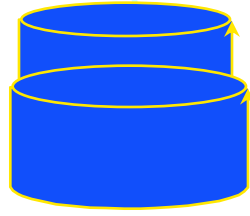
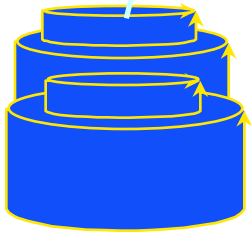
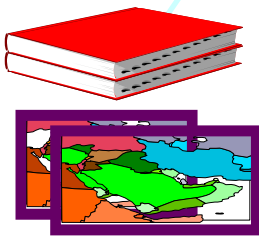


**Corporate Contact Centre and B.O.B Hubs**

government connect  
...everyone can



Verified data passed for processing



- Office Automation**
- Word Processing
  - Document Management
  - Workflow

- Communications**
- E-mail
  - Internet
  - Intranet
  - Gov Connect

- Knowledge**
- Staff.
  - Procedures
  - Reference Docs.

- Business Applications**
- Councils Software
  - Other Agencies Software and Applications – LAW Network
  - Reporting Tools

# Delivering Outreach Solutions

- Commitment from Council
- Cross Party Support – Task and Finish Group led by Cllr Ann Lewis
- Local funding provided to develop outreach solutions – other opportunities opening up
- Ongoing Mobile Offer via B.O.B bus until March 2013 as a minimum
- Dedicated Council Resources provided to deliver B.O.B Hub project alongside WCAVA and the Volunteer Centre
- An exciting new opportunity that is on the verge of becoming a reality



