

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

**(Councillors Bell, Chambers, Gosling,
M Humphreys, Jarvis, Jenns, Lebrun, Lees,
Morson, H Phillips, Rose, Smith and A Wright)**

For the information of other Members of the Council

For general enquiries please contact Democratic Services, on 01827 719450/719221 or via e-mail democraticservices@northwarks.gov.uk.

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

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

COMMUNITY AND ENVIRONMENT BOARD AGENDA

15 March 2021

The Community and Environment Board will meet on Monday 15 March 2021 at 6.30pm via Teams. An email invite will be sent to Board Members and the meeting will be live streamed on the Council's YouTube channel, accessible from the home page of the Council's website or at <https://www.youtube.com/user/northwarks>

AGENDA

- 1 Apologies for Absence / Members away on official Council business.**

2 **Disclosable Pecuniary and Non-Pecuniary Interests**

3 **Public Participation**

Up to twenty minutes will be set aside for members of the public to put questions to elected Members. Questions should be submitted by 9.30am 2 working days prior to the meeting. Participants are restricted to five minutes each.

PLEASE BE AWARE THAT THIS MEETING WILL BE TAKING PLACE REMOTELY.

Members of the public wishing to address the Board must register their intention to do so by 9:30 am 2 working days prior to the meeting. Participants are restricted to five minutes each.

If you wish to put a question to the meeting, please register by:
e-mail to democraticservices@northwarks.gov.uk or telephone: (01827) 719221/719226.

Once registered to speak, an invitation will be sent to join the Teams video conferencing for this meeting. Those registered to speak should dial the telephone number and ID number (provided on their invitation) when joining the meeting to ask their question. However, whilst waiting they will be able hear what is being said at the meeting. They will also be able to view the meeting using the YouTube link provided (if so they may need to mute the sound on YouTube when they speak on the phone to prevent feedback).

4 **Minutes of the meeting of the Board held on 18 January 2021** – copy herewith, to be approved and signed by the Chairman.

**PUBLIC BUSINESS
(WHITE PAPERS)**

5 **Leisure Facilities: Service Improvement Plan** – Report of the Director of Leisure and Community Development

Summary

Due to the Coronavirus pandemic and the enforced closure of leisure facilities, initially for a period of approximately four months, a revised 2020 / 21 Service Improvement Plan (SIP) was approved by the Board at its meeting held in October 2020. Appended to this report is a copy of the revised SIP, which details the progress made to date against each of the identified proposed actions. In addition, a draft SIP for the 12 months period commencing from April 2021 has been appended for Members' consideration and approval.

The Contact Officer for this report is Russell Simkiss (719257).

- 6 **Leisure Facilities – 2021 / 22 Bank Holiday Closures** – Report of the Director of Leisure and Community Development

Summary

This report seeks the Board’s consideration of a schedule of Bank Holiday closures of leisure facilities during the 2021 / 22 financial year.

The Contact Officer for this report is Russell Simkiss (719257).

- 7 **LEADER Programme Update** – Report of the Director of Leisure and Community Development

Summary

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

The Contact Officer for this report is Gaynor Valente (07918587474).

- 8 **Financial Assistance to Outside Organisations** - Report of the Director of Leisure and Community Development

Summary

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

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

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

Summary

This report informs Members of the progress made in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy (2020 to 2033). Understandably, anticipated progress has been curtailed due to the Coronavirus pandemic.

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

- 10 **Health and Wellbeing Action Plan** - Report of the Director of Leisure and Community Development

Summary

This report provides Members with an update on the progress being made in respect of the actions identified in the approved Health and Wellbeing Action Plan (2020 to 2023).

The Contact Officer for this report is Emma Ecob (719232).

- 11 **Minutes of the meeting of the Health and Wellbeing Working Party** held on 22 February 2021 – copy herewith.

- 12 **Climate Change Update** - Report of the Corporate Director - Streetscape

Summary

This report updates Members on the baselining work which has been undertaken on the Council's carbon emissions and sets out steps which are being taken to reduce the Council's carbon footprint and that of the wider Borough as well as the areas which will need to be the subject of further action in the future.

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

- 13 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – September 2020** – Report of the 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 September 2020.

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

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

Recommendation:

To consider whether, in accordance with 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.

- 15 **Confidential Extract of the Minutes of the meeting of the Board held on 18 January 2021** – copy herewith, to be approved and signed by the Chairman.

STEVE MAXEY
Chief Executive

NORTH WARWICKSHIRE BOROUGH COUNCIL

MINUTES OF THE COMMUNITY AND ENVIRONMENT BOARD

18 January 2021

Present: Councillor Bell in the Chair.

Councillors Deakin, Gosling, M Humphreys, Jarvis, Jenns, Lebrun, Lees, H Phillips, Smith and A Wright.

An apology for absence was received from Councillor Rose (Substitute Councillor Deakin).

Councillors D Clews, Farrow and Symonds were also in attendance.

11 **Disclosable Pecuniary and Non-Pecuniary Interests**

None were declared at the meeting.

12 **Minutes of the Meeting of the Board held on 12 October 2020**

The minutes of the meeting held on 12 October 2020, copies having been previously circulated, were approved as a correct record and signed by the Chairman.

13 **General Fund Fees and Charges 2021/22**

The Board was asked to consider a proposed schedule of fees and charges for 2021/2022.

Resolved:

That the schedule of fees and charges for 2021/2022 as set out in Appendix A to the report be accepted.

14 **General Fund Revenue Estimates 2021/22**

The Corporate Director Resources presented the revised budget for 2020/21 and an estimate of expenditure for 2021/22, together with forward commitments for 2022/23, 2023/24 and 2024/25.

Resolved:

a That the revised budget for 2020/21 be accepted;

Recommendation to Executive Board

- b That the growth of £207,870 for Refuse and Recycling be accepted; and**
- c That the Estimates of Expenditure for 2021/22, as submitted to the Board, be included in the budget to be brought before the meeting of the Executive Board on 15 February 2021.**

15 Capital Programme 2021/22 to 2023/24

The Corporate Director Resources presented proposals for schemes to be included within the Council's Capital Programme over the next three years.

Resolved:

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

16 Leisure Facilities: Service Improvement Plan

The Director of Leisure and Community Development detailed the progress made to date against each of the individual actions contained within the revised 2020/21 Service Improvement Plan approved by the Board at its meeting held in October 2020.

Resolved:

That the progress made against the requirements identified in the approved 2020/21 Leisure Facilities Service Improvement Plan, be noted.

17 Play Area Development Programme

The Director of Leisure and Community Development sought approval of proposed improvements to four play spaces as part of the Play Area Development Programme.

Resolved:

- a That the proposed improvements to the four play spaces identified within the report of the Director of Leisure and Community Development be approved; and**

- b That a report be brought to a future meeting of the Board on the possible means by which to better protect sports pitches and play equipment.**

18 Minutes of the Health and Wellbeing Working Party Meeting held on 7 December 2020

The minutes of the Health and Wellbeing Working Party meeting held on 7 December 2020 were received and noted.

19 Fly-Tipping

The Corporate Director Streetscape provided Members with information on the actions taken to tackle fly tipping across the Borough.

Resolved:

- a That the report be noted;**
- b That the Fixed Penalty for Householder Duty of Care offences issued under the Environmental Protection (Miscellaneous Amendments) (England and Wales) Regulations 2018 be raised to the maximum level of £400 as set out in paragraph 4.3 of the report of the Corporate Directors Streetscape; and**
- c That a report be brought back to the Board detailing the cost implications of providing a short-term subsidy for a single item bulky waste collection and the possibility of providing free community skips.**

20 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April to September 2020

Members were informed of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Board for April to September 2020.

Resolved:

That the report be noted.

21 **Exclusion of the Public and Press**

Resolved:

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.

22 **Update on Sub-Regional Materials Recycling Facility**

The Director of Streetscape updated the Board on the progress of the project.

Resolved:

That the report be noted.

Margaret Bell
Chairman

Agenda Item No 5

Community and Environment Board

15 March 2021

Report of the Director of Leisure and Community Development

Leisure Facilities: Service Improvement Plan

1 Summary

- 1.1 Due to the Coronavirus pandemic and the enforced closure of leisure facilities, initially for a period of approximately four months, a revised 2020 / 21 Service Improvement Plan (SIP) was approved by the Board at its meeting held in October 2020. Appended to this report is a copy of the revised SIP, which details the progress made to date against each of the identified proposed actions. In addition, a draft SIP for the 12 months period commencing from April 2021 has been appended for Members' consideration and approval.

Recommendation to the Board

- a That the Board notes and comments upon the progress made against the requirements identified in the revised and approved 2020 / 21 Leisure Facilities Service Improvement Plan; and**
- b That Members approve or otherwise amend the appended draft Service Improvement Plan through which the operational performance of the leisure facilities will be monitored through to 31 March 2022.**

2 Consultation

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

3 Introduction

- 3.1 In order to provide a more focused approach to service delivery, in July 2018, the Board adopted its first Leisure Facilities Service Improvement Plan (SIP). At its meeting held in March 2020, the Board approved a revised SIP, which was intended to guide activity through until the end of March 2021. As Members will be aware, however, the leisure facilities were almost immediately required to close due to the COVID-19 pandemic, which, in turn, resulted in the need to review and re-draft the SIP. This latest version of the 2020 / 21 SIP, which sought to take account of the rapidly changing pandemic environment, was considered and approved by the Board at its meeting held

... in October 2020. A copy of the revised Plan, which details the key actions, work programmes and improvements to be achieved by March 2021, is attached at Appendix A. The Plan continues to seek to highlight those matters that the Board has determined are important in order to enhance the quality and sustainability of the service delivered through its leisure facilities.

4 Service Improvement Plan: Progress

- 4.1 The revised SIP (Appendix A) evidences the progress made by the leisure facilities through to the end of December 2020. The Board is invited to comment on that progress, which has obviously been made in very challenging and unique times. Members will notice that there has been little change from the end of November 2020 position tabled before the Board at its meeting held in January 2021. This is because the facilities re-opened from Lockdown 2.0 on 2 December but had to close again when Warwickshire entered Tier 4 of the pandemic restrictions with effect from 31 December 2020. The facilities have remained closed to the public since this date and they will not be able to re-open (for a restricted service) until 12 April 2021 at the earliest.
- 4.2 As agreed with Members, this report does not seek to provide detailed commentary on the progress being made in respect of each action identified within the SIP. Instead, it aims to update the Board on the key areas of recent progress made within the leisure facilities. Members, however, are invited to comment and advise on any areas of activity upon which they wish Officers to focus in order to improve the operational viability of the facilities when they are allowed to re-open.
- 4.2 As agreed with Members, this report does not seek to provide detailed commentary on the progress being made in respect of each action identified within the SIP. Instead, it aims to update the Board on the key areas of recent progress made within the leisure facilities. Members, however, are invited to comment and advise on any areas of activity upon which they wish Officers to focus in order to improve the operational viability of the facilities when they are allowed to re-open.
- 4.3 Each of the leisure facilities will start to offer “Les Mills” group exercise classes to customers as soon as possible after their re-opening has been approved. This will be no earlier than 17 May 2021. The Les Mills product is recognised around the world for its consistency in delivering high quality workouts and for having a strong brand that helps to both retain existing and attract new customers. The addition of this service will undoubtedly strengthen the value and quality of the exercise class programme delivered to the public.
- 4.4 Already host to phlebotomy, blood donor and physiotherapy services, the leisure facilities have further extended their NHS-related bookings. Due to the success of phlebotomy service at Coleshill Leisure Centre (as well as at Atherstone Leisure Complex), the NHS has decided to increase the number of days that the service will operate from Coleshill, from one to two each week. In addition, a new NHS eye scanning service has started to operate from

Atherstone Leisure Complex. Whilst these service enhancements might be considered to be relatively small, they are extremely important to, and valued by, local NHS patients and they represent a positive development in the relationship between the Borough Council and its Health partners.

4.5 Throughout the latest Lockdown, Leisure Facilities staff have continued to engage with customers in order to encourage physical activity and in an effort to make a positive contribution to their physical and mental health and wellbeing. This engagement has included:

- The sharing of a “Love Yourself” message on Valentine’s Day, which was accompanied by links to work-outs and a healthy Valentine’s Day three course meal option
- On Shrove Tuesday, a competition ran to engage the public to see who could flip the most pancakes
- The Commonwealth Games #22for22 home work-out videos have been shared across social media channels to encourage physical activity and to increase awareness in the build up to B2022
- Engagements about water safety, nutrition, exercise tips and the Zoom exercise class timetable have also been communicated on social media, Borough Council webpages and to key customer groups to increase the opportunity for people to be healthy and to move more

4.6 Virtual engagements and welfare calls have helped Leisure Facilities teams to engage with, and better understand the needs of, customers. Feedback and suggestions made to staff are helping to shape the development of service programmes for when the centres are permitted to re-open to the public.

4.7 Despite not being open to customers for significant periods, the Leisure Facilities team has worked behind the scenes to continue to provide services during times of closure and to plan the “recovery and reinvention” of activity programmes in the post-Lockdown environment. Easter holiday and May half-term activities have been designed for children and young people, a new health and fitness promotional campaign has been developed and a number of service enhancements have been planned for release at the right time to optimise recovery and performance in areas including (but not limited to) health and fitness, gymnastics, cycling, swimming and the technological / digital offer provided through the centres.

4.8 The period covered by the current SIP draws to a conclusion at the end of March 2021. Accordingly, a draft Plan for the progressive delivery of the service has been prepared for the next 12 months. The Board is invited to consider, approve or otherwise amend this draft Plan, which is attached at Appendix B. As the facilities are permitted to re-open, the initial focus will be on ensuring the safe operation of the service, supporting and encouraging customers and staff in their return to the centres and in the recovery of service viability. The second phase of the return to on-site provision will be to reinvent activity programmes to effectively and efficiently meet the needs of customers and the wider public in a post-pandemic environment. Subject to

...

Member approval, Officers will commence work against the provisions of the new Plan with effect from April 2021.

- 4.9 The Leisure Facilities Business Development team, in conjunction with relevant colleagues throughout the Authority, will continue to manage and monitor the implementation of the requirements of the SIP on a regular basis and to report accordingly to each meeting of this Board, including to its next scheduled meeting to be held in May 2021. This process will continue to afford Members an opportunity to both understand and direct relevant aspects of the performance of the Borough Council's leisure facilities.

5 Report Implications

5.1 Finance and Value for Money Implications

- 5.1.1 Whilst there is no financial implication arising directly out of this report, the SIP will enable the Board to monitor the financial performance of the leisure facilities at each of its meetings and to advise on activity that would improve operational sustainability.

5.2 Safer Communities Implications

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

5.3 Legal, Data Protection and Human Rights Implications

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

5.4 Environment, Sustainability and Health Implications

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

5.5 Human Resources Implications

- 5.5.1 There are no human resources implications arising from this report, other than those to which reference is made in the appended Service Improvement Plan and upon which commentary is provided therein.

5.6 Risk Management Implications

- 5.6.1 There are no direct risk management implications arising from this report. The activity that is included within the Service Improvement Plan, however, will be risk assessed and appropriate controls put in place, where appropriate.

5.7 Equalities Implications

5.7.1 The activity identified in the Service Improvement Plan is intended to advance the Borough Council's commitment to ensuring equality for all members of the community across its portfolio of service provision.

5.8 Links to Council's Priorities

5.8.1 The Service Improvement Plan has direct links to the following corporate priorities:

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

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

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

The Contact Officer for this report is Russell Simkiss (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
1	Director of Leisure and Community Development	Report to Community and Environment Board (Leisure Facilities: Service Improvement Plan and Key Performance Indicators)	March 2020
2	Director of Leisure and Community Development	Report to Community and Environment Board (Leisure Facilities: Service Improvement Plan)	Oct 2020
3	Director of Leisure and Community Development	Report to Community and Environment Board (Leisure Facilities: Service Improvement Plan)	Jan 2021

North Warwickshire Leisure Facilities

Service Improvement Plan - April 2020 – March 2021

(Revised Due to COVID-19)

Aim: To improve the operational efficiency and effectiveness of the Borough Council's Leisure Facilities

Responsible Officers Key:

D:	Director
LFM:	Leisure Facilities Manager
SSRO:	Service, Sales and Retention Officer
SAEO:	Sports, Activities and Events Officer
OO:	Operations Officer(s)
LMT:	All of the above

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
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Service Improvement Plan Last Updated: 18 February 2021

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress	
Finance and Pricing	Review pricing at all sites, having due regard to the need to reduce the revenue cost of the Leisure Facilities, also to consider the Concessionary Membership offering	Conclude pricing review and present any proposal to C&E Board in January 2021	January 2021	To be identified within the review process	LMT	↑	Fees and charges were agreed to be frozen for 2021 / 22 due to the current pandemic	
		Complete a zero-budgeting exercise to understand the impacts of COVID-19 and more effectively budget plan in future, identify efficiencies / service improvements and to maximise future income levels	January 2021		LMT	↑	Forecasts for 2020./ 21 and 2021 / 22 have been presented to the Finance Division and will be reviewed ongoing through the year	
Staffing	Ensure the recruitment of a sufficient number of qualified and trained staff in order to provide appropriate levels of cover for all forms of staff leave / absence	Ensure sufficient staffing in key roles through recruitment and links with schools / colleges / volunteers / training providers	March 2021	Divisional and Corporate Training Budget	OOs	↑	Focused recruitment has continued to ensure appropriate staffing levels at facilities	
	Review individual and facility-based training needs at all sites and produce a prioritised Training Plan for implementation	Sectional Training Plan to be produced by 31 July 2020	31 July 2020		LFM / OOs	↑	Complete and communicated with HR	
		Key training to be delivered throughout the year	March 2021		LFM / OOs	↑	Training has continued through the year as required.	
		Ensure effective and structured staff communication is maintained throughout the service	Ensure effective channels of communication are maintained throughout the leisure facilities staff, to include one to ones and team meeting		March 2021	LMT	↑	Regular one to one and team meetings are taking place
		Review the service demand by Christmas and feedback appropriate opening hours proposals to optimise resource	Consult with customers and staff on the opening hours between Christmas and New Year to understand demand. Make appropriate recommendations		Dec 2020	LFM	↑	The revised schedule of opening hours ran successfully and offered a revenue saving of approximately £4,856

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
Health and Safety	Ensure the effective implementation of all Health and Safety Systems and Procedures, including to be compliant with COVID-19 guidance.	Utilise the annual operational planner to include all key Health and Safety documentation reviews required for Leisure Facilities	March 2021		LFM / OOs	↑	Leisure staff have continued health and safety updates as required
		Utilise Health and Safety wall charts for each site to clearly outline their respective Health and Safety schedules. To utilise this tool to monitor and manage Health and Safety compliance at each site. To include the PPM schedule within this chart and action accordingly	March 2021		LFM / OOs	↑	Leisure staff have continued health and safety checks ongoing as required
		To score 65%+ in knowledge spot-checks throughout the year	March 2021		LFM / OOs	↑	Staff scored over 80% from knowledge spot checks led by the LFM this year. Staff also performed well in monthly Facility Audits led by Operations Officers. Areas of learning are fed into action plans to improve future standards
		To achieve 80% + on internal Building Audit and H&S Audit scores	March 2021		LFM / OOs	↑	Audits led by the LFM scored 80%+ across sites in 2020 / 21
Customer service and service quality	To gain feedback from customers and react to improve our service	Improve customer service performance scores on 2019 / 20	March 2021		LMT	↑	Although unable to engage customers in the same way this year, feedback on how we have communicated with customers and reacted to offer service has been well received. Survey scores indicate a better performance versus 2019 / 20
		Deliver a minimum of one customer forum	March 2021		LMT	↓	Customer forums have not taken place this year due to the pandemic

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
		Deliver a minimum of one mystery visit, ensure customer feedback is recorded, responded to and actioned	March 2021		LMT	↓	Mystery visits have not taken place this year due to the pandemic
		Deliver a minimum of one customer survey	March 2021		LMT	↑	A survey went out to customers and the public about service performance and engagement through the pandemic
		Display 'You Said We Did' information in sites each quarter	March 2021		LMT	↑	An action plan and appropriate customer communications have been actioned to ensure the service benefits from feedback received A 'You Said, We Did' communication was shared with customers and the public via various media to inform them of how the service has / plans to improve as a result of public feedback
Programming:	To return to performance of the sports halls and bookable spaces achieved pre-pandemic by the end of the financial year in: Occupancy; attendance; financial performance (pro-rata)	Restore the levels of occupancy across the facilities to last year's performance by the end of March 2021 (Sports Halls, AGP, Squash, Parties).	March 2021	Provision made within the revenue budget	SEAO	↓	Due to closures because of the Coronavirus pandemic this was not possible. The Leisure Facilities team continues to stay positive, understand the latest guidance and adapt to offer the best safe service possible to the community
	Maintain existing and Create new programmed sessions	Start three to four new activity sessions across the portfolio (see coaching section)	March 2021		SEAO	↓	With site closures, although new sessions have not been possible, Leisure Facilities

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
		Recruit two to three new external bookings across the portfolio.	March 2021		SEAO	↑	<p>have been able to re-invent services well, and have: delivered a timetable of Zoom classes; created engaging social media groups; delivered Zoom Gymnastics sessions at Polesworth and Coleshill; and delivered social and engagement calls to a number of facility groups</p> <p>Leisure Facilities has secured extra NHS bookings at Atherstone (eye screening clinics) and Coleshill (phlebotomy) that have been able to take place through the pandemic</p>
Holiday Activities Service Offering	Create a more focused and co-ordinated holiday activity programme to optimise the service offering, increase participation and inspire children to take up a new activity	<p>Adhering to COVID-19 guidelines and ensuring public confidence in the leisure facilities, to deliver a comprehensive holiday programme at PSC, CLC, ALC (and TQEA when available) during all school holidays</p> <p>Restore attendances and performance levels to those achieved in 2019 / 20.</p>	<p>March 2021</p> <p>March 2021</p>	Provision made within the revenue budget	SAEO/OOs	<p>↑</p> <p>↓</p>	<p>Although restrictions as a result of the pandemic limited the offer, where national and local guidelines allowed, the Leisure Facilities team adapted services to successfully deliver holiday activities in a safe and secure environment in both August and October 2020. With plans already in place for the delivery of holiday activities in April and May, the Leisure Facilities team remains optimistic for 2021 / 22</p>
Parties	To successfully re-start parties with the aim to return to performance pre-pandemic by	Adhering to Government and governing body guidelines to ensure parties are started in a safe and financially viable way	Sept 2020	Provision within the revenue	SAEO	↓	Leisure Facilities continue to monitor guidelines and will re-start the service as soon as it

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
	the end of the financial year	Complete a review of parties' packages, service and the offering in 'the new normal' post pandemic and plan appropriately to stay competitive in the marketplace	March 2021	budget	SAEO	↓	is safe to do so. It is anticipated this will not be until April 21 at the earliest When allowed to open, use of space where parties would normally take place will be optimised. At the point parties can re-start there will be a focus on recovery and re-invention to optimise uptake
Coaching: (including consideration for families, 50+, and junior service provision)	Maintain existing and develop new coached services or activities across the portfolio to increase participation, improve occupancy and financial performance.	To restore all existing sessions run by the leisure facilities and external clubs / groups in a COVID-19 safe environment post pandemic, as outlined by government and governing body guidelines.	March 2021		LMT	↑	When the facilities have been allowed to open, the team has adapted well to ensure a safe service can be delivered
		Start three to four new sports and activity sessions across the portfolio. Activities may change based on market research and best opportunities, but currently are as follows:	March 2021		SEAO	↓	Closures and restrictions through the year, including the current closures from 4 January as a result of the Coronavirus pandemic have limited the opportunity to start new sessions successfully this year Through Lockdown, leisure facilities have been successful in re-inventing service, delivering gymnastics session to customers via Zoom; the swim team offered online swim resources; Sites also offered online coffee catch up sessions to the bowls and other groups

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
							<p>As facilities are allowed to re-open, the focus will be on recovering and supporting the existing services and custom, as well as re-inventing the offer to meet new customer expectations in a post pandemic environment</p> <p>Despite not being open for most of the year, the Leisure Facilities team has worked behind the scenes to plan the recovery and reinvention and to create opportunities during post-Lockdown environments. These efforts will see the service optimise recovery and increase coaching, sports and activity provision in future</p>
Schools	To offer a COVID-19 secure service to schools. To optimise the swim offering to schools in order to increase the number of schools utilising the service, increase income and participation	<p>To communicate with schools to ensure a COVID-19 safe service is offered and other considerations are made to make the return to the Pool</p> <p>To return school swimming back to previous numbers of schools / attendances / performance pre-lockdown</p> <p>To review pool capacities and where space is available, to recruit more schools into the facilities (swim / gym / sports)</p>	<p>Sept 2020</p> <p>March 2021</p> <p>March 2021</p>	Provision within the revenue budget	<p>SAEO</p> <p>SAEO</p> <p>SAEO</p>	<p>↑</p> <p>↓</p> <p>↑</p>	<p>Swim England guidance has been followed and the Leisure team is in regular contact with the schools as appropriate</p> <p>Following the most recent lockdown from 4 January 2021, schools have not been able to return to the pool</p> <p>Pool capacities to accommodate schools is understood. Leisure staff will continue to communicate with schools; recruit new; and</p>

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
							optimise the uptake of school swimming ongoing
Swim Development	To return swimming to the Pool in a COVID-19 safe environment.	To return public swimming to the Pool, ensuring risk assessments, systems of work, staff training, and customer communication are all completed.	July 2020	Provision within the revenue budget	SAEO / OO / LFM	↑	When the facilities have been allowed to open the team has adapted well to ensure a safe service can be delivered
	To plan how swimming activity can develop in future, to grow the swim scheme, optimise the Pool programme, improve income, attendances and enhance service to the public.	To return swimming lessons to the Pool, ensuring risk assessments, systems of work, staff training, and customer communication are all completed	August 2020		SAEO / OO / LFM	↑	When the facilities have been allowed to open the team has adapted well to ensure a safe service can be delivered
		To review Government guidelines, customer and staff feedback ongoing and adapt as appropriate to improve service / optimise attendances	March 2021		SAEO / OO / LFM	↑	Survey feedback and ongoing customer communication have been used to identify and action change in order to improve service
		To return swim participation to levels achieved pre-lockdown	March 2021		SAEO	↓	With the current restrictions in place, attendances are unlikely to be restored to those seen prior to the pandemic. The Leisure team will continue to work to optimise performance but believe this level of recovery is most likely to be seen in late 2021 / 22
Health and Fitness	To plan the return of gym and group exercise activities in a COVID-19 safe environment	To return gym activity to the leisure facilities ensuring risk assessments, systems of work, staff training, and customer communication are all completed.	July 2020	Provision within the revenue budget	LMT	↑	When the facilities have been allowed to open the team has adapted well to ensure a safe service can be delivered
	To improve the quality of the health and fitness services and service offering across the	To return group exercise programmes to leisure facilities ensuring risk assessments, systems of work, staff training, and customer communication	July 2020		SSRO	↑	When the facilities have been allowed to open the team has adapted well to ensure a safe

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
	facilities, focusing on improving retention, increasing sales, live members, attendances and providing a positive customer experience	are all completed					service can be delivered. During closures, Zoom classes have been offered to keep customers and public engaged and active
		To review Government guidelines, customer and staff feedback and adapt as appropriate to improve service / optimise attendances	March 2021		SSRO	↑	Survey feedback and ongoing customer communication have been used to identify and action change in order to improve future service
		To set-up Facebook groups to better engage members, create more of a 'leisure community' feel, improve retention and the ability to sell to customers and the public	July 2020		SSRO	↑	Facebook groups continue to be used to engage and communicate with members
		Continue to deliver exercise referral and cardiac rehabilitation service	March 2021		SSRO	↑	During service closures, exercise referral sessions have been delivered online through Everyone Health
		Ensure the delivery of the Health and Fitness marketing campaigns throughout the year to achieve sales targets and live members. Achieve campaign targets.	March 2021		SSRO	↓	Closures through the year have impacted the ability to deliver promotional campaigns and subsequently to achieve sales targets
		Review the group exercise programme to ensure occupancy levels are pro-actively managed to ensure group exercise attendances are cost effective and restored to those prior to lockdown	March 2021		LMT	↓	The group exercise timetable continues to be delivered online. Timetables are pro-actively managed, but levels of attendance will not achieve those of 2019 / 20
		Deliver gym and classes promotional events to increase awareness, occupancy and maintain up to date with industry trends	March 2021		SSRO	↑	Events and engagement activities continue to be delivered online

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
		Deliver a number of gym engagement activities to encourage members to attend, take part and improve the community feel			SSRO	↑	As well as online engagement, where restrictions have allowed, gym challenges have taken place across facilities each month to engage members
		Review the cost / benefit of introducing Les Mills and other branded classes to the timetable			SSRO	↑	A business case was approved in December. Les Mills classes will be introduced to the service from June 2021
		Review the need to renew the gym equipment and start to procure			SSRO	↑	The Leisure team has finalised plans to introduce new equipment, with an understanding of how these investments will benefit the services and, subject to approval, some of these projects will have commenced the procurement process by 31 March 2021
		Review the personal training package and re-launch with an improved service model			SSRO	↓	Personal training models have been discussed with teams and an action plan is in place to progress, however some project work, including the engagement of HR and Finance, is still required before this can be signed off and implemented. For this reason, along with closures due to the pandemic, this project will carry forward into the next financial year

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
		Review front of house procedures to improve sales processes, consistency in service quality and the member journey			SSRO	↑	<p>Procedures and service alterations have adapted as a result of the pandemic, pushing more sales online, via phone and through email</p> <p>Although the team has adapted well to the pandemic, further work is still required in a post pandemic environment to understand changes in customer needs, expectations and how people will choose to engage with the service. These considerations will continue to be made through the next financial year</p>
Marketing, Events, PR and Promotions	To ensure effective marketing to the public to optimise engagement, sales, prospects and attendances to the facilities and services, and return on investment.	Create an updated Marketing Plan to be proactive in the campaigns, and to include the events schedule for the year	June 2020	Provision within the revenue budget	LMT	↑	An initial Marketing Plan, outlining the activities and events, has been produced. This has had to evolve as Lockdown restrictions have changed
		Review and maintain the web site up to date with all of our activities	March 2021		LMT	↑	The website was reviewed and re-designed during Lockdown to improve the ability to navigate and look more commercial
		Increase website engagements	March 2021		LMT	↑	Leisure Facilities forecast an additional 27,000 visits and 16,000 views this financial year versus 2019 / 20
		Increase social media Facebook followers (Facebook (200) and Twitter (50))	March 2021		LMT	↑	Although engagement of both platforms has seen an

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
	Be aware of the local and wider market environment and use events to showcase the service offering	Piggyback main leisure related local events	March 2021		LMT	↓	increase, Facebook has been really successful in increasing followers and engagement with the public (+481). Leisure Facilities will need to look at how other media channels are better used to engage the public
	To increase the number of events offered and sell to increase income and participation	Re-plan and re-build Memorial Hall bookings and events	March 2021		LMT	↑	Leisure Facilities continue to support local and national campaigns and events. Currently awareness is online and via social media
		Re-plan and re-build Memorial Hall bookings and events	March 2021		LMT	↓	Although events have not been able to take place due to the current pandemic restrictions, an 'activities and events' business group meets regularly and a plan has been created to start to generate more business through the Memorial Hall and across the service as restrictions ease. Engagement activities and events have taken place online
		Create an event strategy to outline the events and activities leisure facilities intend to run,	March 2021		LMT	↑	Leisure Facilities staff have managed to generate additional one off and consistent Hall bookings that are hoped to continue once facilities are allowed to re-open Plans will continue to be reviewed and evolve as

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
		including Commonwealth Games build up, outdoor space, school and community links, and to include the Memorial Hall Start to deliver quarterly internal and external leisure bulletins	March 2021		LMT	↑	restrictions ease. It is hoped to be able to deliver some of these plans in 2021 / 22 Although lockdowns have impacted the continuity of service, updates have continued to be provided via email, web and social media. With leisure facilities preparing to re-open on 12 April 2021, the first Leisure Bulletin will be shared in March, providing service updates and plans to re-open.
Technology	To maintain up to date with industry and technology changes in order to remove friction from the customer journey, remain competitive and good value for money	Business case the opportunity to introduce a leisure App	March 2021		LFM	↑	A business case will be reviewed early March by Management Team. Leisure Facilities will update at the Board in due course
Monitoring, Review and Evaluation	Report on performance against the actions, and in respect of the KPIs, identified in this Service Improvement Plan to each meeting of the Community and Environment Board		Every Community and Environment Board		D / LFM	↑	The impact of the pandemic through the financial year has made KPIs a poor measure of performance. As such, financial performance versus the Leisure Facilities budgetary position has periodically been fed back to Board meetings at its request.
	Report to the Health and Wellbeing Working Party on action within the Health and Wellbeing Action Plan, 2017 to 2021, which reflects work being		Every Health and Wellbeing Working		D / LFM / CDM	↑	The LFM was in attendance at each meeting of the Working Party in 2020 / 21 to report on progress

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
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	undertaken in Leisure Facilities		Party				
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North Warwickshire Leisure Facilities Service Improvement Plan - April 2021 – March 2022

Aim: To improve the operational efficiency and effectiveness of the Borough Council's Leisure Facilities

Responsible Officers Key:

D:	Director
LFM:	Leisure Facilities Manager
SSRO:	Service, Sales and Retention Officer
SAEO:	Sports, Activities and Events Officer
OO:	Operations Officer(s)
LMT:	All of the above

Last Updated: 22 February 2021

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
Recover and Reinvent Optimise the return to leisure facilities	To safely return leisure services to the public. Where necessary, reinvent the delivery of existing leisure services and introducing new services opportunities Review pricing and packages Explore the opportunity of optimising use of space at Coleshill Leisure Centre	Respond to the latest Government guidelines and plan to safely and effectively re-open services Adapt to deliver services differently or to create new services in their place with the goal to keep the community engaged, more active and living healthier, happier lives Support members, clubs and groups across the service to adapt to return to leisure activities promptly, with confidence and within Government guidance To review fees, charges and packages to meet the demands of a post-COVID environment Review the opportunities to optimise the use of space in reception, the viewing gallery and in other areas of the facility to increase services, attendance and improve financial performance	April / May 2021 and ongoing April / May 2021 and ongoing April / May 2021 and ongoing September 2021 March 2022	Provision made within the revenue budget To identify within the review process	OO LMT OO LMT SAEO / OO (CLC) / LFM		
Connecting with Communities Be more outward looking and community focused	Actively consult and seek feedback to understand what communities want and to shape current and future services Focus on delivering services more tailored to the wants and needs of the community	Continue to ask questions and gain feedback on current and future services throughout the year. To feedback to the Board regularly about surveys, forums, mystery visits and reviewing verbal and written feedback Explore Net Promoter Score (NPS) as a feasible measure of performance Collaborate with Community Development, Public Health, community groups and other appropriate partners on the development and delivery of services, events and community projects. Engagements with new groups ongoing may further	March 2022 November 2021 Ongoing until March 2022	Provision made within the revenue budget Identify within the review Provision made within the revenue budget process	OO OO SAEO / SSRO		

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
	Successfully introduce the leisure App to customers and the wider community	<p>enhance the annual plan, which outlines the delivery timescales</p> <p>Optimise service delivery within / by communities, through securing external support for activity programmes. To update the Board at each meeting</p> <p>Plan to ensure the successful introduction of the leisure App to improve booking services, communication and service awareness</p>	<p>Ongoing until March 2022</p> <p>June 2021</p>		<p>SAEO / SSRO</p> <p>LMT</p>		
<p>Positive Experiences for the community, with a particular focus on:</p> <ul style="list-style-type: none"> - Children and Young People - Active Ageing - Disabled, Disadvantaged and Special Education Needs (SEN) 	Optimise opportunities for the community, with a particular focus on services for children and young people to be more physically active	<p>Holiday Activities</p> <p>Create new coaching / activity roles to improve the quality and quantity of future services</p> <p>Re-establish and further develop the holiday activities offering to the community to achieve levels at or above that in 2019 (prior to Coronavirus closures).</p> <p>Parties</p> <ul style="list-style-type: none"> - Reinvent the use of the parties space during closure - Re-introduce the existing parties service offering at the facilities <p>Schools</p> <ul style="list-style-type: none"> - Retain existing and attract new schools and groups of all ages and abilities to the Pool (most schools are expected to return in September / October 2021) - Re-introduce work experience schemes and explore opportunities around the development of training and volunteer experiences that may lead to employment 	<p>June 2021</p> <p>April / May 2021 and ongoing</p> <p>June 2021 or earlier Sept 2021 or earlier</p> <p>October 2021</p> <p>August 2021</p>	<p>Provision made within the revenue budget Process</p>	<p>SAEO</p> <p>SAEO</p> <p>SAEO / OO SAEO / OO</p> <p>SAEO / OO</p> <p>LMT</p>		

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
	<p>within in North Warwickshire</p> <p>Enhance the Leisure Facilities service offering to the disabled, disadvantaged and Special Educational Needs (SEN) populations of North Warwickshire</p>	<ul style="list-style-type: none"> - Understand the opportunities to expand this service in future years - Enhance current service quality - Increase the in-house service offering - Increase the number of groups and organisations hosted at the leisure facilities - Work with and support those community groups offering services to the active ageing population - Create a better awareness and signposting of all of these services delivered within North Warwickshire <p>When making service updates to plan to accommodate opportunities for disabled, disadvantaged and Special Educational Needs (SEN) populations</p> <p>Secure funding for and deliver services in the community around tackling inequalities, to ensure a more diverse and inclusive service offer</p> <p>Use the “We are Undefeatable” Sport England campaign to promote the service offer and encourage participation</p>	<p>March 2022</p> <p>March 2022</p> <p>March 2022</p> <p>March 2022</p>	<p>Process</p> <p>Provision made within the revenue budget process</p>	<p>SAEO / SSRO</p> <p>LFM</p> <p>LFM / SAEO / SSRO</p> <p>SAEO / SSRO</p>		
Connecting with Health and Wellbeing	<p>To increase awareness of the importance of health and wellbeing within the community</p> <p>To recover and further develop the choice of</p>	<p>Report to the Health and Wellbeing Working Party on the Leisure Facilities-related actions within the Health and Wellbeing Action Plan</p> <p>Deliver Health and Wellbeing events and campaigns throughout the year, joining up working with other groups and organisations where possible and linking to charities to enhance the impact where appropriate</p> <p>Working with Everyone Health, re-establish and optimise the offering around Exercise Referral,</p>	<p>Ongoing</p> <p>March 2022</p> <p>July 2021</p>	<p>Provision made within the revenue budget Process</p>	<p>LFM</p> <p>SEAO / SSRO</p> <p>SSRO</p>		

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
	health and wellbeing services to strive to improve physical and mental wellbeing within the community	<p>including programmes for those who have had health conditions or have been inactive as a result of the coronavirus pandemic.</p> <p>Working with corporate and local businesses, create a "Workplace Wellbeing" pack and service offering, targeting corporate and local / high street businesses</p> <p>Explore the opportunity to introduce Mental Health First Aiders within the service, to identify concerns, signpost to support and enhance the opportunity for suicide prevention within the community</p> <p>Periodically gain feedback on the impact existing and new services are having on the physical and mental wellbeing of the community and thereafter to improve the focus and impact of the service offer</p>	<p>February 2022</p> <p>December 2021</p> <p>September 2021 and March 2022</p>		<p>SSRO</p> <p>LFM</p> <p>OO</p>		
Active Environments	<p>Complete a review of opportunities to increase services in environments outside of the leisure facilities</p> <p>Start to deliver more activities, events and services in alternative environments outside of leisure facilities</p> <p>To explore digital technology in supporting service delivery</p>	<p>To create a three-year development plan that identifies how the Leisure Facilities team will expand its services utilising outdoor space and community environments</p> <p>To work with Community Development on the planning and delivery of the Borough's Cycling Plan</p> <p>Work with Community Development to include the leisure facilities as hubs for walking, running and cycling groups</p> <p>Start to increase the use of parks and outdoor spaces in the delivery of services and events</p> <p>To scope digital and technological opportunities within the service. Action plan to introduce opportunities to enhance the service offering and</p>	<p>October 2021</p> <p>January 2022</p> <p>January 2022</p> <p>October 2021</p> <p>July 2021</p>	<p>To identify within the review process</p> <p>Provision made within the revenue budget Process</p> <p>To identify within the</p>	<p>LFM / SEAO / SSRO</p> <p>LFM / SAEO</p> <p>LFM / SSRO</p> <p>SAEO / SSRO</p> <p>LMT</p>		

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress	
		reduce barriers to participation (cost, time, access, other)		review process				
Health and Fitness	Improve the quality of the health and fitness service across the facilities, focusing on re-engaging members, improving retention, increasing sales, and providing a positive customer experience	Review the member journey in a post-COVID-19 world and plan that journey from the point of finding out about the service to becoming a loyal member	January 2022	Provision made within the revenue budget Process	SSRO			
		Through consultation with staff and the community, introduce new equipment and technology to facilities to enhance the service offering	August 2022					SSRO / LFM
		Ensure the delivery of health and fitness marketing campaigns throughout the year to achieve sales targets	Ongoing until March 2022					SSRO
		Deliver regular member engagements, incentives and service developments to optimise retention	Ongoing until March 2022					SSRO
		Group Exercise - Optimise the impact of the new Les Mills and group studio cycling service enhancements - Review the group exercise programme to ensure occupancy levels are proactively managed	Ongoing until March 2022					SSRO
		Review the opportunity for funding and cost / benefit of procuring hi-tech biometric health testing scales	February 2022					To identify within the review process
Health and Safety / Operations	To ensure appropriate levels of skilled staff are available to maintain service	Ensure staffing levels and development opportunities are appropriately managed through the year	Ongoing until March 2022	Divisional and Corporate Training Budget	OO			
	To ensure all staff are engaged and have a	Ensure appraisals are completed and communication structures are maintained at all levels through the year	Ongoing until March 2022					OO

Theme	Action	Target	Timescale	Resource / Cost	Lead Officer	RAG and DOT	Comment / Progress
	clear role in maintaining service Ensure health and safety is maintained at all times within leisure facilities	Continue to review, update and improve facility health and safety. To feedback progress and outcomes of health and safety and building audits Continue to monitor and audit health and safety knowledge and compliance. To feedback training updates and spot check results to the Board	Ongoing until March 2022 Ongoing until March 2022		OO LFM		
Marketing and Promotion	Ensure effective marketing to the public to optimise engagement and potential return on investment	Create an updated Marketing Plan to be proactive in service campaigns, to include events scheduled throughout the year To update the Board on campaigns and marketing activity through the year Optimise web engagements (at or above that of 2020 / 21) and increase social media followers (Facebook 200+, Twitter 50+) Deliver quarterly internal and external leisure bulletins	April 2021 Ongoing until March 2022 Ongoing until March 2022 Ongoing until March 2022	Provision made within the revenue budget Process	LFM LFM LMT LFM		
Monitoring, Review and Evaluation	Report on performance against the actions and KPIs identified in this Service Improvement Plan to each meeting of the C&E Board		Every Community and Environment Board		D / LFM		

Agenda Item No 6

Community and Environment Board

15 March 2021

Report of the Director of Leisure and Community Development

Leisure Facilities – 2021 / 22 Bank Holiday Closures

1 Summary

- 1.1 This report seeks the Board's consideration of a schedule of Bank Holiday closures of leisure facilities during the 2021 / 22 financial year.