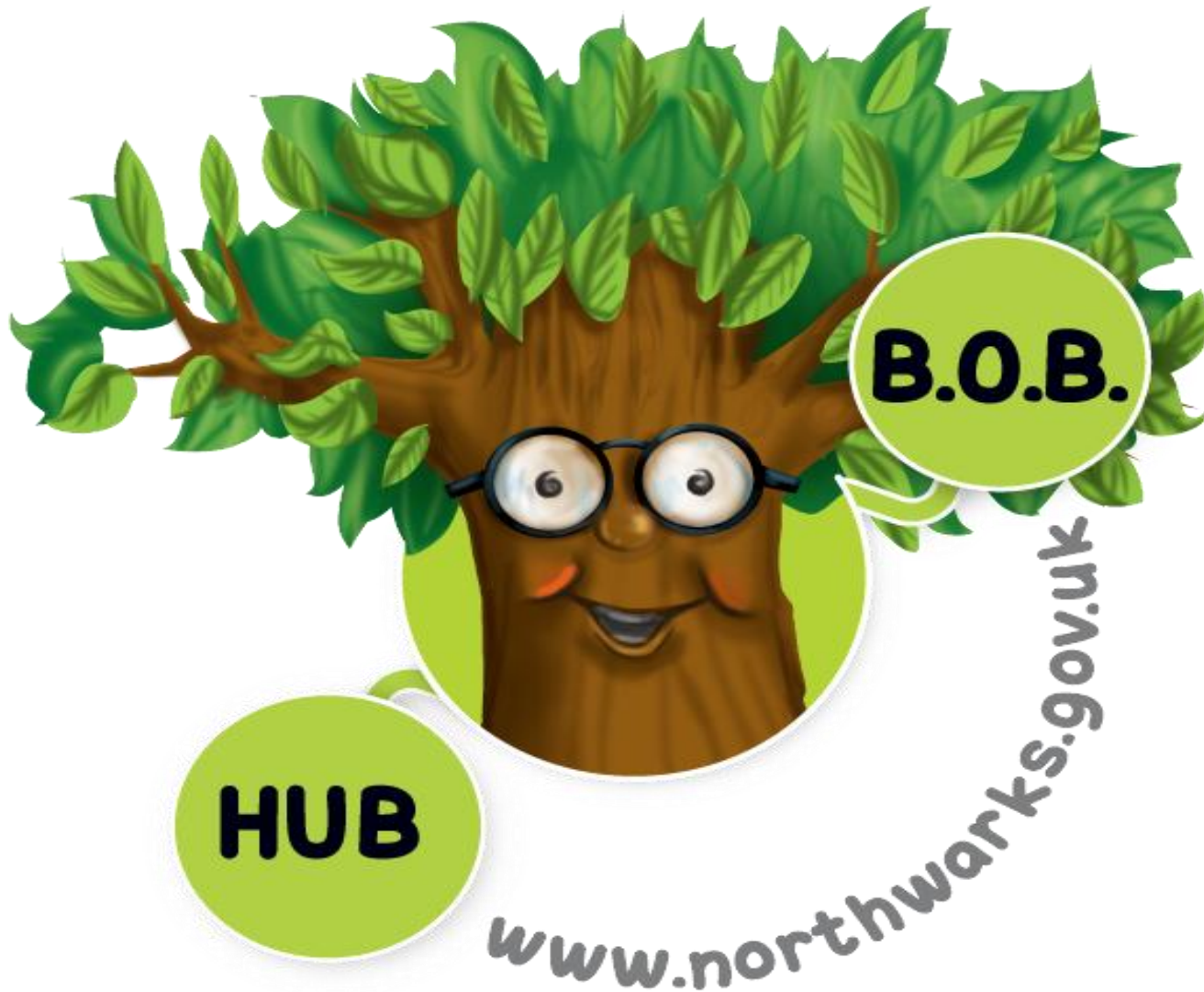
Online Services

Phone

Walk-in



# The Face of B.O.B Hubs



# Why B.O.B Hubs ?

- Developed in 2009 – Recognisable brand associated with help and advice
- Builds on a brand that has gathered momentum and is not associated with the Council or carries any stigma
- It has no barriers to inclusion or involvement
- It has developed its own identity
- “It makes you smile !”



# What is a B.O.B Hub ?

- Whatever a community wants it to be
- For anyone but particularly those with no access at home to access information, packages or e mail although will be Wi Fi enabled
- Job Searching
- Applying for benefits post 2013
- Home Shopping – with reduced transport links increasingly important
- To get the best fuel tariffs
- Improving or Learning ICT skills
- Doing Homework
- A place for people of all ages to meet
- Utilising software not on standard set up





# What Can I Do In A Hub ?

- Getting the message out to communities
- **Accessing information, advice and guidance.**
  - Meet new people
  - Find a job
  - Save time, money and hassle
  - Explore interests
  - Be entertained
  - Stay in touch



# B.OB Hubs- To Be Used by All



# What have we done ?

- Building on the LSP Commitment, Sally Roberts, Christina Fortune and Maggie Harris have worked for 7 months with communities to;
  - Build on conversations around the initial 13 expressions of interest received
  - Supported Town and Parish councils in undertaking the consultation and providing information on perceived demand
  - Helped identify volunteers with groups and the volunteer centre to oversee the hubs
  - Assisting in the setting up and identification of potential B.O.B Hubs venues including schools & community rooms
  - A key remit to provide support for accessing funding – future links to BDUK and RGN projects
  - Establishing a model “Hub” – today’s event
  - Purchase and Implementation of Equipment
  - Discussions with current and emerging partners



# Working In Partnership



North Warwickshire  
Borough Council



Online  
Services

Free  
Phone

Walk-in

Video  
Link

# Planned B.O.B Hubs Roll Out

- Planned Implementation by Summer 2012
  - Ansley Common – Community Rooms
  - \*Arley – Arley and St Michaels Community Centre
  - Baddesley – Community Library in Village Hall
  - Birchmoor – Mission Hall
  - \*Coleshill Library and Coleshill Town Hall
  - \*Hartshill – Community Library & \* Holy Trinity Church
  - Mancetter – St Peters Church
  - \*Polesworth Library
  - \*Water Orton – Community Library
- Likely B.O.B Hubs by 2013
  - Dordon – To be decided
  - Kingsbury – To be decided
  - Shustoke Village Hall
  - Further Community Rooms and
  - Some Interested Schools

\* Proposed Video Link Sites



# Virtual Interviews

Webcam

Digital camera

Touch screen

Electronic Signature pad



Scanner  
Printer



North Warwickshire  
Borough Council

the charity for  
your community

citizens  
advice  
bureau



nb : No signature pad proposed

# Developing B.O.B HUB's

- If we get this right we will:-
- Take right services to the right people
  - Address the “Narrowing the Gaps” agenda
- Build a delivery model for the future
  - Help communities access services via alternative channels
- Foster closer and new working relationships between partners
- Create New Opportunities and Access to Services for the communities of North Warwickshire



# Contact Details

## Borough Council Contacts

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- ChristinaFortune@NorthWarks.gov.uk
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- NigelBates@NorthWarks.gov.uk

## WCAVA

- Davina@wcava.org.uk

## Volunteer Centre

- jane.white@vcnw.org.uk





Thank You For  
Attending –  
Any questions?



**Agenda Item No 12**

**Community and Environment  
Board**

**28 May 2012**

**Report of the  
Chief Executive**

**Exclusion of the Public and Press**

**Recommendation to the Board**

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

**Agenda Item No 13**

**Refuse and Recycling Services** – Report of the Assistant Director (Streetscape)

Paragraph 3 – by reason of the report containing financial details of an organisation.

The Contact Officer for this report is David Harris (719222)