Recommendation to the Board

That the schedule of leisure facility closures, as set out in paragraph 4.1 of this report, be approved or otherwise amended.

2 Consultation

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

3 Background

- 3.1 In recent years, the Authority's leisure facilities have closed for eight statutory and two extra statutory days each calendar year. This approach was continued during 2020 / 21, together with an additional trial of reduced opening hours of the facilities between Christmas Eve and New Year's Day, the schedule for which was determined following staff and customer consultation and which realised a saving of approximately £4,856 across the three sites in Atherstone, Coleshill and Polesworth.
- 3.2 In accordance with recent practice, a schedule of bank holiday closures is identified in paragraph 4.1 for the consideration of the Board. This year, a number of the statutory days fall on a weekend, as a consequence of which the subsequent official bank holiday days have been moved to alternative days. As Christmas Day, Boxing Day and New Year's Day all fall on a weekend, the bank holidays have been scheduled for Monday 27 December, Tuesday 28 December and Monday 3 January. It is not proposed to open the facilities on Christmas Day, Boxing Day or New Year's Day, so these dates have been included within the proposed holiday closure schedule. Sunday 2 January has also been included in the schedule of closures, in order to afford a more defined and less disruptive schedule of opening and closing times over the Christmas / New Year period. It does, however, mean that the leisure facilities will be closed for 12 days throughout 2021 / 22.

4 Proposed 2021 / 22 Leisure Facility Closure Schedule

- 4.1 The proposed 2021 / 22 leisure facility closure schedule referred to above is as follows:

Good Friday	Friday 2 April 2021
Easter Monday	Monday 5 April 2021
May Day	Monday 3 May 2021
Spring Bank Holiday	Monday 31 May 2021
Late Summer Bank Holiday	Monday 30 August 2021
Christmas Day (use one of the extra statutory days)	Saturday 25 December 2021
Boxing Day (use one of the extra statutory days)	Sunday 26 December 2021
Christmas Day Bank Holiday	Monday 27 December 2021
Boxing Day Bank Holiday	Tuesday 28 December 2021
New Year's Day (use one of the extra statutory days)	Saturday 1 January 2022
Extra statutory day	Sunday 2 January 2022
New Year's Day Bank Holiday	Monday 3 January 2022

5 Future Options

- 5.1 A number of local authorities and other service providers choose to reduce their open hours between Christmas and New Year, in order to make efficiencies in both facility and staff costs, whilst at the same time offering a service more in line with customer demand at this relatively quiet time of year. The reduction of hours between Christmas Eve and New Year's Day was trialled in North Warwickshire's leisure facilities in 2020 / 21. The introduction of reduced opening hours operated successfully, despite the impact of the COVID-19 pandemic (services were initially restricted and then stopped during this period), customers were supportive of the changes and a revenue saving of approximately £4,856 was realised.
- 5.2 In understanding that usage during this period is relatively low (approximately a third of the levels experienced on average at other times of the year), the Board is asked to determine whether or not it wishes Officers to further review the option of again reducing opening hours between Christmas and New Year, in order to realise a saving in the revenue cost of the Leisure Facilities service. Subject to the agreement of the Board, any such review would again include consultation with customers and staff and the outcome would be reported back to Members in due course.

6 Report Implications

6.1 Finance and Value for Money Implications

6.1.1 Budgetary provision for 2021 /22 provides for the extent of closures indicated in this report. The proposed schedule will also enable the facilities to minimise the impact of the closures and remain open during periods of higher customer demand. The 2021 / 22 revenue budget proposals will need to be reviewed and adjusted, however, should Members determine to open the facilities on any of the bank holidays identified in the schedule detailed in paragraph 4.1 above.

6.2 Safer Communities Implications

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

6.3 Environment, Sustainability and Health Implications

6.3.1 There is a judgement to be made on the balance between the likely lower level of demand for the services on the identified days of closure and the potential benefits for the health and wellbeing of a relatively small number of customers who may wish to use the facilities on these days. If the facilities are open during peak periods of demand this will maximise the potential health benefits for customers.

6.3.2 Leisure facilities have a positive impact on the health and wellbeing of individuals and communities by providing opportunities for formal and informal recreation and by contributing to an improved quality of life.

6.4 Human Resources Implications

6.4.1 The proposed closures will afford the opportunity to meet the leave entitlement of staff at times that are consistent with the priorities and objectives of the Borough Council.

6.4.2 Should the Board wish for Officers to explore a reduction in opening hours during the Christmas and New Year period, as referred to in paragraphs 5.1 and 5.2 above, consultation will be required with Leisure Facilities staff. Should it be supportive of a review of this option, the outcome of this process will be reported back to the Board in due course.

6.5 Risk Management Implications

6.5.1 The risks associated with the proposed bank holiday closure of leisure facilities have previously been reported to the Board. Changes to facility opening hours impact upon levels of customer demand. This has, however, been considered within the context provided by the schedule contained in the report and the risk is felt to be minimal, given that the identified closures are timed for the periods of lowest customer use.

6.6 Equalities Implications

6.6.1 Opening hours are monitored in relation to demand. It is not believed that these opening hours, or the identified closures, disproportionately affect any particular groups or members of the community and it is not considered that the report's proposals will adversely affect the Borough Council's drive to ensure equalities in all aspects of service provision. An Equalities and Impact Needs Assessment associated with the bank holiday closure of leisure facilities has previously been reported to Board.

6.7 Legal Implications

6.7.1 The Borough Council has a statutory power to provide such indoor and outdoor leisure facilities as it thinks fit under the Local Government (Miscellaneous Provisions) Act 1976. Whilst this does not create an obligation to ensure that the facilities provided are open on any particular day or at any particular time, when deciding on which days to close the facilities or reduce operational hours, the Authority should have regard to the likely impact on those that use the facilities. This report explains the reduced demand for such services during the periods in question.

6.8 Links to Council's Priorities

6.8.1 The proposals contained in this report have direct links to the following corporate priorities:

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

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

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

The Contact Officer for this report is Russell Simkiss (719257).

Agenda Item No 7

Community and Environment Board

15 March 2021

Report of the Director of Leisure and Community Development

LEADER Programme Update

1 Summary

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

Recommendation to the Board

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

2 Consultation

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

3 Introduction

- 3.1 LEADER is a community-led development programme that is jointly funded by the Department for Environment, Food and Rural Affairs (DEFRA) and the European Union. North Warwickshire, in conjunction with its partner area, Hinckley and Bosworth, was awarded financial support of £1.4 million for the programme, of which the budget available for disbursement to qualifying projects was eventually set at £1,243,449. This sum includes a successful request, made in autumn 2019, for a modest uplift in allocation and adjustments made to the Running Costs and Animation (RCA) budget to cover overheads (see paragraph 8.1 below).
- 3.2 The programme is managed by a Local Action Group (LAG), which is made up of representatives drawn from the private, voluntary and public sectors across the two boroughs. North Warwickshire Borough Council is represented on the LAG by the Leader of the Council. The strategic direction for the programme is set by a Local Development Strategy (LDS), which has been agreed by the LAG and DEFRA.

3.3 North Warwickshire Borough Council acts as the Accountable Body for the local programme and it works in partnership with Hinckley and Bosworth Borough Council to oversee its delivery.

4 Progress

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

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

4.2 Overall, 46 projects received funding approval from the Local Action Group, with a cumulative grant total (as at 5 February 2021) of £1,194,458 (Appendix A). The grant allocation and number of projects is now lower than last reported as the figures reflect one project withdrawal and a variation of a further contract to reduce the associated project costs. All 46 projects have now completed and just one project has yet to receive settlement of the grant award, which is currently in progress.

4.3 A total of 46 projects withdrew their application during the process, with the majority (36) withdrawing at the outline application stage and before completion of the full process. The principal reasons for project withdrawal related to the demands of the application process or an inability to secure match funding. More recent withdrawals, post contract, relate to issues with approved suppliers.

4.4 A total of 39 applications were rejected for a variety of reasons. A number of applicants were unable to satisfy the eligibility and completeness checks carried out on each application, whilst others had their proposals rejected, either by the Local Action Group or DEFRA, due to an inability to demonstrate a genuine need for LEADER funding or the lack of a demonstrable strategic fit with the programme's six key priorities.

4.5 There were two project appeals received against decisions to reject applications. In both cases, the applications did not meet the stringent RPA eligibility and completeness checks. The appeals have been considered and both were dismissed.

4.6 The table below identifies the distribution of LEADER funding against the six priority areas. The greatest level of demand was from Micro and Small Enterprises and Rural Services projects, and the lowest from Forestry Productivity schemes.

Priority Area	Total Grant Allocation (£)
Farming	168,220
Micro and Small	303,722
Rural Services	246,757*
Rural Tourism	247,039**
Forestry Productivity	59,696
Culture and Heritage	169,024
Total	£1,194,458

* Includes a reduction of £49,700 due to a project withdrawal - NWBC area

** Includes a reduction of £30,830 due to capping of project expenditure on one project - HBBC area

- 4.7 The level of funding allocated between the two Boroughs is identified in the table below:

Borough	Funding Allocation (£)
North Warwickshire	583,255
Hinckley and Bosworth	611,203
Total	1,194,458

5 Post-Payment Monitoring Update

- 5.1 The review cycle of the LEADER programme was due to commence for all projects during 2020. In light of the pandemic, the RPA put this activity on hold during the first Lockdown. December 2020 post-payment monitoring was sanctioned by the RPA if the Accountable Body felt that it was appropriate and reasonable to pursue, given local circumstances.
- 5.2 Accordingly, the LEADER team has begun the post-payment monitoring process, with an initial focus on local authority and public organisation projects.
- 5.3 The RPA is reviewing its post-payment documentation in order to be reflective of the economic challenges brought about by the pandemic and, once available, the LEADER team will begin to include small businesses and rural tourism in the post-payment monitoring programme.

6 **Staffing**

- 6.1 The LEADER team remains at full capacity, in respect of which the LEADER Project Assistant and the LEADER Project Manager will remain within the programme until May 2021 and July 2021 respectively.
- 6.2 As the programme enters the post-payment monitoring stage, the team will develop a Legacy Plan and processes in order to ensure that North Warwickshire Borough Council can fulfil its obligations as the Accountable Body.

7 **Conclusion**

- 7.1 LEADER funding was fully committed at the revised commitment date of 31 October 2019, following a small increase in funds. The LEADER programme has been incredibly successful in North Warwickshire and Hinckley and Bosworth. The programme has provided financial support to the rural economy, enabling the creation of 52 new jobs in the area, investment in the development of rural services benefitting local communities and investment in tourism and local heritage, thereby boosting visitor experiences and a growth in places to visit and stay across the two boroughs.
- 7.2 As the contracting deadline has now passed, it is not possible to contract any further projects in the NWHB area. Surplus funds that arise from project withdrawals or variations in project costs will need to be surrendered to the RPA. Changes in the NWHB LEADER portfolio since the contracting deadline in October 2019 will result in approximately £48,991 being surrendered in this way. The LAG will reconvene at a future date (to be determined) in order to undertake a meaningful review of the post-payment monitoring process.

8 **Report Implications**

8.1 **Finance and Value for Money Implications**

- 8.1.1 The funding implications of involvement in the LEADER programme are identified in the main body of the report and in Appendix. A. The Authority is incurring indirect expenditure in its capacity as the Accountable Body for the programme, through providing management time and Officer support for related activity. Costs relating to the provision of financial management will be incorporated in the Running Costs and Animation (RCA) return, which will be claimed back throughout the lifetime of the programme. The deadline for the submission of the final RCA claim to DEFRA remains as 7 January 2022.

8.2 **Safer Communities Implications**

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

8.3 Legal, Data Protection and Human Rights Implications

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

8.4 Environment, Sustainability and Health Implications

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

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

8.5 Human Resources Implications

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

8.6 Risk Management Implications

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

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

8.7 Equalities Implications

8.7.1 The research and consultation work that was carried out in advance of the programme provided opportunities for the local community to influence the production of the Local Development Strategy. This consultation included groups and individuals defined by the protected characteristics under the Equality Act. Each funding applicant was asked to evidence the equalities impact of the proposed project and this evidence is reviewed within the appraisal process.

8.8 Links to Council's Priorities

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

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

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

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

The Contact Officer for this report is Gaynor Valente (07918587474).

Background Papers

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

Background Paper No	Author	Nature of Background Paper	Date
1	Director of Leisure and Community Development	Report to Community and Environment Board (LEADER Programme Update)	March 2020

LEADER Funding Summary		06/02/2021	
RPA Grant Total	£1,161,120.00		
		Contracted projects	£1,194,457.80
		FA's in Progress	£0.00
		EOI's in Progress	£0.00
		Subtotal	£1,194,457.80
Available funds	-£113,867.81		

RPA Grant Total Updated	£1,243,448.94		
		Contracted projects	£1,194,457.80
		FA's Approved	£0.00
		FA to decide	£0.00
		Subtotal	£1,194,457.80
Available funds	£48,991.14		
Balance as at 06/02/2021	£48,991.14		

Overview of All Projects

CONTRACT PROJECTION ASSUMING ALL EOI's & FULL APP's COMPLETE								
Priority	RPA Grant	Total Grant Allocated (Approved, FA & EoI)	Variance	RPA Required Contracts	NWHB Contracts	RPA Job requirement	NWHB Jobs	Jobs variance
Farming	£168,219.96	£168,219.96	£0.00	6	7	2.5	6.8	4.3
Small and Micro	£303,721.77	£303,721.77	£0.00	23	12	39	28.79	-10.21
Rural Services	£271,051.77	£246,757.09	£24,294.68	5	9	3	3.8	0.8
Rural Tourism	£271,734.99	£247,038.53	£24,696.46	7	10	7	6.1	-0.9
Forestry	£59,696.18	£59,696.18	£0.00	2	3	1	5.5	4.5
Cultural & Heritage	£169,024.27	£169,024.27	£0.00	4	5	2	0	-2
Total	£1,243,448.94	£1,194,457.80	£48,991.14	47	46	54.5	51.99	-2.51

CONTRACTS APPROVED								
Priority	RPA Grant	Approved Grant	NWHB Approved Projects	RPA Projects	RPA Grant	RPA Jobs	Actual Jobs	Available funds
Farming	£168,219.96	£168,219.96	7	6	£168,219.96	2.5	6.8	£0.00
Small and Micro	£303,721.77	£303,721.77	12	23	£303,721.77	39	28.79	£0.00
Rural Services	£271,051.77	£246,757.09	9	5	£271,051.77	3	4.8	£24,294.68
Rural Tourism	£271,734.99	£247,038.53	10	7	£271,734.99	7	6.1	£24,696.46
Forestry	£59,696.18	£59,696.18	3	2	£59,696.18	1	5.5	£0.00
Cultural & Heritage	£169,024.27	£169,024.27	5	4	£169,024.27	2	0	£0.00
Total	£1,243,448.94	£1,194,457.80	46	47	£1,243,448.94	54.5	51.99	£48,991.14

	Applicant	Project	Priority	Area	Grant £	%	Jobs
NWHB 07	TN & AM Scarratt	Grain processing	Farming	HB	£19,297.60	24	0
NWHB 30	CLOG's (RawnPure)	Irrigation for organic veg and fruit	Farming	HB	£5,810.52	40	0.5
NWHB 42	TJA Thirlby and Partners	Rotary Goat Parlour	Farming	NW	£48,720.00	40	3
NWHB 41	H Lowe and Sons	Long Life Spuds (refrigeration)	Farming	NW	£28,430.64	40	1.8
NWHB 64	C W Antrobus	No Till Seed Drill	Farming	NW	£31,603.60	40	0.5
NWHB 55	Manor Hill Farmers	No Till Soil Improvement Project	Farming	HB	£31,200.00	40	0.5
NWHB 66	Catlane Friesians Ltd	Improvements to out of parlour feeding system/tractor guidance system	Farming	HB	£3,157.60	40	0.5
NWHB 32	C J Springthorpe	Project Kindling (new machine)	Forestry	HB	£3,390.00	40	0.5
NWHB 37	Cadeby Tree Sales Ltd	Christmas Tree Automatic Netting and Palletiser Machine with Elevator	Forestry	HB	£19,818.18	40	3
NWHB 45	Milner Forestry	bespoke shed for processing and storage of wood chip	Forestry	HB	£36,488.00	40	2
NWHB 15	St Mary's Church	Refurbish Youth HQ	Rural Services	NW	£14,079.92	100	0.5
NWHB 20	Markfield Parish Council	Refurbish community centre	Rural Services	HB	£6,418.50	75	0
NWHB 74	Sport in Desford	Construction of floodlit doubl sports court for tennis, netball, futsal	Rural Services	HB	£50,000.00	16.59	1
NWHB 31	Shustoke Village Hall Committee Ltd	Improve building for providing meals	Rural Services	NW	£24,105.50	100	1
NWHB 68	Market Bosworth Community Library	Audio Visual Equipment to enable film showing	Rural Services	HB	£5,525.65	80	0
NWHB 109	Twycross Zoo	Installing a Changing Places Toilet	Rural Services	HB	£30,398.00	40	0
NWHB 108	Shuttington Parish Council	Alvecote Play Area	Rural Services	NW	£38,133.00	100	0
NWHB 105	BDMAT	Warton & Nethersole Nursery	Rural Services	NW	£50,445.60	80	1
NWHB 129	The Parochial Church Council of the Ecclesiastical Parish of St Peter and St Paul, Coleshill	Coleshill Parish Church - Warmth and Space	Rural Services	NW	£27,650.92	17.5	0.3
NWHB 09	Whitmore's Ltd	Post Office development	Small & Micro	NW	£5,334.00	40	2.8
NWHB 01	Prezzybox.com Ltd	Visual Studio	Small & Micro	NW	£21,756.00	40	2

	Applicant	Project	Priority	Area	Grant £	%	Jobs
NWHB 08	Bosworth Marina Ltd	Marina café	Small & Micro	HB	£16,680.00	40	4.7
NWHB 21	Lauren Marie Photography	Photography studio start-up	Small & Micro	NW	£4,409.77	40	1
NWHB 23	W H Gayton & Sons Ltd	Bakery extension	Small & Micro	NW	£24,996.70	24.1	2
NWHB 24	Carlton Stud Ltd	Stud farm building	Small & Micro	HB	£24,999.95		2.0
NWHB 35	Spotty Dog Communications Ltd	Media Production Expansion	Small & Micro	HB	£3,301.49	40	0.5
NWHB 58	Super Duper Goods Ltd -	New Printer Project	Small and Micro	HB	£34,960	38	3
NWHB 56	KJN Automation -	New Nike Machining Centre	Small & Micro	HB	£24,400.00	40	3
NWHB 116	BH & BC Neep	Forest View Farm Caravan Storage	Small and Micro	HB	£41,970.26	40	1
NWHB 99	Gate hangs Well	Extension to The Gate Hangs Well Public House with larger premises to include coffee shop, local produce shop, in-house beer bottling and restaurant.	Small and Micro	HB	£74,993.60	40	6
NWHB 62	Squirrel at Wellsborough -	Improvement/conversion of existing stable for rural business use	Small and Micro	HB	£25,920.00	40	0.79

	Applicant	Project	Priority	Area	Grant £	%	Jobs
NWHB 47	North Warwickshire BC	Re-invigorating cycle routes	Tourism	NW	£34,946.57	100	0
NWHB 40	Market Bosworth Community Enterprises CiC	Website and event system for promoting town.	Tourism	HB	£3,542.40	80	0
NWHB 63	Northern Warwickshire Tourism -	Explore Northern Warwickshire!	Tourism	NW	£10,693.82	100	0
NWHB 59	Polesworth Parish Council	Polesworth Tourism Project	Tourism	NW	£8,577.05	80	0
NWHB 52	Vale Farm Bed and Breakfast -	Bed & Breakfast at Vale Farm	Tourism	HB	£48,546.00	31	0.5
NWHB 51	Whitacre Hall	Tea Rooms and Educational Walks	Tourism	NW	£49,956.00	36.2	1.5
NWHB 70	Gopsall Hall Farm	Camping and accommodation	Tourism	HB	£4,169.13	40	1
NWHB 101	Brockhall Farms	Conversion of redundant barn to self-catered accommodation	Rural Tourism	NW	£28,817.00	40	0.5
NWHB 117	Mallory Meadows	Mallory Meadows Phase 2 "The Paddock"	Rural Tourism	HB	£50,553.76		0.6
NWHB 122	WDP Paintball LTD	Laser Tag & café	Rural Tourism	NW	£7,236.80	40.0	2
NWHB 125	Atherstone CIVIC Society	Roman Mancetter & Boudica Project	Heritage	NW	£35,826.93	100.0	0
NWHB 81	Hinckley and Bosworth Borough Council	Consultancy fees	Heritage	HB	£34,200.00	89.53	0
NWHB 50	The Friends of Atherstone Heritage	Upgrade the Atherstone Heritage Centre	Heritage	NW	£12,956.38	100	0
NWHB 75	Market Bosworth Memorial Gardens	Memorial Garden with band stand	Heritage	HB	£11,462.00	100	0
NWHB 128	NWBC	Atherstone Hatters' Celebration Garden	Heritage	NW	£74,578.96	100%	0

Agenda Item No 8

Community and Environment Board

15 March 2021

Report of the Director of Leisure and Community Development

Financial Assistance to Outside Organisations

1 Summary

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

Recommendations to the Board

- a That Members note the work undertaken by the organisations funded in 2020 / 21 through the Annual Grants Scheme; and**
- b That Members determine the level of funding, if any, to be awarded to the five organisations that have requested funding for 2021 / 22.**

2 Consultation

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

3 Introduction

- 3.1 Through its provision of financial assistance to voluntary and outside organisations, the Borough Council seeks to ensure cost effective support for a broad range of services for the community of North Warwickshire. In pursuance of this objective, this report considers applications for assistance through its Annual Grants to Outside Organisations scheme.
- 3.2 Requests for funding support for 2021 / 22 have been received from five organisations: WCAVA, NW CA, Live & Local, the North Warwickshire Allotments Federation and North Warwickshire First Responders.

3.3 As approved by the Board at its meeting held in January and subsequently at the Full Council meeting held on 24 February 2021, maximum budgetary provision of £51,600 is available to support outside organisations in 2021 / 22.

4 Warwickshire Community and Voluntary Action (WCAVA)

4.1 WCAVA is the local voluntary community sector (VCS) infrastructure organisation, supporting volunteers, groups, organisations, enterprises and charities to strengthen communities throughout the county. The countywide Third Sector Infrastructure Support Services Agreement was awarded to WCAVA by Warwickshire County Council in 2016 and has been extended until the end of March 2022. The Board will recall that it had been the County Council's intention to undertake market testing in order to refine the associated specification, before re-tendering the service. This process, however, was halted and the Agreement extended because of the pandemic.

4.2 Activity undertaken by WCAVA from April to December 2020 is highlighted in Appendix A. This report provides detailed information on that work and will help Members to consider the request to provide funding support for 2021 / 22. Since the start of the Coronavirus pandemic there has been a rise in community activism and WCAVA has provided infrastructure support by:

- Supporting existing groups and organisations in adapting and responding to COVID-19
- Working with new groups established to meet and respond to needs generated by COVID-19, for example "mutual aid" and other community-led initiatives
- Supporting groups with funding
- Volunteer recruitment
- Providing a befriending service for Clinically Extremely Vulnerable individuals

4.3 WCAVA is represented on the Warwickshire North Health and Wellbeing and Integrated Care Partnership and the North Warwickshire Community Partnership.

4.4 In 2020 / 21, the Board awarded an annual grant of £11,875, excluding VAT, to WCAVA, which was paid in two equal instalments, in April and October. The award provided financial assistance towards the organisation's core functions in delivering infrastructure and development support to the third sector in North Warwickshire.

5 North Warwickshire Citizens Advice (NW CA)

5.1 Members will be familiar with the nature of the request from the CA and the need to link any annual grant award to the negotiation of an approved annual Service Level Agreement (SLA). Through the Agreement, the Borough Council seeks to ensure the delivery of mutually compatible outcomes in return for its investment. Wherever possible, these outcomes are linked to the objectives and priorities of the Borough Council and of the North Warwickshire

Sustainable Community Strategy (2009 to 2026), which sets out three key priorities for improving local quality of life. Discussions concerning the SLA have been delayed, both due to the pandemic and the resignation of the Authority's Engagement and Funding Officer. Subject to Member approval, however, its content is not expected to be significantly different from that of previous years.

5.2 NW CA is monitored through the production of a report that details the support work that has been provided to the residents of North Warwickshire. The April 2020 to January 2021 review report is attached at Appendix B. In brief, the report outlines that, in this period, NW CA dealt with 1,803 enquiries regarding 8,393 issues, which equates to 4.7 issues per case. The most common issues related to benefits, Universal Credit, debt and employment. This equated to:

- An annualised value of £414,751 in benefit increases, reinstatements or new awards
- £4,690 worth of charitable grants
- 309 Universal Credit clients, with claims submitted to the value of £149,029

5.3 Prior to the pandemic, advice and support was predominantly delivered face to face. Understandably, much of this activity had to be delivered remotely from March 2020 through CA's dedicated team of staff and volunteers. Nevertheless, NW CA is providing a range of services that continue to be valued within the local community. In 2020 / 21, the Board awarded the organisation an annual grant of £34,807.50 towards its core functions. This sum was paid in two half-yearly instalments, with the second payment being made further to a review and satisfactory completion of work in the first six months and with the prior agreement of the Chairman and Vice-chairman of the Board. If Members determine to make an award to NW CA in 2021 / 22, it is recommended that payment is made through a similar process and that the Chairman and Vice-chairman additionally approve the content of the SLA before any award is made.

5.4 For the Board's information, subject to application, the Borough Council also provides financial support to CA through the Discretionary Rate Relief scheme.

6 **Live & Local**

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

6.2 Members will recall that, at its meeting held in March 2020, the Board approved an annual grant of £2,000 towards the core functions of Live & Local, although the Key Client Contract required the delivery of a certain number of live performances (minimum of 10) in the Borough. In view of the Coronavirus pandemic, it became evident that it was not going to be possible for Live & Local to achieve this target in 2020 / 21. For this reason, Live & Local made a proposal to use the funds in a different, but meaningful way. It requested permission to use the grant to support a new initiative, "Live & Local Livingroom", through which artists sought to give virtual performances within small communities. This proposal, which was also supported by the Creative Health Alliance, was approved by the Chairman of the Board in August 2020. Two groups in North Warwickshire identified a commitment to become involved in this initiative, Baddesley Ensor Parish Council and Warwickshire Young Carers. Both groups worked with professional artists to make films ("Your Lamp Lights the Way" and "What Lives on Another Planet" respectively), which can be seen on YouTube and which will be screened in local venues in due course. Live & Local's end of year report is attached in two parts, in Appendices C and D.

6.3 Recent Government announcements concerning the pandemic have made live performances more likely in 2021 / 22. Subject to support from the Board, Live & Local will provide a mixed programme of activity across the Borough, which will combine live performances with the Livingroom project to offer up to 12 productions in North Warwickshire.

7 North Warwickshire Allotments Federation

7.1 The North Warwickshire Allotments Federation, which is run by volunteers, seeks to bring together representatives from allotment associations and groups across North Warwickshire. The Federation is monitored on several outcomes, which include the number of entrants to the Annual Allotment Awards and an up-to-date allotments website.

7.2 Understandably, during the pandemic, the Federation had to cancel a number of its annual events and shows, although its annual judging of allotment sites was able to proceed. Following the Lockdown at the end of March 2020, however, it supported its member associations in complying with the Government's pandemic restrictions and guidelines.

7.3 A summary of the Federation's work can be seen in Appendix E. Over the next 12 months, its Committee is planning a number of improvements to encourage engagement. These improvements will include a new website, which will act as an information point for exchanging tips, ideas and recipes for the gardening community, as well as those people with an allotment.

7.4 In 2020 / 21, the Board awarded the Allotment Federation an annual grant in the sum of £500.

8 North Warwickshire First Responders

- 8.1 North Warwickshire First Responders is a group of local volunteers who are trained to respond, in conjunction with the West Midlands Ambulance Service, to emergency calls through the 999 system. The volunteers provide immediate care to patients in cases where the prompt arrival of an ambulance may be delayed. Its members are trained to deliver care in a range of emergency situations, including basic life support, defibrillation in cardiac arrest situations and oxygen administration.
- 8.2 Community First Responders normally operate within a three to five mile radius of their home address, although the North Warwickshire volunteers respond to incidents across the Borough, as well as to incidents in Nuneaton, Bedworth and Tamworth, where they are the closest available resource.
- 8.3 North Warwickshire First Responders additionally support local events, such as Dicken's Evening, Big Day Out and events held in towns and villages across the Borough, and the group provides awareness sessions for basic first aid, CPR and in the use of defibrillators. The organisation also works with the local community to place community defibrillators and maintain existing devices.
- 8.4 North Warwickshire First Responders relies on donations and fundraising to support its annual running costs, which include insurance, car maintenance and running costs, first aid equipment and kit, uniforms and training costs. Due to the pandemic, the majority of the organisation's fundraising activities and events had to be cancelled. First Responders, therefore, is requesting financial assistance, through the Annual Grants Scheme, to support its work. Whilst it did receive assistance through the Local Community Fund in 2020, First Responders has not previously been in receipt of an annual grant from the Borough Council.

9 Conclusion

- 9.1 Maximum budgetary provision of £51,600 has recently been approved through which to support voluntary organisations through the Annual Grants Scheme. If the Board was minded to support the request from North Warwickshire First Responders, one option would be to limit the support provided to the other four organisations to the level of awards made in 2020 / 21. This would leave just over £2,000 available for disbursement. The Board, however, is asked to determine the level of annual grant support, if any, that it wishes to award to the five organisations that have made requests for assistance through this scheme.

10 Report Implications

10.1 Finance and Value for Money Implications

10.1.1 As reported, maximum budgetary provision of £51,600 has been approved through which to support voluntary organisations by way of annual grant awards to be made in 2021 / 22.

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

10.2 Safer Communities Implications

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

10.3 Environment, Sustainability and Health Implications

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

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

10.3.3 The activities of each of the organisations identified in this report positively impact upon people's health and wellbeing. WCAVA and NW CA support groups and individuals in a wide variety of ways that positively impact on personal and community wellbeing. Live & Local's support enables promoters to provide good quality arts productions in local venues, which positively advance people's mental health and wellbeing. The Allotments Federation's work supports allotment gardening, which has the potential to improve both physical and mental health, whilst North Warwickshire First Responders work is entirely focused on looking after the health and welfare of the local community.

10.4 Risk Management Implications

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

10.5 Equalities Implications

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

10.6 Links to Council's Priorities

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

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

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

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

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

Background Papers

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

Background Paper No	Author	Nature of Background Paper	Date
1	Director of Leisure and Community Development	Report to Community and Environment Board (Financial Assistance to Outside Organisations)	March 2020

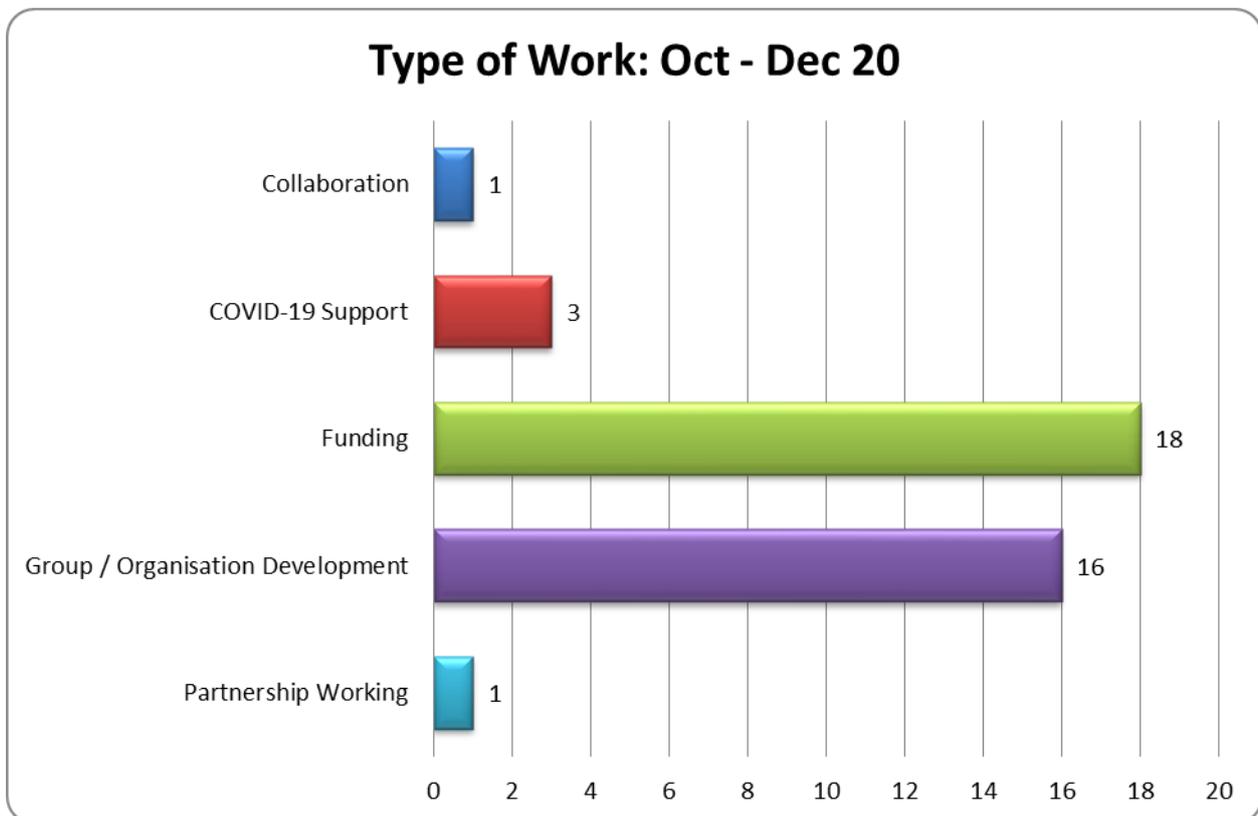
North Warwickshire Oct - Dec 2020 Performance Report

KPI 1. Infrastructure Support to the Sector

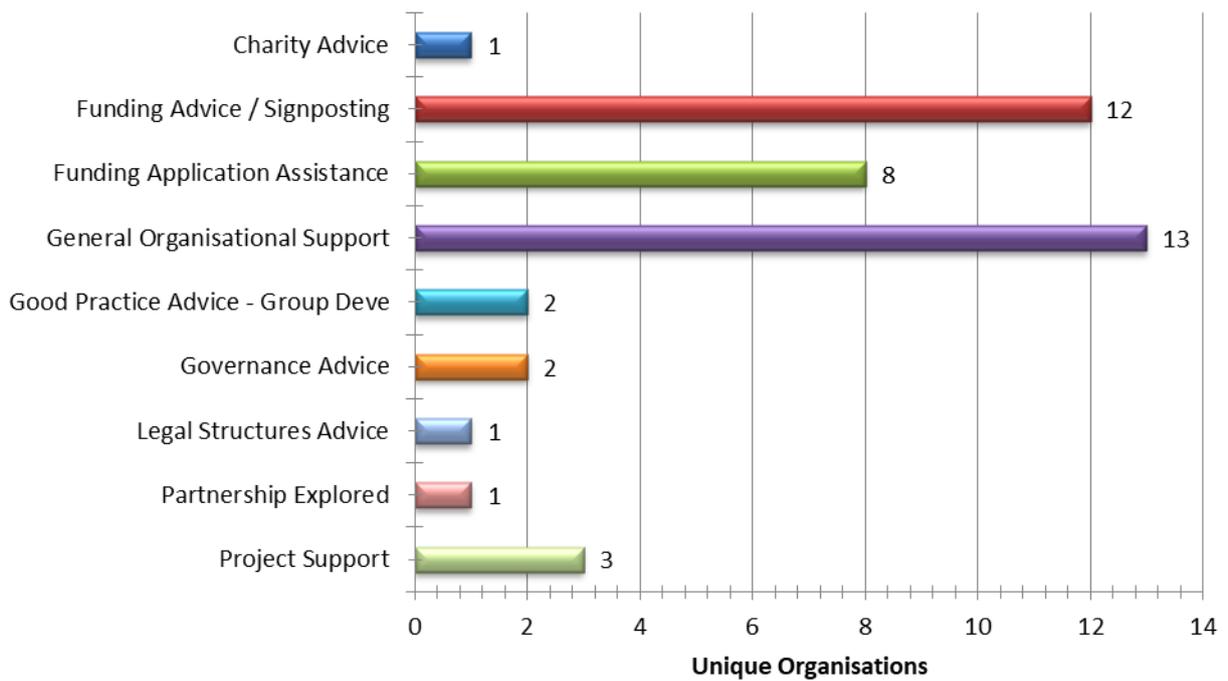
We want to see an increase in the volume and quality of organisational support provided to the third sector (e.g. support with funding applications, support with policy development etc.)

	Organisations Supported	Interventions
Quarter 1: Apr – Jun 2020	57	99
Quarter 2: Jul – Sep 2020	57	83
Quarter 3: Oct – Dec 2020	36	47

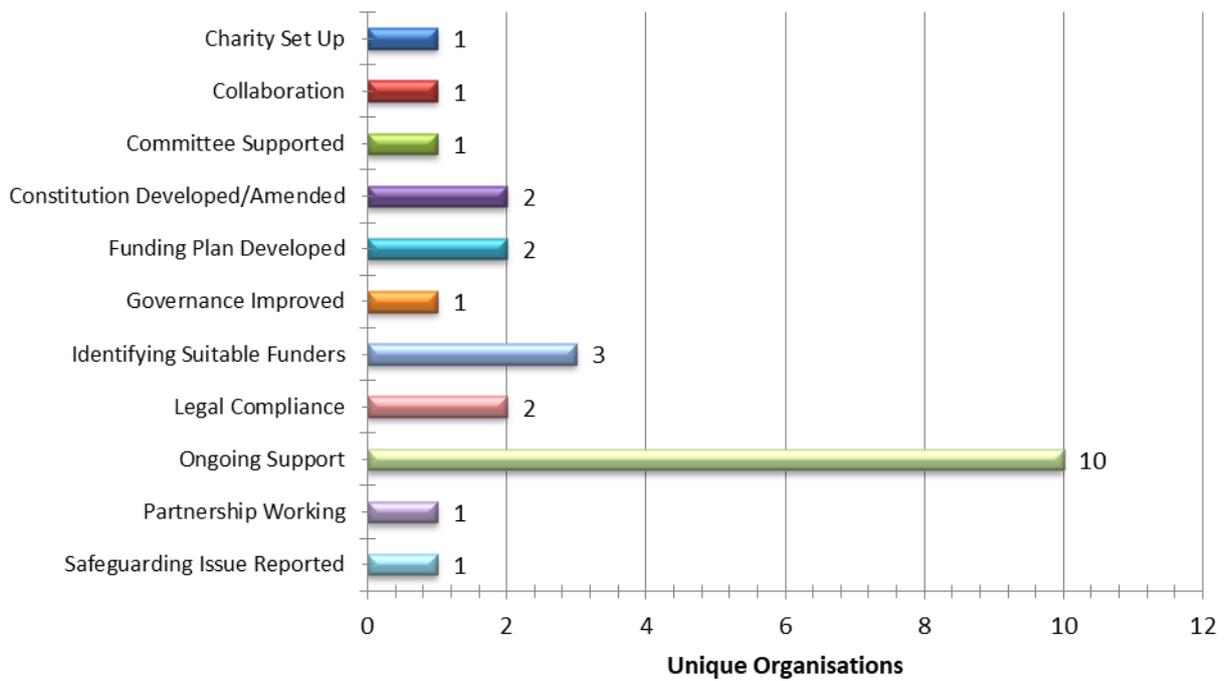
This quarter we have supported **36** unique organisations, with **47** different interventions, meaning we worked with each organisation on **1.3** issues.



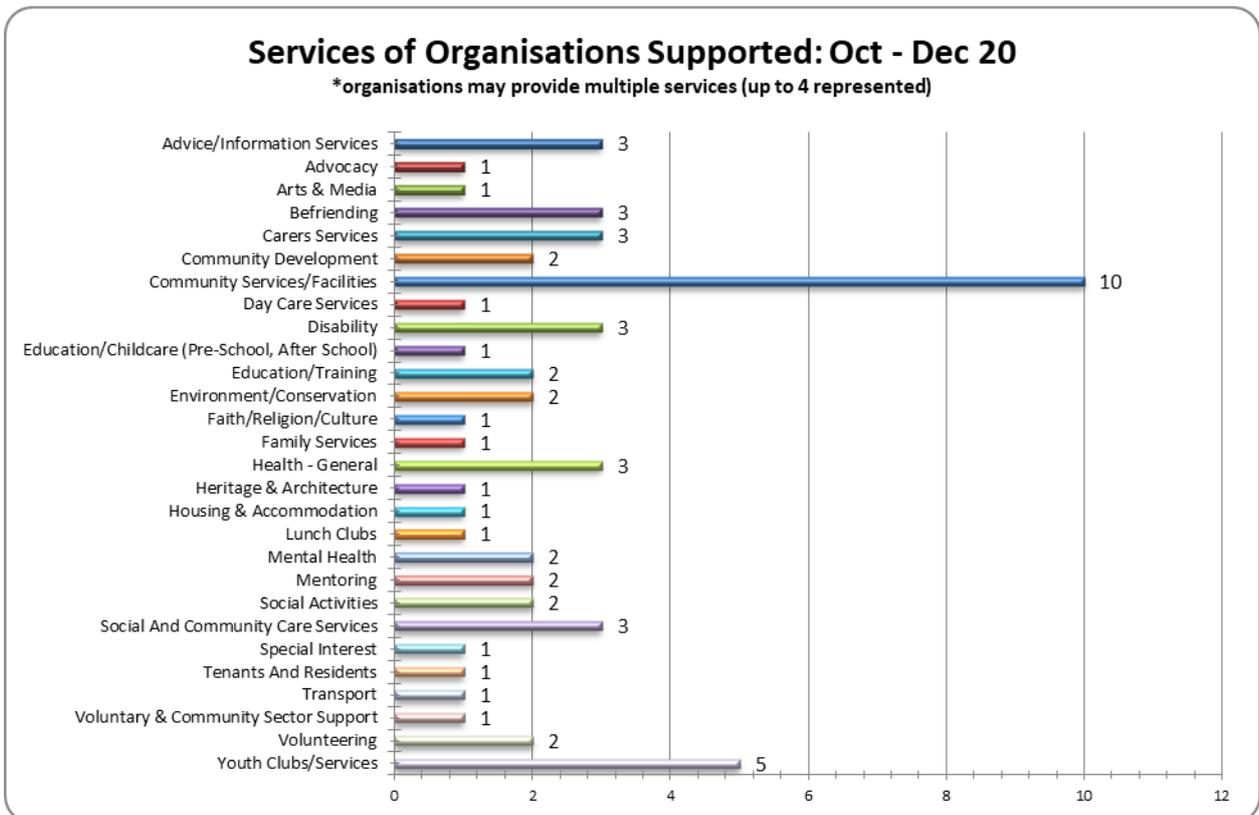
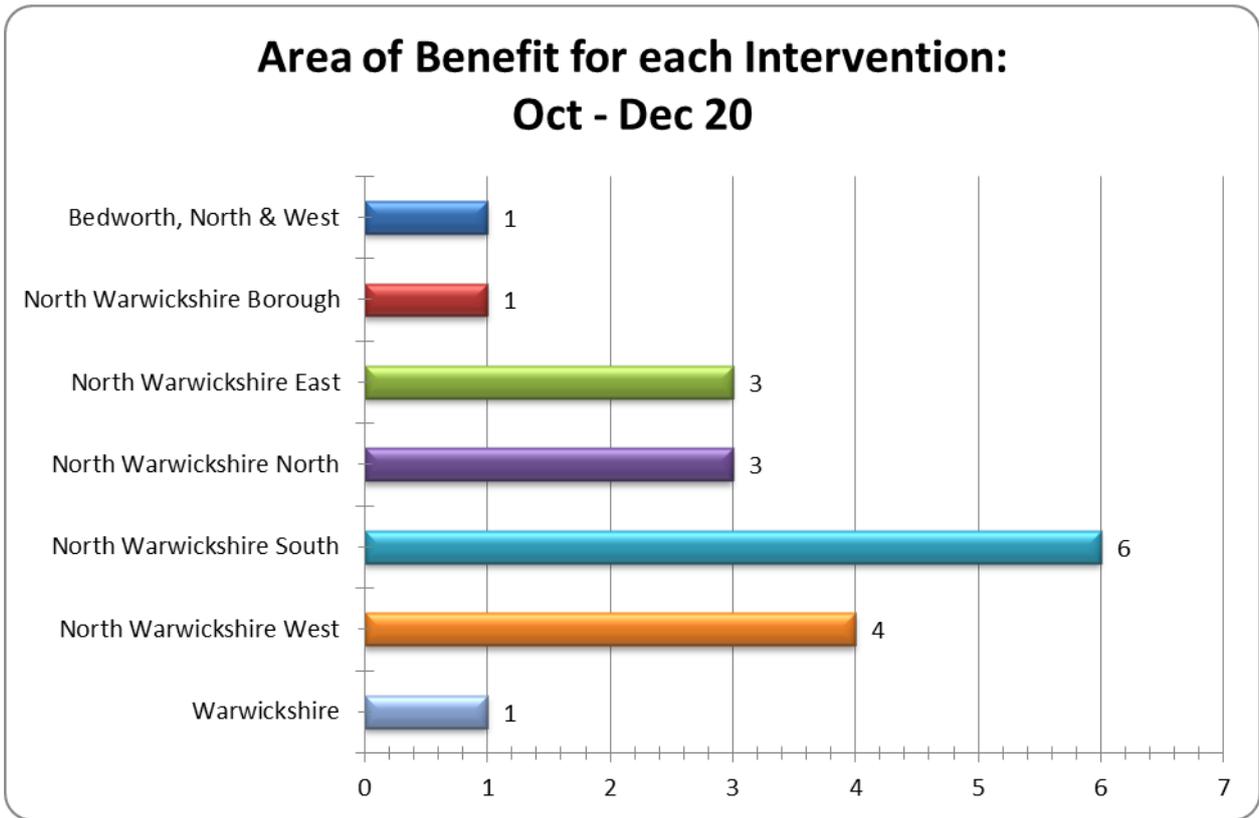
Specific Activity: Oct - Dec 20



Outcomes of Support: Oct - Dec 20



Charts inclusive of organisations supported with volunteering:



Some examples of the work undertaken have been:

KPI 2. Effective Conduit

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

Quarter 3: Oct – Dec 2020	
No. Events/Training Held	2
No. Events/Training Contributed to	3
No. People Reached (approx.)	179
No. Orgs Supported/Trained at Events	38



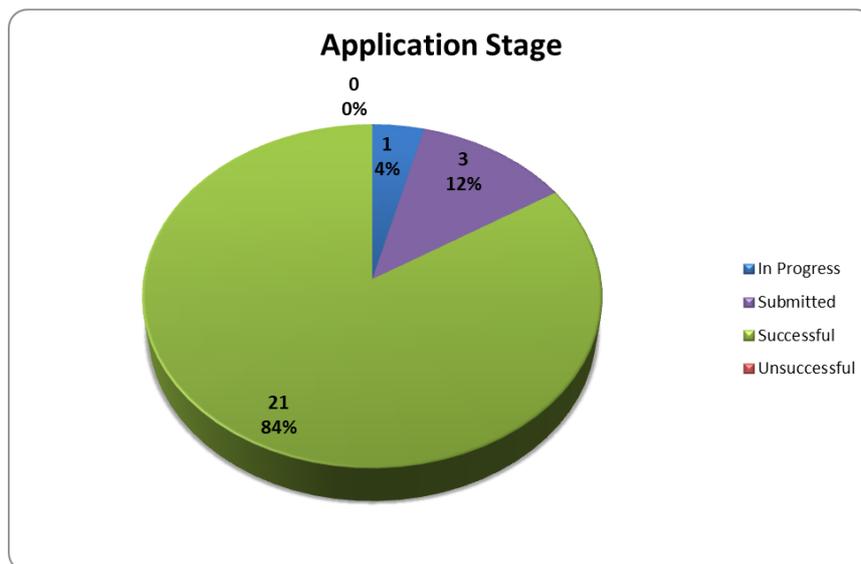
Summary of events this quarter:

Date	Event Held	Approx. No. Attendees
04/11/2020	WCAVA AGM	85
23/11/2020	Warwickshire Volunteering Forum - Engaging Volunteers Safely and Recruiting Volunteers	38
Date	Event Contributed to	Approx. No. Attendees
12/10/2020	Mutual Aid Focus Group	4
05/11/2020	CIN North Warwickshire	30
15/12/2020	Youth Work Alliance Meeting	22

KPI 3. Vibrant Third Sector

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

Cumulative Totals 20/21		
	Applied for	Awarded
Total	£98,958.20	£73,484.00
Local	£73,181.20	£47,707.00
National	£25,777.00	£25,777.00



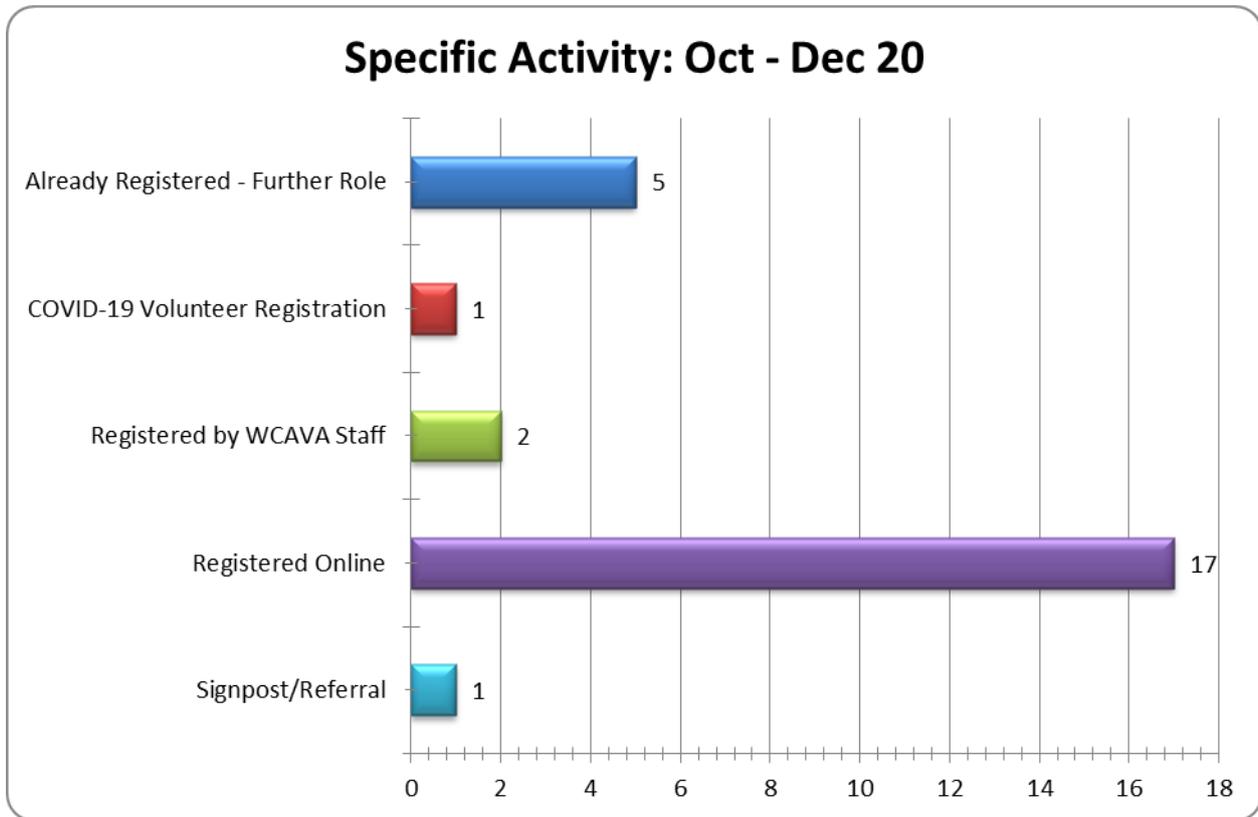
Successful funding applications:

Organisation	Funder	Amount	Purpose
Dordon Parish Council	Awards 4 All	£9,851.00	New boiler system for the hall
Healthy Living Network	Severn Trent Community Fund	£5,000.00	COVID response
Time Out Living	Severn Trent Community Fund	£2,000.00	COVID response
Mancetter Social Group	Awards 4 All	£3,100.00	Running bowls and bingo sessions
No Man's Heath Village Hall	Warwickshire County Council	£500.00	COVID response - overheads
Phoenix Group	Warwickshire County Council	£990.00	Cost of running group
Leading Players	Warwickshire County Council	£160.00	COVID response - monthly newsletter
Readers of Roman Way	Warwickshire County Council	£600.00	COVID response
Time Out Living	Heart Of England Community Foundation	£3,000.00	COVID response
Ex-Mining Villages Partnership	Heart Of England Community Foundation	£5,500.00	COVID response
Dordon Activities Group	Awards 4 All	£3,250.00	Outdoor Cinema
Time Out Living	Heart Of England Community Foundation	£18,990.00	COVID response
Values Education for Life	Awards 4 All	£2,576.00	COVID response - intergenerational project
Kingsbury Community and Youth Centre	Warwickshire County Council	£500.00	New lighting at the centre
Hartshill Toddler group	Warwickshire County Council	£100.00	
Atherstone Scouts	Warwickshire County Council	£800.00	
White Hart Community group	Warwickshire County Council	£1,267.00	

Values Education for Life	W Cadbury	£1,500.00	Social Mentor project
Beeline Community Transport	Warwickshire Private Hospital Charitable Trust	£3,000.00	
AmbaCare Solutions	Heart Of England Community Foundation	£10,000.00	Adapted exercise as part of service delivery
Olbury Cottage Care Farm	Warwickshire County Council	£800.00	Open day

KPI 4. Volunteer Recruitment

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



	Volunteers Registered/ Recruited	Volunteer Involving Organisations (VIO's) Registered	New Volunteering Opportunities Advertised
Quarter 1: Apr – Jun 2020	39	3	8
Quarter 2: Jul – Sep 2020	14	1	10
Quarter 3: Oct – Dec 2020	59	1	4
Total	112	5	22

Overall, it is estimated (from a feedback sample) that **94** of the **112** volunteers registered/recruited were placed.

The economic value of volunteering equates to approx. **£233,956*** a year.

Micro-Volunteering

Since April 2020 we have recruited volunteers for one-off group/short-term volunteering sessions:

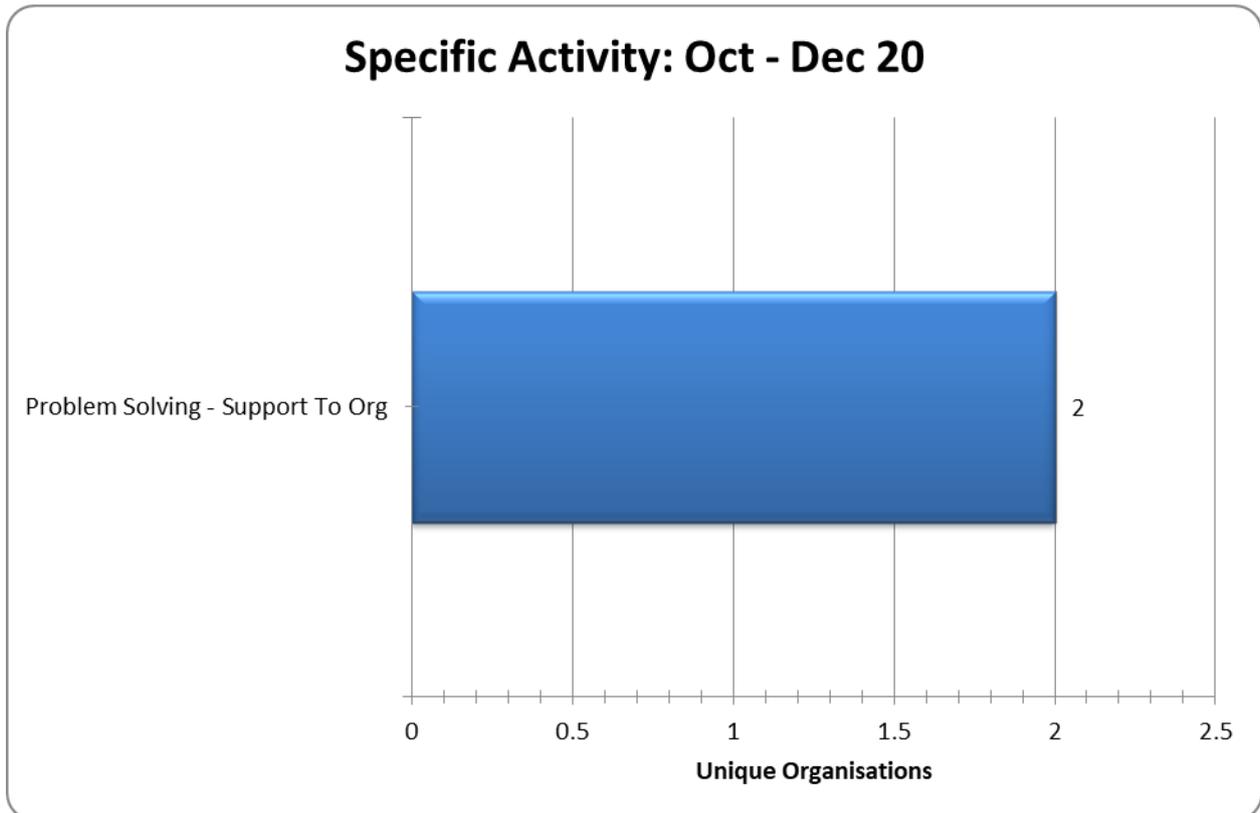
Volunteering Activity	No. Volunteers
Gardening clearance for vulnerable family in Atherstone	4
CEV Telephone Befrienders - Dec	2
Targeted Testing Volunteers - Dec	30

*Calculated by (number of volunteers placed x average number of hours a year (11.6 hrs a month x 12 (139.2hrs) [NCVO UK Civil Society Almanac 2016] (Rates of formal volunteering have not changed since 2016/17)) x average hourly wage (£17.88 - the mean figure of Gross Hourly Pay for Warwickshire, Annual Survey of Hours and Earnings (ASHE), 2019 (provisional))

KPI 5. Support to Organisations Recruiting Volunteers

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

Organisations supported within:	Public Sector	Private Sector	Third Sector
Quarter 1: Apr – Jun 2020	4	1	15
Quarter 2: Jul – Sep 2020	2	0	10
Quarter 3: Oct – Dec 2020	1	0	1



As with most organisations, from March 2020 our teams starting predominantly working from home, but clearly we saw an astounding rise in community activism throughout 2020-21. As a team WCAVA have continued to offer high volumes of work via a range of methods, via email, on the phone, via training sessions etc. Mapped across our 5 KPIs, this can be summarised largely as follows:

KPI 1: Infrastructure Support to the Sector

- Supported existing groups and organisation in adapting to COVID-19 response:
 - Many existing groups moved to telephone and online support with others providing essential frontline support; identifying issues and challenges and working with them on reactive and proactive solutions, e.g. a bespoke daily briefing was established in April 2020.
 - A number of organisations had to furloughed staff, so we organised a tailored online webinar session on this, delivered by Ladders Solicitors
 - A number of community centres or village/parish halls told us about their concerns about safe operating, so we organised a number of community venues webinars with expert advice from insurance, Trading Standards, enforcement, fire safety etc. We worked with a number who were concerned about funding the ongoing running costs of their buildings without their usual level of income from activities and hires, and we supported a number to access rent relief and government grants.
 - E.g. Supporting Atherstone AFC in respect to identifying funding to keep the club afloat during extended periods of lock down
- Working with new groups established to meet need to respond to COVID, i.e. 'Mutual Aid' and other community led initiatives:
 - quickly developed a suite of online support resources in April 2020 to make self-support easier where this is more appropriate, e.g. information sheets for informal community groups with a light touch briefing around safeguarding, DBS, Data Protection and volunteering.
 - E.g. worked with community members, Parish Councils and local elected members to set up the 'Lifelines' project in North Warwickshire; we have supported with charity legal advice, constitutions, policies and access to funding through Big Local

KPI 2: Effective Conduit

- Daily sector COVID-19 bulletins
- Made a specific area of the WCAVA website around COVID information, resources and support
- Regular posting across main social media platforms, e.g. sharing Public Health messaging
- Continue to take part in Working Together for Mental Health meetings with Coventry and Warwickshire Partnership Trust (CWPT) to improve coordination around mental health support; part of a procurement opportunity from CWPT for Peer Support Workers North Warwickshire as part of the crisis and home treatment team providing services for vulnerable people
- Continued participation in the quarterly Health and Wellbeing Partnerships for North
- Continued participation in weekly IMT meetings across Warwickshire
- Continued participation in bi-monthly NW Community Information Network meetings
- Facilitating support and advocacy with Arley and Ansley Big Local Partnership

KPI 3: Vibrant Third Sector

- Initially many funders delayed or amended grant funding creating issues around ongoing delivery; concern about availability of funds to support with the recovery phase. We advocated directly on behalf of the local sector around funding policy, but also advocated to certain groups/ causes directly to funders, e.g. Severn Trent, when emergency response funding was released, NW groups Time Out Support Services and the Healthy Living Network (Ediblinks) received a share of £34,000.
- Groups concerned about funding and sustainability, therefore we have run a series of online webinars, enabling groups to meet funders remotely and to discuss the issues and challenges around sustainability, e.g. ESF (x3), Heart of England, Severn Trent, National Lottery Community Fund.
- Supported and publicised the WCC Councillors Fund via our communication channels; created a bespoke YouTube video as a guide to help those new to WCC funding

- Supported Big Local to donate funds to Ansley Parish Council, Lifelines, Arley School; supported purchase of children and young peoples arts and crafts equipment, a suite of family activity packs, Halloween-activity grants to 3 local residents.

KPI 4: Volunteer Recruitment

- Lots of 'keeping in touch' with organisations, identify existing groups that have been recruiting volunteers, e.g. telephone befriending with Warwickshire Vision Support,
- Took referrals from hundreds of prospective volunteers wanting to help during COVID-19, referred to Mutual Aid groups, and also the NHS Community Volunteers process
- Offers to volunteer have outweighed opportunities available. As a result, among other things, we:
 - produced a resource sheet for independent volunteering opportunities for those individuals who had been unable to find formal volunteering roles which has also been utilised by those required to shield but who wish to volunteer from home;
 - shared ideas for independent volunteering such as the viral kindness card, Warwickshire Scrubbers, adopt a grandparent scheme, and online buddy scheme;
 - worked with volunteers to identify specific business skills that could be used by existing charities and linked suitable people with charities requiring these skills.
- WCAVA initiated a CEV telephone befriending service in November 2020, continues to work with nearly 100 clients, through weekly telephone calls from volunteers

KPI 5: Support to Organisations Recruiting Volunteers

- Clearly a lot of effort was focused on the 'new' pop-up groups, ensuring they could operate safely, so offering good practice advice, safeguarding, DBS, insurance guidance. We have supported a number of groups by helping them to compile their volunteer handbooks, particularly with advice around safeguarding volunteers, e.g. Birchmoor COVID-19 support group
- Advocated to WCC for, and helped to distribute the volunteer "Badge of honour" car stickers
- Supported organisations to consider how they can recruit volunteers in the future, e.g. Charity shop who had 'lost' volunteers who were shielding, or who wanted to work on ways of keeping volunteers safe post 1st lockdown
- A number of online session were held for volunteers and volunteer managers around safely recruiting and supporting volunteers
- Supported the setup and ongoing running of the targeted testing site in Water Orton through the recruitment and support of volunteers



**North
Warwickshire**

North Warwickshire Citizens Advice

**Report to North Warwickshire
Borough Council**

1st April 2020 – 31st January 2021



Figures from NWCA:

April 1st 2020 – January 31th 2021, and comparable period in 2019/20.

a) Opening hours

Face-to-face drop in sessions:

Monday: 10:00 – 13:30

Tuesday: 10:00 – 13:30

Wednesday: 15:00 – 18:00

Thursday: Appointments only

Friday: 10:00 – 13:30

Telephone advice:

Monday to Friday: 10:00 – 2:00

Email advice:

Monday to Friday: 10:00 – 2:00

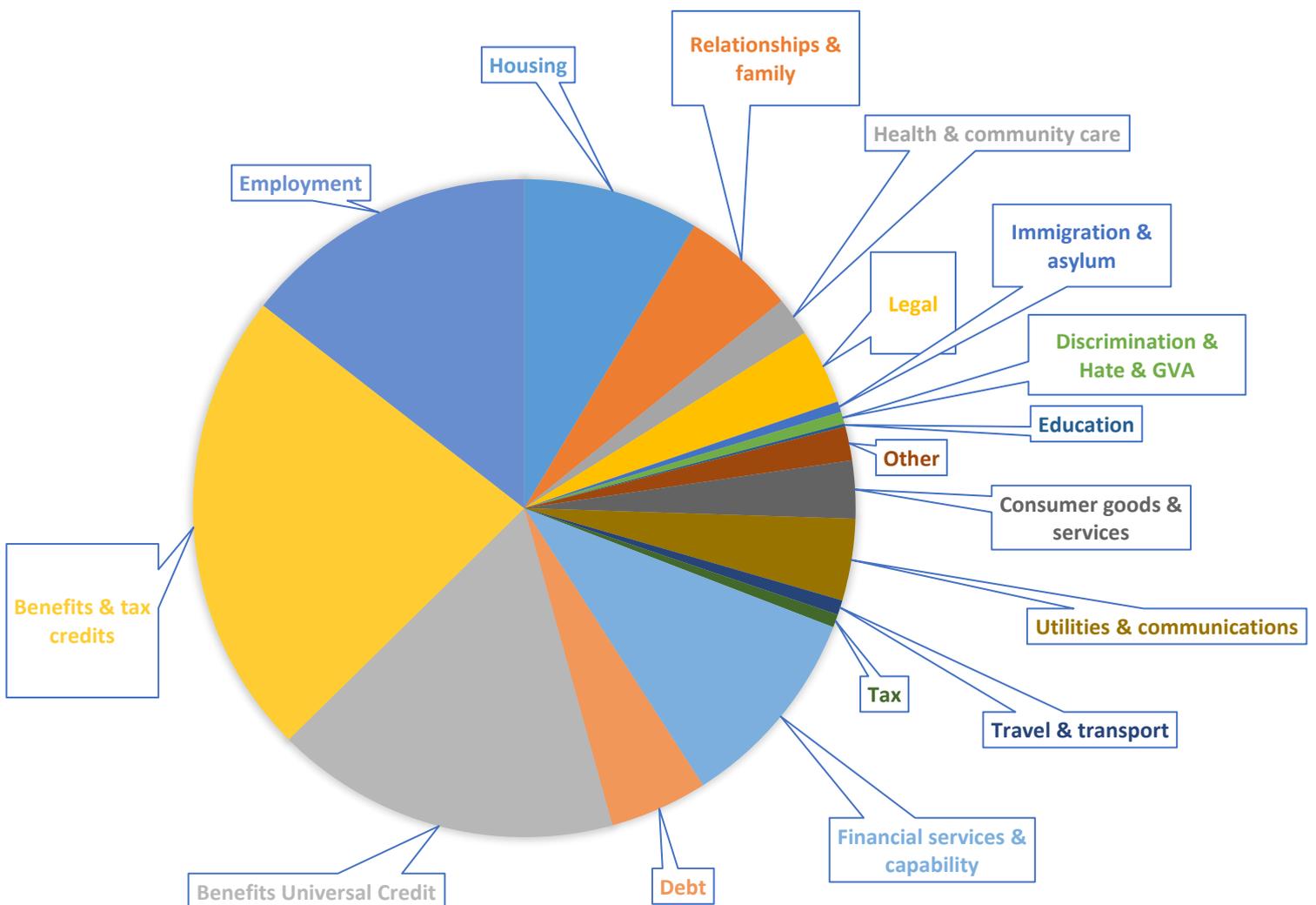
b) Number of enquiries

NWCA dealt with **1803** enquiries in this period.

c) Enquiries categorised by complexity:

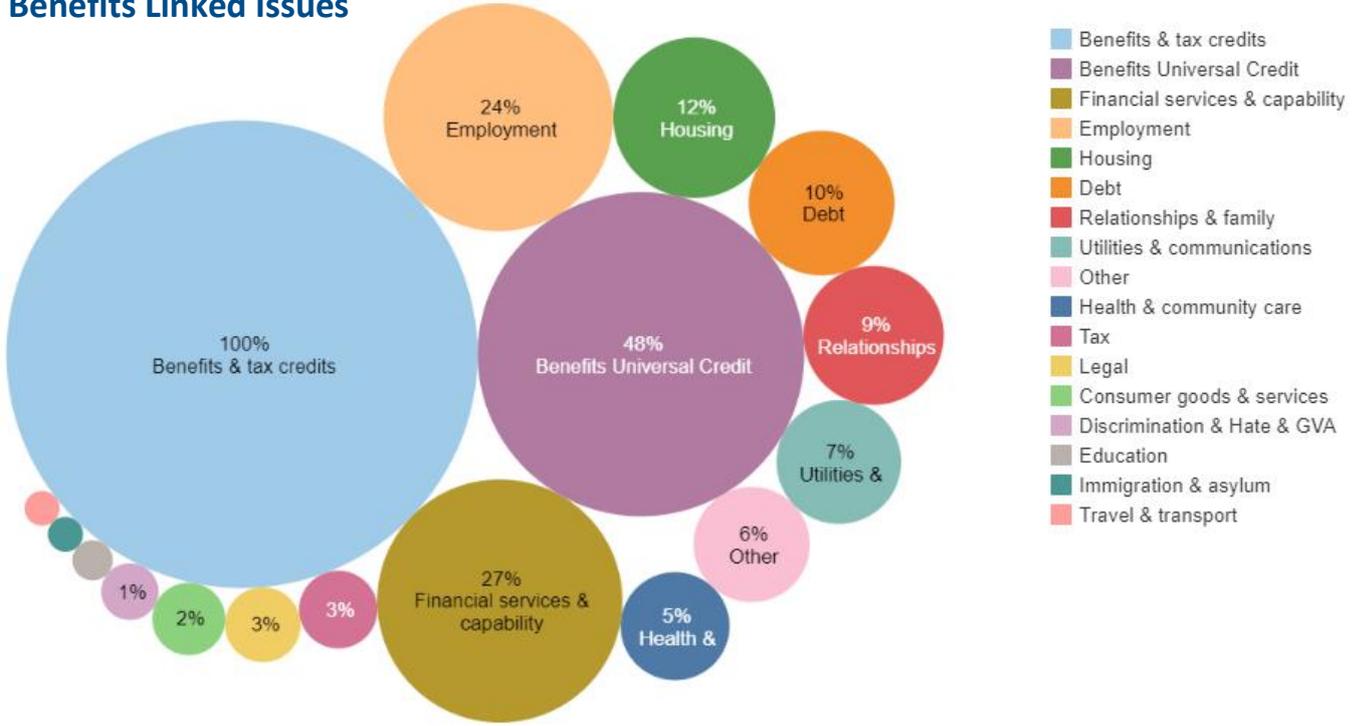
8,393 issues – representing an average of **4.7** issues per case. The three most common issues were: **Benefits 23%**, **Universal Credit 17%** and **Employment 14%**.

ISSUES RAISED: 01 APR 2020 - 31 JAN 2021

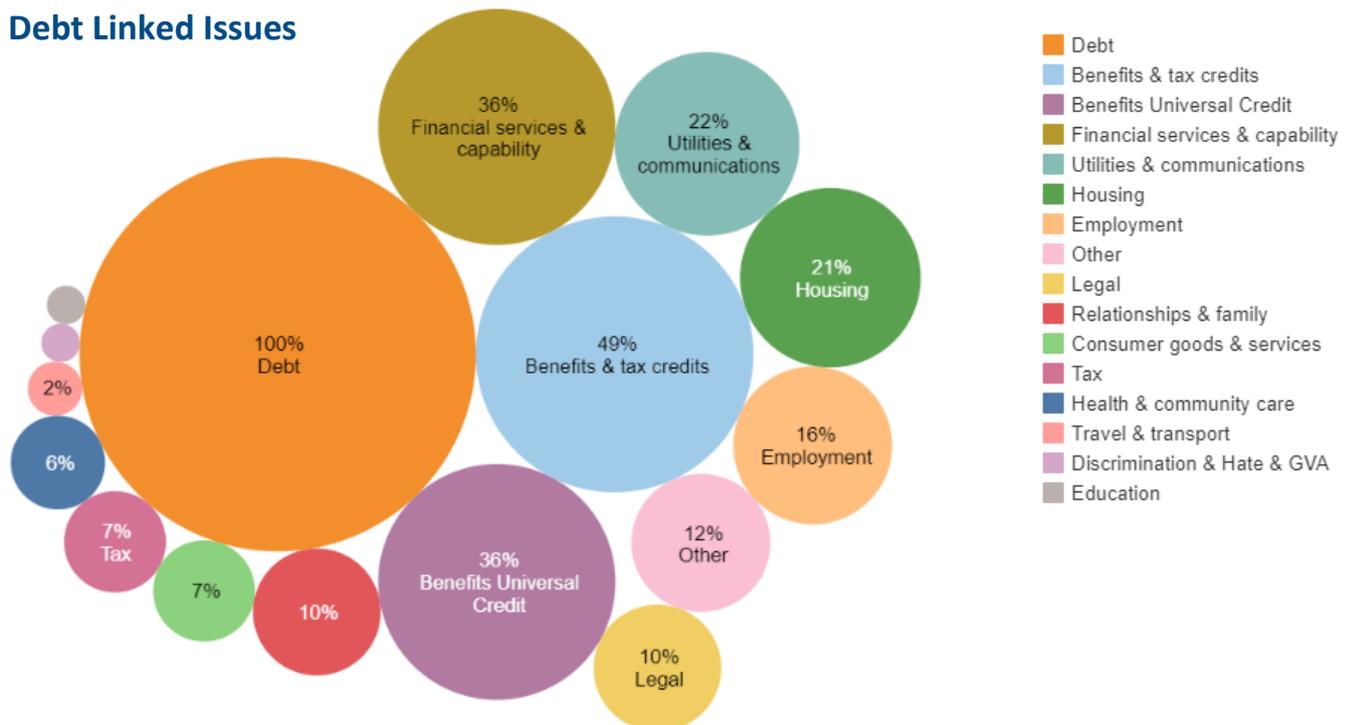


Most cases include multiple issues as shown by the cluster diagrams below.

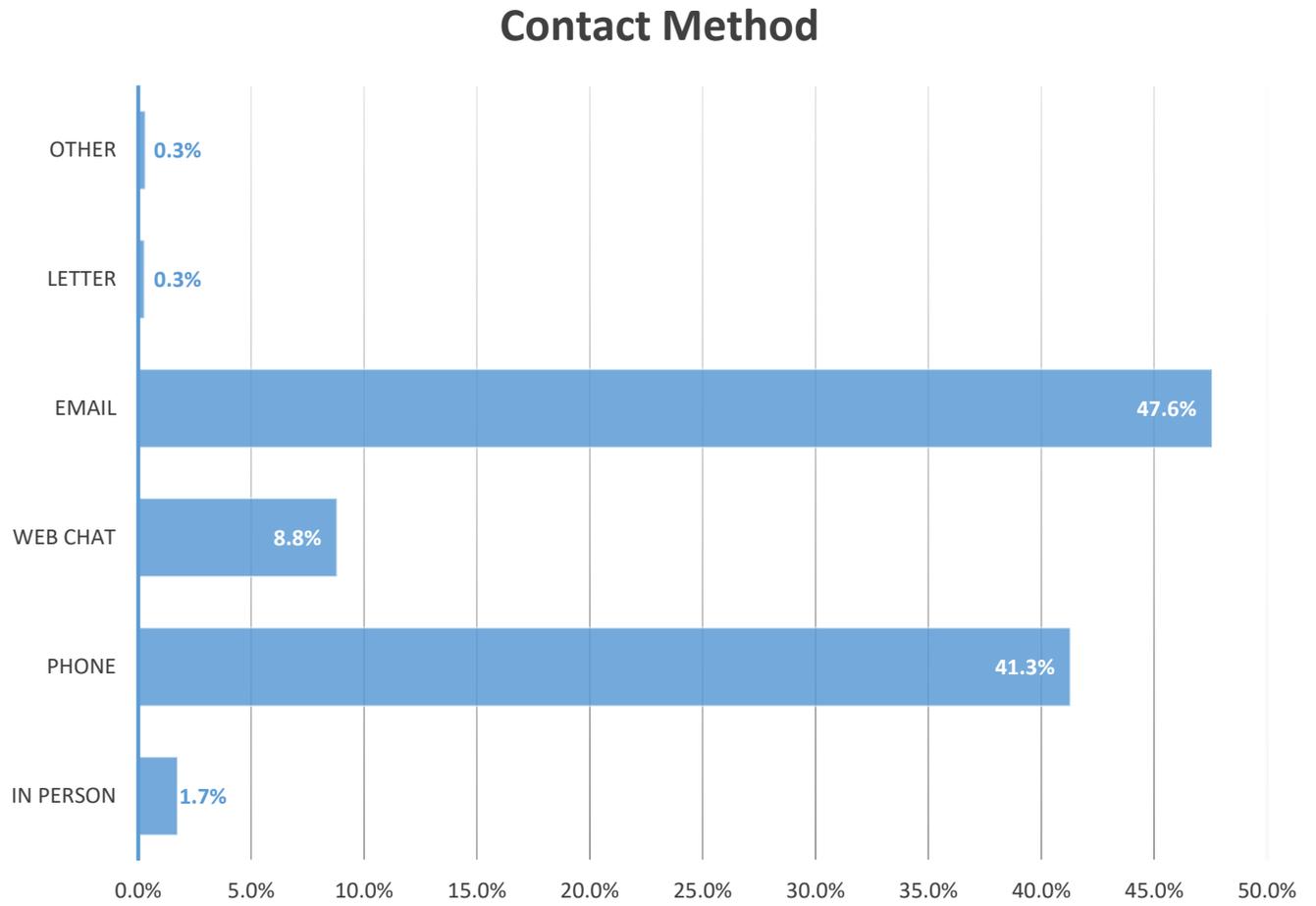
Benefits Linked Issues



Debt Linked Issues



d) Percentage of people using the bureau by telephone and by email:



e) Paid Staff:

North Warwickshire Citizens Advice currently employs 12 staff, FTE 7.8.

f) Volunteers:

There are currently 33 volunteers working with North Warwickshire Citizens Advice. These include administration and trustee roles, but are predominantly Advisers who typically give either one or two days of their time, each lasting 5-6 hours, for advice sessions.

g) Training sessions undertaken by staff:

The bureau delivers a monthly training session, usually on the last Thursday of each month. Attendance is mandatory for all volunteers and paid staff. During this period, the following training was delivered:

27th July –Safeguarding

This training was delivered by staff, communicating responsibilities regarding safeguarding and ensuring staff and volunteers are clear regarding actions when delivering advice to clients.

7th August – Diversity and Equality

This training was delivered by Equip, ensuring volunteers and staff have a clear understanding of relevant legislation and inclusivity in the advisory role.

Aug, Sept, Oct and ongoing – Telephone skills

This training is delivered remotely by National Citizens Advice to ensure volunteers and staff develop skills to communicate effectively with clients over the telephone, and to adapt to new procedures and ways of working.

Aug, Sept, Oct and ongoing – Engaging with clients

This training is delivered remotely by National Citizens Advice to ensure staff develop and improve listening and questioning skills when operating remotely. Advice on how to support clients who may be under stress.

9th and 15th September – Help to Claim

This training was delivered remotely by National Citizens Advice in ensuring new staff develop the skills to respond to Help to Claim and the needs of the local community.

24th September – Cyber Crime

Delivered by Warwickshire County Council to staff and volunteers. Awareness of different types of cybercrimes, how to spot scams and how to report crimes and sign post our clients for support.

22nd October – Home adaptations

Delivered by Nuneaton and Bedworth BC to volunteers and staff. HEART service overview on what can be delivered and how adaptations to homes are made to keep people safe, secure and warm in their homes. Information shared on how to refer our clients.

26th November – OPG

Delivered by OPG Service to volunteers and staff. How to support our clients and how we can best sign post them to the OPG

21st January 2021 – Health related referrals

Delivered by NWCA and George Eliot PALS to staff, volunteers and trustees. Understand the confidential advice, support and information that can be given on health-related issues. Signposting and referral organisations.

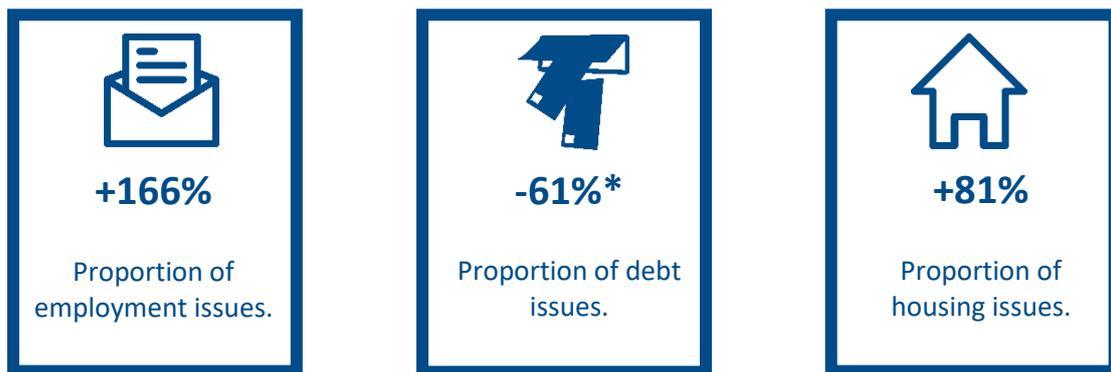
h) Number of formal complaints about the bureau:

No formal complaints were received during this period.

i) Key Indicators:

Comparison Apr 2019 – Jan 2020 with Apr 2020 – Jan 2021

These represent changes in proportion of enquiries. Covid-19 has suppressed overall enquiries in the first half of the financial year.



* The reporting period includes the time for which government furlough and debt alleviation schemes operated.

j) Key Outcomes:

- **£414,751** annualised value in benefit increases, reinstatements or new awards.
- **£4,690** worth of charitable grants
- **236 clients** reporting improved health and improved capacity to manage their circumstances
- **309 Universal Credit clients with** claims submitted to the value of **£149,029**

k) Special Commentary:

Prior to Covid-19 the main form of advice delivery was face to face; we switched to a fully remote phone, email, and webchat service from Monday 23rd March. This model was delivered from home by our flexible staff and volunteer team, using a VOIP telephone system.

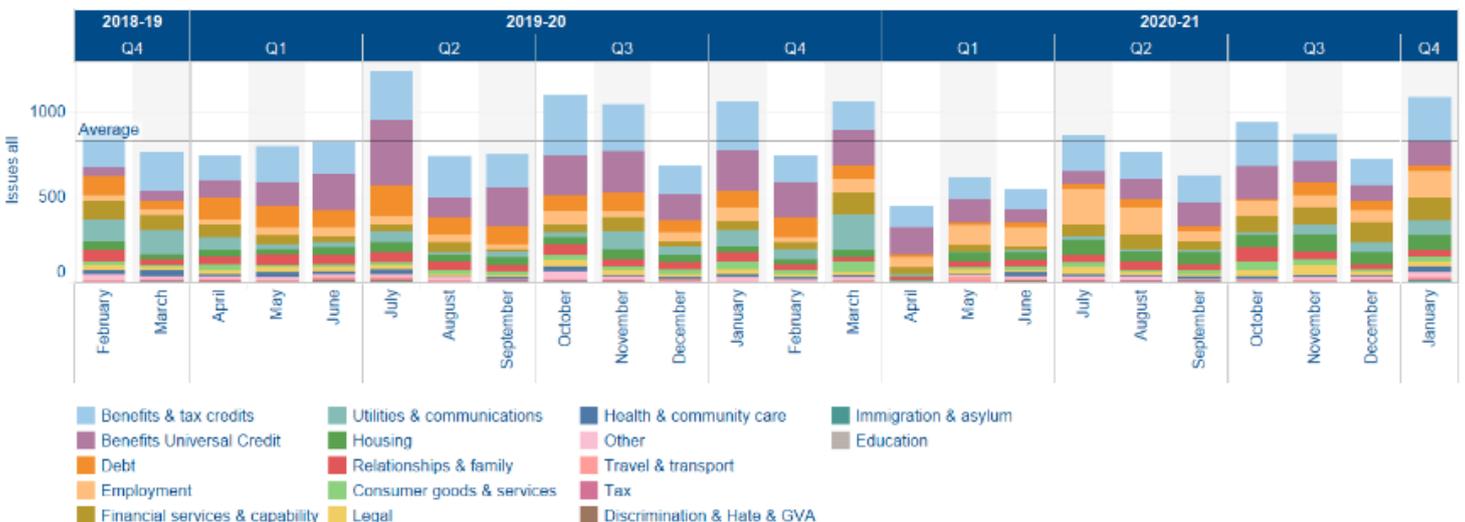
We continue to operate our remote advice service, which includes targeted support for all our outreach locations, incorporating telephone, email, and web chat. We are now trialling the introduction of video advice sessions for clients who have struggled to use our other platforms and while face-to-face delivery is severely limited. We have continued to deliver services without interruption remotely via phone, email, and webchat and now by video platforms such as Zoom and Microsoft Teams.

Both nationally and locally saw evidence of ‘suppressed demand’ (seen in the decrease in clients) during the early period of the reporting period. However, the amount of presenting issues per client has increased significantly from 3.7 to 4.7, showing the complexity of cases.

In terms of ‘suppressed demand’, debt and financial difficulties are areas where we have seen the most evidence of this. This can be explained largely by the financial alleviation measures that the government put into place at the beginning of the crisis period, such as, mortgage and credit payment holidays, furlough and eviction moratoriums. As these measures come to an end, the expectation locally and nationally is that debt work will increase significantly, an early indicator of this is the rise in employment enquiries. With this in mind NWCA have sought funding for, and now appointed, a trainee debt advisor to service the borough.

The graph below illustrates how demand was suppressed in the early months of Covid-19, in comparison to previous years. However demand in December 2020 and January 2021 is approximating levels seen pre-Covid-19, albeit with a different balance of enquiries -- employment and financial intervention now occupying a larger share.

Graph of issues for last period and previous period



Free, confidential advice.

Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



@NorthWarksCAB

nwcab.org.uk

Registered charity number 1105712.

Live & Local Warwickshire Monitoring

North Warwickshire Borough Council

End of Programme Year Report As at: 17/09/2020

Programme Year: 2019/2020

These quantitative reports represent the outcomes from local authority funds committed in the equivalent financial year to the above Programme Year. However they support activity during our Program Year period, crossing two financial years (June to May).

Outputs Summary

The Performances and Shows

Unique Events	11	
Cancelled	2	
Total Attendance	628	
Avg. Attendance	70	(Excludes cancelled)
Capacity	845	
% Capacity	74%	
Total Sales	591	
Total Yield	£5,804	
Avg, Yield/Sale	£9.82	(Indoor ticketed only)
Sell outs	3	
ESF Offered	0	(1)
Unique Shows	10	
Priority Performances	5	(45%)
Diverse Performances	0	(0%)
BAME Performances	1	(9%)
International Performances	3	(27%)
CYP Performances	0	(0%)

The Communities & Promoters

Unique Groups	6
Volunteering Instances	53
Volunteering Hours	248
Volunteering Value	£4,050

ESF: Event Support Fund. Which is occasionally offered after application by the promoter where total ticket yield is less than minimum guarantee. Figures in brackets indicate number of events when this was triggered but not necessarily offered.

Arts Council England National Portfolio Period Figures

Local Authority	Targets		Outputs				Remaining		
	NPO 4 Yrs.	Avg/Yr.	2018- 19	2019-20		2020- 21	2021- 22	Target	Avg/Yr.
				Completed	Cancelled				
North Warwickshire Borough Council	40	10	11	9	2	0	0	18	9

Promoter Groups List

Active Groups with Events Booked	Events
Fillongley Big Picture Show	5
Baddesley Ensor Parish Council	2
Fillongley Village Hall Committee	2
Austrey Village Hall Committee	1
Coleshill Town Council	1
Hurley Community Association	1
Owen Street Community Arts Centre	4
<hr/>	
Total Promoter Groups:	7
Total Requests:	
Total Events:	16

Film Screening	Capacity	Attend	% Cap	
07/06/19 Fillongley Social Club Mary Poppins Returns (2018)	70	63	90 %	
11/10/19 Fillongley Social Club Fisherman's Friends (2019)	70	68	97 %	
06/12/19 Fillongley Social Club Yesterday (2019)	70	42	60 %	
07/02/20 Fillongley Social Club Judy (2019)	70	64	91 %	
03/04/20 Fillongley Social Club The Peanut Butter Falcon (2019)	0	0	0 %	(Cancelled)
No of Events: 5 (4)	Tot Attend:	237		
<hr/>				
Returned: 5	Avg Attend:	59	85%	
Tot Capacity: 280	(Averages exclude 1 cancellations)			

Returns Details

Events: 16 (13)	Avg Attend: 67	Tot Attend: 865	% of Capacity: 77%	Avg Max Capacity: 70
(Averages exclude 3 cancellations)				

			Capacity	Attend	% Cap	Sell Out
07/06/19	Fillongley Social Club	Mary Poppins Returns (2018)	70	63	90 %	<input type="checkbox"/>
05/10/19	Austrey Village Hall	A capella Quadruplets	65	62	95 %	<input type="checkbox"/>
11/10/19	Fillongley Social Club	Fisherman's Friends (2019)	70	68	97 %	<input type="checkbox"/>
12/10/19	Hurley Village Hall	The Stars Look Down	100	56	56 %	<input type="checkbox"/>
25/10/19	Owen Street Community Arts Centre, Atherstone	Eduardo Niebla Duo in Concert	70	70	100 %	<input checked="" type="checkbox"/>
01/11/19	Fillongley Village Hall	UpDownSizing	80	59	74 %	<input type="checkbox"/>
01/11/19	Baddesley Ensor Village Hall	A capella Quadruplets	120	90	75 %	<input type="checkbox"/>
15/11/19	Owen Street Community Arts Centre, Atherstone	Tears of Laughter	70	69	99 %	<input checked="" type="checkbox"/>
06/12/19	Fillongley Social Club	Yesterday (2019)	70	42	60 %	<input type="checkbox"/>
25/01/20	Baddesley Ensor Village Hall	Kathryn Roberts & Sean Lakeman in Concert	150	111	74 %	<input type="checkbox"/>
07/02/20	Fillongley Social Club	Judy (2019)	70	64	91 %	<input type="checkbox"/>
28/02/20	Owen Street Community Arts Centre, Atherstone	Sam Lewis in Concert	70	74	106 %	<input checked="" type="checkbox"/>
14/03/20	Coleshill Town Hall	Kiriki Club in Concert	120	37	31 %	<input type="checkbox"/>
03/04/20	Fillongley Social Club	The Peanut Butter Falcon (2019)	0	0	0 %	<input type="checkbox"/>
25/04/20	Owen Street Community Arts Centre, Atherstone	The Mechanicals Band in Concert	0	0	0 %	<input type="checkbox"/>
23/05/20	Fillongley Village Hall	Moscow Drug Club in Concert	0	0	0 %	<input type="checkbox"/>

Events by Audience & Show

Adults/Older Children

A capella Quadruplets	2
Moscow Drug Club in Concert	1
The Stars Look Down	1
UpDownSizing	1
Total this Group:	5 31%

Adults/Family

Eduardo Niebla Duo in Concert	1
Kathryn Roberts & Sean Lakeman in Con	1
Kiriki Club in Concert	1
Sam Lewis in Concert	1
Tears of Laughter	1
The Mechanicals Band in Concert	1
Total this Group:	6 38%

U12s with an adult (12A)

Fisherman's Friends (2019)	1
Judy (2019)	1
The Peanut Butter Falcon (2019)	1
Yesterday (2019)	1
Total this Group:	4 25%

Suitable for All (U)

Mary Poppins Returns (2018)	1
Total this Group:	1 6%

Total Events for Year: 16

Events by Artform & Show

Drama

It Is Now	1
Mountain Music	1
Total this Group:	2 15.4

Music (World)

Kiriki Club in Concert	1
Total this Group:	1 7.7%

Dance

The Beautiful Game	1
Total this Group:	1 7.7%

Comedy Theatre

Les Gloriables	1
Total this Group:	1 7.7%

Music (Roots)

Bonfire Radicals in Concert	1
Long Lost Home	1
My Sweet Patootie in Concert	1
Total this Group:	3 23.1

Music (with Film)

Silent Film & Live Music - The Lodger - A Story of the London Fog (1927) (PG)	1
Total this Group:	1 7.7%

Music (Roots/Bluegrass)

Fierce Flowers in Concert	1
Total this Group:	1 7.7%

Music (Folk/Blues)

No Hit Wonders	1
Total this Group:	1 7.7%

Cabaret

A Parlour Concert with Mister Keith	1
Total this Group:	1 7.7%

Music (Jazz)

Piano Divas	1
Total this Group:	1 7.7%

Total Events for Year: 13

Priority Performances Summary

These are companies or shows that have a particular significance within the overall programme and that we have said to our main arts funders (Arts Council England) that we will support. Their subsidy is partly predicated on these shows featuring in the final performance programme. They are companies or shows that:

- Came through our DART programme including work that has been created in partnership with promoters and/or their audiences;
- Are our current artform priorities (currently dance, drama and live literature);
- Are our audience priorities (currently children and young people);
- Have featured at the NRTF New Directions showcase;
- Have an uncommon, exceptional or surprising content or presentational style.

Priority	5	31%
Non Priority	11	69%
<hr/>		
Total	16	100%
International	3	19%
Diverse	0	0%
Drama	2	13%
BME	1	6%
Priority	5	31%
Creative Case	1	6%

Value for Money

In return for a cash contribution from **North Warwickshire Borough Council** in 2019/2020 of **£2,000** Live & Local:

Helped build sustainable, vibrant and cohesive communities by:

- Supporting **6** voluntary organisations to develop their skills and volunteer base;
- Creating **53** volunteering instances;
- Enabling **6** communities to choose and promote **11*** professional, high quality events in villages;
- Entertaining **628** people in their own community;
- Achieving an average of **68%** audience capacity.

Supported the local economy by:

- Attracting inward investment of **£7.370** from Arts Council England;
- Raising **£5,804** in earned income;
- Enabling 248 hours of voluntary time (equivalent **£4,050** in-kind contribution¹);

Therefore, for each pound invested by NWBC, an additional **£9.82** was attracted from other sources.

- Enabling groups to retain **£737²** from the events that is reinvested in their local community.

Gave communities more say:

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

Promoted health and wellbeing:

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

Supported environmental sustainability:

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

¹ Based on average £16.33/hr for volunteers

² Retained box office and other income (raffles etc)

* Two cancelled due to COVID-19



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

Volunteer Promoter

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

Volunteer Promoter

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

Volunteer Promoter

NWAF Annual Report 2020

The AGM for 2020 was held in January. The post holders are as follows:

Chair: Susan Adcock, replacing Barry Cotton (deceased)

Vice Chair: Karen Garland (no change)

Minutes Secretary: Cath Woods

Correspondence Secretary: Michael Adcock

The role of secretary had been split to ease the workload following the resignation from the post of Wendy Townsend

Treasurer: Steven Mawson (no change)

Minutes of the AGM are available on the Web pages.

A round up of the year is as follows:

Following the lockdown restrictions at the end of March 2020 the federation notified allotment associations to ensure they knew the Covid-19 rules to be followed on the allotment sites. One site (Ansley Village) contacted the committee regarding some members not following rules. Advice was given and support offered. This was followed and the matter was resolved in an amicable manner.

Plans for a plant sale had to be cancelled but plant swapping, following Covid-19 regulations, was encouraged on sites. However, the annual allotment judging was able to go ahead and the judge Barry Tuck gave his support with this. Winners were to be announced at the social evening but in the event, this had to be cancelled. The committee are currently waiting for the trophy shop to re-open so that we can collect the trophy's and either deliver them to the winners or potentially be able to award them at an outdoor event in the spring.

Other events that had to be cancelled were a proposed coach trip to one of the large garden shows, following the success of the Malvern Show trip in 2019 and the annual garden show in partnership with Chapel End Brewery. This was disappointing but unavoidable and we hope to be able to re-establish these events going forward into 2021/22.

It is with great sadness that the federation had to announce the death of Wendy Townsend at the beginning of November. Wendy had been ill for some time but had continued to be a valued and important part of the committee until her death. She will be greatly missed by all the committee and those in the allotment community both for her organisational skills and her vast knowledge of plants. Our thoughts remain with her family, particularly her sister Karen Garland and her friends.

Allotment activity did see an increase last year and we as a committee are planning some different and exciting ventures for the coming year as well as continuing with more familiar activities.

One of the innovations which we want to make is to have a much improved web-site to make it easier for our members to access information and for us to be able to easily keep the pages up to date. This will mean buying a licence for a site so that

we are not limited to a couple of pages. The aim is for the web-site to act as a gateway to North Warwickshire Allotment sites and offer them some space for news and information regarding their sites as well as promoting the North Warwickshire Federation events. It is hoped that this will also act as an information point for exchanging tips, ideas and recipes for the gardening community as well as those with an allotment.

We already have a Facebook page but we are wanting to make more of this platform and are looking to the wider community for ideas about how to do this. One idea has been to link up allotment sites pages. This has been put on hold as we have not been able to meet up with members to put this into place. Other social media platforms will also be explored to ensure good coverage in the event of any future lockdowns and restrictions.

We are planning a couple of community days in association with Ridge Lane Bluebells WI. The first of these is scheduled for 31st May in Ridge Lane, venue to be confirmed but outdoors. The day will consist of various stalls, craft, cake, hobbies, plants and for people to bring a picnic. The stalls will not just be selling items but sharing information. For example, if someone has learned a new skill, they can share this with others. Plants can be swapped or bought, and information shared. This will promote at least two community groups as well as provide some fun activities. We are also hoping to present the awards from last July's allotment contest at this event. If this goes well, we hope to work together with other communities to organise similar events through the summer.

Allotment judging is also planned for July, as usual. This gives motivation to allotment growers and provides some feeling of community to the federation. We are planning to arrange an outdoor presentation at the end of August for this year rather than waiting until October when the social evening is usually held. This can then be coupled with a social event that can allow for social distancing but still be fun.

Future events will be planned and organised as the year and Covid-19 restrictions unfold. However, the main focus this year is reaching out to both the allotment community and the community in general and to promote the healthy lifestyle that gardening and growing your own can bring as well as friendship and a sense of belonging.

We have not been able to hold an AGM as yet this year but are sending out emails to the sites to give the option of an online (zoom) AGM or to have an AGM later in the year once the weather allows for an outside meeting.

Agenda Item No 9

Community and Environment Board

15 March 2021

Report of the Director of Leisure and Community Development

North Warwickshire Green Space Strategy Progress Report

1 Summary

- 1.1 This report informs Members of the progress made in respect of delivery against the priorities set out in the North Warwickshire Green Space Strategy (2020 to 2033). Understandably, anticipated progress has been curtailed due to the Coronavirus pandemic.

Recommendation to the Board

That Members note and comment upon the progress made in respect of the implementation of the priorities of the North Warwickshire Green Space Strategy (2020 to 2033).

2 Consultation

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

3 Introduction

- 3.1 As Members are aware, the Board formally adopted a new North Warwickshire Green Space Strategy (2020 to 2033) at its meeting held in January 2020. This report provides an update on progress in respect of delivery against those priorities identified in the document. Understandably, this progress has been slower than anticipated at the time of adopting the Strategy due to the Coronavirus pandemic.

4 Service Priorities

4.1 Improvement, Maintenance and Cleanliness

Atherstone Sports Club

- 4.1.1 Members will be aware that, in 2018, the Authority determined to enter into a Tenancy at Will with Atherstone Sports Club in respect of its use of part of Royal Meadow Drive Recreation Ground. The Tenancy at Will is seen as the first step towards a long-term lease agreement through which the Club would assume responsibility for the management and maintenance of part of the

Recreation Ground and for the creation of a multi-sports hub, as recommended within the adopted Playing Pitch Strategy.

- 4.1.2 The work to create a level playing surface continues, although it has been necessary for the contractor to be recalled to address a number of areas where the re-surfacing has proved to be difficult. This work is weather and ground condition dependent, although it is hoped that activity will recommence in the early spring. Nevertheless, the use of a number of new sports pitches will have to be delayed until the 2021 / 22 playing season at the earliest.
- 4.1.3 The increased maintenance regime detailed in the Pitch Improvement Plan developed in October 2019 will supplement the levelling works and create high quality playing surfaces. This will contribute to the long-term ambition for the site, which will include much needed improvements to the ancillary provision serving both the pitches at Royal Meadow Drive and those at Ratcliffe Road Sports Ground.

Boot Hill Recreation Ground, Grendon

- 4.1.4 The Board is aware that significant drainage works have been undertaken to improve the quality on the football pitch at Boot Hill Recreation Ground. These works are now complete, and the site was formally handed back to the Authority in November 2020. A low bund of waste soil still needs to be removed from the site, but this work cannot be undertaken until the ground conditions are favourable, which is likely to be some time in the spring.
- 4.1.5 In view of the investment to create a good quality playing surface, further work is now being undertaken to secure the site from vehicular incursions. New bow top fencing will replace the existing knee railing around the car park, and a vehicle access gate and kissing gate will both be added into the fence line. This work is due to take place in mid-March.
- 4.1.6 Consideration is now being given to the provision of ancillary accommodation to support the use of the site, predominantly for football. Preliminary designs have been produced for a two-team changing unit, the outline costs for which are being assessed. This work is being undertaken with the active involvement of Ward Members and the local Football Club, with which a partnership will be necessary should external funding be required to support the development of the ancillary accommodation.
- 4.1.7 A further report on this project will be brought to an early future meeting of the Board, which will include consideration of the option to enter into a Tenancy at Will with Grendon Football Club for the future management and maintenance of the site. It is not anticipated that the draft agreement will preclude general community access to the site for informal recreation.

4.2 **Safety and Security**

- 4.2.1 To protect local recreation grounds, a risk assessment regarding unwanted vehicular incursions at all Borough Council owned green spaces has been completed. The associated costs for implementing targeted site security measures are now being assessed and will be reported to a future meeting of the Board.
- 4.2.2 As previously reported, there was an unauthorised incursion at Arley Recreation Ground in June 2020. The lockable barrier at the car park entrance and adjacent knee rail were damaged during this incident. Both items have now been repaired and reinstated. A further review of the affordable means by which to make the site more secure has been included within the previously mentioned risk assessment.
- 4.2.3 Through the support of Tarmac and Mancetter Parish Council, a number of granite boulders were placed in-between the concrete bollards at the Purley View entrance into Mancetter Recreation Ground. The boulders will hopefully restrict further unauthorised access into the site. Additional security measures have been identified within the risk assessment and are in the process of being costed.
- 4.2.4 In order to protect the Authority's sports pitches and play areas, initial discussions have been held with Officers in Environmental Health and Legal with regard to the possible implementation of a Public Space Protection Order(s) to address irresponsible dog ownership. At present, capacity issues within the Environmental Health section mean that progression with this area of work has not been possible. In the meantime, research is being conducted into how other authorities have tackled similar issues, both through the provision of barriers around pitches and through community-led interventions. The outcomes of this work will be reported to the Board in due course.

4.3 **Tree Management**

- 4.3.1 The Green Space Officer (Trees) is responsible for the provision of a professional Arboricultural service in respect of the Authority's tree stock.
- 4.3.2 During 2020 / 21, work has been instructed in relation to 69 specific sites. 111 trees have been felled. Additionally, between January 2020 and February 2021, the Green Space Office (Trees) was the Case Officer for 38 tree-related Planning Applications or Notifications.
- 4.3.3 In addition to the planting of trees in Cole End Park, Coleshill, referred to in section 4.4 below, it is pleasing to be able to report that Piccadilly Community Association is intending to submit an application for HS2 funding to undertake a residents-led trees and hedgerows planting scheme at Piccadilly Sports Field.

4.3.4 In respect of the development and implementation of a proactive tree inspection programme, sites across the Borough have been classified according to the potential level of risk posed to people and / or certain types of property by trees in the Borough Council's ownership. As and when capacity is available, those trees / areas that have been assessed as carrying the highest degree of risk are being inspected and managed accordingly. Understandably, the pandemic has impacted upon the extent of this activity that it has been possible to undertake over the last 12 months.

4.4 **Biodiversity and Climate Change**

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

4.4.2 Members will be aware that the Borough Council is working in partnership with Warwickshire Wildlife Trust to manage the Local Nature Reserves at Kingsbury Meadow, Daffern's Wood in New Arley, Cole End Park in Coleshill and Abbey Green Park in Polesworth. A report detailing the Wildlife Trust's work over the last twelve months is attached for information at Appendix A, upon which comment is invited. Inevitably, the Coronavirus pandemic has prevented and delayed some of the practical conservation management work due to be carried out across the sites. A reduced scope of works and consequently reduced payment of £10,850, therefore, was agreed with the Trust for its work in 2020 / 21. Nevertheless, the Trust has worked hard to complete as much work as it can, given the absence of volunteers for much of the year. Practical, volunteer-led conservation was able resume from August 2020 (with extra measures put in place to ensure that tasks were "COVID-secure). In total, volunteers gave over 155 hours of their time to manage the four LNRs. In addition; Trust staff have undertaken a further 63 hours of management work. Due to the high amount of rainfall during the autumn and winter, the planned river channel management scheme at Abbey Green Park Local Nature Reserve and woodland management work at Cole End Park Local Nature Reserve could not take place. Similarly, school and community engagement activities were unable to take place and so will be carried over to be undertaken in 2021 / 22.

4.4.3 Under the Management Agreement, the Trust is required to submit a budget for approval by 1 September each year in respect of anticipated expenditure in the following financial year. The sum required for 2021 / 22 will not exceed the £16,000 initially made available to support this year's activity.

4.4.4 Through a partnership led by Warwickshire Wildlife Trust, the Borough Council was actively involved in successfully securing £705,000 from the Government's Green Recovery Challenge Fund to help transform the Cole Valley in the West Midlands. The project will help to develop a green corridor linking the centre of Birmingham to rural North Warwickshire. Love Your River Cole (LYRiC) will deliver improvements to various key locations in the

Valley, including Glebe Farm in Birmingham, Meriden Park and Castle Bromwich Gardens in Solihull and Cole End Park in North Warwickshire. The Valley, itself, is a haven for wildlife and the proposed works will involve tree planting, wildflower meadows and wetland habitat creation, as well as improvements to access paths and trails. The funding will support local green jobs and provide a boost to the local economy. The project will include six traineeships to give people the experience and accredited training to pursue a career in the environmental sector. Through the involvement of the Prince's Trust, a particular focus will be working with local young people from a range of backgrounds to give them first-hand experience of their local environment and to help support them in finding work or further training.

4.4.5 Funding specific to Cole End Park will include the installation of information boards, bicycle stands, park benches, wooden sculptures, natural play features and a play trail. These capital improvements are due to take place in the summer. Improvements within the Local Nature Reserve will include woodland management, tree planting and wildflower plug planting.

4.5 Children and Young People

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

4.5.2 The need to develop or refurbish those play areas that were first improved through the Development Programme has previously been reported to the Board, in respect of which proposals for the development of the initial sites to be considered for associated work (in 2020 / 21), in Ansley Common, Austrey, Coleshill and Piccadilly, were approved by Members at the meeting held in January 2021. Detailed design plans are now being produced, which will then be discussed with Ward Members and within local communities, prior to work starting on site as soon as possible.

4.5.3 As reported to the Board in January, work is now beginning in respect of the enhancement of the next four play spaces to be developed through the approved Programme, in Abbey Green Park (Polesworth), Corley, Hurley and Wood End.

4.5.4 The need to ensure the safety of children's play equipment is of high priority at all times, but most especially during the pandemic, given that play areas remain open to the public. Accordingly, repairs, as identified within the annual play area inspection report, are continually being undertaken. Recently, three pedal roundabouts, located at Abbey Green Park, Piccadilly and Royal Meadow Drive (Atherstone) have been repaired. A zipwire at Brett's Hall Recreation Ground has also undergone some maintenance. Wood rot was detected in two swing frames and in the floorboards of the climbing frame at Baxterley Recreation Ground. Replacement of the affected timbers has been

undertaken although a crossbeam for the basket swing has been removed but is still awaiting replacement.

- 4.5.5 In December, Baxterley Recreation Ground was hired by an independent operator to run nature art classes for parents and children. The business was unable to use its usual community centre location due to the pandemic and, therefore, was grateful for the use of the site in Baxterley. At the time of writing this report, an application for the use of the Recreation Ground in April is awaited.

4.6 Community Engagement

- 4.6.1 As Lockdown restrictions begin to lift, it is planned to start the youth engagement element of the community activity around the redevelopment of Meadow Street Gardens in Atherstone. The project will engage young people in the heritage of Meadow Street Gardens, as well as in the production of interpretation boards for the site and the production of a video, which will include interviews with former workers at the local hatting factories. Additionally, the young people will be supported to organise their own events.

- 4.6.2 A benchmarking exercise, comparing fees and charges and terms and conditions in relation to the hire of public open spaces has been undertaken. Work on drafting a new Terms and Conditions document and Licence Agreement is underway and will be presented to a future meeting of the Board for its consideration.

5 Area Priorities

5.1 Atherstone and Mancetter

- 5.1.1 The first phase of improvements to Meadow Street Gardens has been completed, the detail of which has previously been reported to the Board. Hatting rubbing trail posts and benches for the Gardens have recently been purchased and will be installed this spring. The Borough Council is currently seeking quotes for planting and an outdoor electrical supply to further enhance the site.

5.2 Curdworth, Hurley and Wood End

- 5.2.1 An additional bin, football goal posts and picnic benches are due to be installed at Wood End Recreation Ground this spring. These items have been funded from the capital receipt from the installation of the telecoms pole within the site.

5.3 Polesworth and Dordon

- 5.3.1 The resurfacing of the car park adjacent to the bowling green in Abbey Green Park, Polesworth, was undertaken in December 2020. Emergency repair work was also undertaken to some of the lamp columns in the Park to improve site security.

5.3.2 Following reports of cars gathering on the car park nearest to the tennis courts in Abbey Green Park, timers have been fitted to four lamp columns. Further to advice from the Police, the timers now make the problem area dark from 11.00pm until 5.00am. Since the installation of the timers there have been no further incidents reported to the Borough Council. The area will, however, be monitored as the evenings become lighter and the weather becomes warmer.

6 Green Space Strategy, Playing Pitch Strategy and Local Football Facilities Plan

6.1 Following the adoption of the Green Space and Playing Pitch Strategies and the subsequent production of the Local Football Facilities Plan, Officers are collating a joint action plan through which to support the delivery of their mutually compatible objectives. Through this work, it is hoped to help co-ordinate the development of green spaces in the Borough, to ensure that the maximum potential is realised at each of the sites and to help in the acquisition of the external funding that will be necessary to realise the ambitions identified in each document.

7 Report Implications

7.1 Finance and Value for Money Implications

7.1.1 The financial implications arising directly out of this report are identified within the Green Space Strategy Action and Funding Plan. The corresponding actions will be financed through approved budgets, through external funding support or through developer contributions. They will not lead to a need for additional capital or revenue budgetary support.

7.2 Safer Communities Implications

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

7.3 Legal, Data Protection and Human Rights Implications

7.3.1 There are no legal, data protection or human rights implications arising directly out of this report.

7.4 Environment, Sustainability and Health Implications

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

7.5 Human Resources Implications

7.5.1 There are no human resource implications arising directly out of this report.

7.6 Risk Management Implications

7.6.1 There are no direct risks consequent upon the services identified within this report. The activity that is included with the Green Space Strategy, however, will be risk assessed and appropriate controls put in place, where appropriate.

7.7 Equalities Implications

7.7.1 There are no equalities implications arising from this report. The Authority's green spaces are provided for the benefit of the whole community and no group or individual defined by the protected characteristics under the Equality Act will be excluded therefrom.

7.8 Links to Council's Priorities

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

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

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

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

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

Background Papers

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

Background Paper No.	Author	Nature of Background Paper	Date
1	North Warwickshire Borough Council	North Warwickshire Green Space Strategy (2020 to 2033)	January 2020
2	Director of Leisure and Community Development	North Warwickshire Green Space Strategy Progress Report	October 2020
3	Director of Leisure and Community Development	Play Area Development Programme	January 2021

NORTH WARWICKSHIRE LOCAL NATURE RESERVE REPORT - APRIL 2020 to MAR 2021

The following comprises a summary of works delivered over the last twelve months by Warwickshire Wildlife Trust (“WWT”) in connection with Abbey Green Park, Cole End Park, Daffern’s Wood and Kingsbury Meadow Local Nature Reserves (“LNR”s).

This year was made considerably more challenging with the outbreak of the Covid 19 pandemic, lockdowns, the furloughing of staff and suspension of volunteering at certain points during the spring and summer. As such; not all habitat management tasks ordinarily undertaken could be completed. From August onwards, however, our usual programme of volunteering (with extra measures put in place to ensure tasks were Covid secure) resumed and a fantastic autumn and winter season was enjoyed with the vast majority of tasks being completed.

Momentum was gained in our Nature Force sessions that ran every Monday throughout late summer, the autumn and until December. Posters were put up at Abbey Green Park in an attempt to engage with local people and this was successful with two new volunteers being recruited, who not only worked at Abbey Green Park, but also joined work parties at other sites too. At Daffern’s Wood, local residents were contacted with some, subsequently joining our work parties.

Our volunteer sessions were greatly received by the participants during the autumn and into the winter. Participants stated that the sessions became an important part of their routine and mental wellbeing during increasing Covid 19 restrictions and decreasing liberties.

At Kingsbury Meadow, we completed all of the habitat and site management works on the programme. These included cutting and raking a proportion of the sedge bed and surrounding vegetation, cutting back scrub, cutting the drier grassland and raking off the uprisings, pulling non-native plant species and maintaining the living willow arches.

At Daffern’s Wood, we completed all of our outlined works for the site. Tasks included coppicing of hazel to bring structure and light into this beautiful ancient woodland, removal of non-native invasive tree species, cutting back scrub in the pit, cutting and raking the grassland and pulling up the invasive garden escape plant, yellow archangel.

At Cole End Park, staff will complete a woodland management and grassland task on the w/c 22nd of February, which has been rescheduled several times due to high water levels, which have prevented access to areas requiring management.

At Abbey Green Park, staff and volunteers cut and raked the ‘top meadow’, raked areas of the island and cut back and raked the ‘buffer’ between the water channel and the playing field. High water levels meant wetland vegetation could not be pulled at the appropriate time.

An important part of our work is to engage with people about their local green spaces. One of the ways in which we do this is by taking the time to speak to local residents when on site. Staff and volunteers have been overwhelmed with the positive feedback from site users this year across all of the sites. At Abbey Green Park, our volunteers received praise for their works to maintain and enhance the site and at Daffern’s Wood, neighbours to the site commented upon how special the wood is. Our usual work with local schools and other community engagement events with local

people, e.g. at guided walks, has not taken place this year due to the pandemic but we are keen to pick this up and continue in 2021 and into the future when restrictions are lifted.

This is only a snapshot of the year's work, as from August 2020 to date; volunteers gave over 155 hours of their time to managing the four LNR's with associated staff guidance time at 35 hours. In addition; staff have undertaken a further 63 hours of management.

We look forward to resuming a full programme of site and habitat management, surveying and monitoring and community and school engagement in 2021 and into 2022 if Covid 19 restrictions permit. An ambitious and varied programme is currently in draft!

Photographs

Below: Buffer strip cut back and raked at Abbey Green Park.



Below: gradual sycamore removal at Daffern's Wood to create space for native trees.



Agenda Item No 10

Community and Environment Board

15 March 2021

Report of the Director of Leisure and Community Development

Health and Wellbeing Action Plan

1 Summary

- 1.1 This report provides Members with an update on the progress being made in respect of the actions identified in the approved Health and Wellbeing Action Plan (2020 to 2023).

Recommendation to the Board

That the Board notes and comments upon the progress made in respect of the delivery of those commitments identified in the Health and Wellbeing Action Plan (2020 to 2023)

2 Consultation

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

3 Introduction

- 3.1 The three-year Health and Wellbeing Action Plan (2020 to 2023), a copy of which is attached at Appendix A, was developed by the Health and Wellbeing Working Party and endorsed by the Board at its meeting held in March 2020. The Working Party monitors progress in respect of delivery of the actions identified within the Plan at each of its meetings.

- 3.2 The Action Plan provides an holistic view of activity that takes place across the Authority that impacts on the health and wellbeing of the local population. Accordingly, the Action Plan seeks to ensure that the Borough Council, along with its partners, is doing all that it can to improve the health of the community in a co-ordinated and effective manner. Self-evidently, the ability of the Authority and its partners to progress many of the actions within the Plan has been adversely affected by the on-going Coronavirus pandemic. The pandemic, of course, has required a huge multi-agency response to protect the health and welfare of the local community and organisational staff. The detail associated with this response has been, and will continue to be, regularly communicated to Members and formally reported elsewhere.

4 Progress in 2020 / 21

4.1 Joint Strategic Needs Assessment

4.1.1 As was reported to the Board in October 2020, work on the development of the JSNA for North Warwickshire has had to be paused. Whilst it is not yet known when this activity will resume, the commitment to the progression of this undertaking remains.

4.2 Events

4.2.1 As the Board is aware, the two Big Day Out events planned for 2020 had to be cancelled due to the Coronavirus pandemic, a fate which befell a number of similar community-led activities. At the time of writing this report, it is not known if there will be an opportunity to organise any community events this year.

4.3 Addressing Teenage Conceptions

4.3.1 In June 2015, the County Council contracted George Eliot Hospital Trust (GEH) to undertake its Integrated Sexual Health service. This service offers a “one stop shop” for sexual and reproductive health across Warwickshire. North Warwickshire’s main “hub” is based at the Hospital, which is supported by a number of community locations for contraception services, including the Atherstone Contraception Clinic and Atherstone Health Store, along with the Youth Club at Polesworth School. Each community location also offers specific sessions for young people under the age of 21 years.

4.3.2 Due to the pandemic, Atherstone Health Store has moved from a “drop-in” service offer to an “appointment only” service. Young people who require contraception, STI advice, screening or medication are encouraged to access the Integrated Sexual Health service (ISH) at George Eliot Hospital. The Health Store at Atherstone Clinic, however, is still available for those young people who are not able to access the ISH service at the Hospital (for example, through a lack of transport). Perhaps not surprisingly, there has been a reduction in the number of young people accessing the service over the last twelve months.

4.3.3 The C-Card scheme is a form of multi-component condom distribution service, which provides registered young people with a card that entitles them to free condoms. Being a multi-component service, the C-Card scheme takes an holistic approach to condom distribution and sexual health promotion. Young people between the ages of 13 and 25 years are required to register with a trained professional at a specific location. In North Warwickshire, these locations are:

- Atherstone In-Practice Pharmacy, Ratcliffe Road, Atherstone
- Atherstone Pharmacy, Long Street, Atherstone
- Lloyds Pharmacy, Long Street, Atherstone

4.3.4 Following a successful pilot scheme in North Warwickshire and Nuneaton and Bedworth, a contract has been awarded to the Coventry and Warwickshire Partnership Trust (CWPT) to run the C-Card scheme until 31 October 2022.

4.3.5 Data provided by the Office for National Statistics details the numbers relating to Under 18 conception rates, although the data is currently only available up to Quarters 1 and 2 of 2019. In comparing the figures for 2017 and 2018, there has been a reduction in the Under 18 conception rate across the county. The rate for Warwickshire (13.9 conceptions per 1000 females aged between 15 and 17 years) is lower than the rate for England (16.7).

4.3.6 The available data also shows that North Warwickshire had a conception rate of 14.2 per 1,000 women under 18 years of age in 2018, which is a reduction from 2017 (18.6). The overall trend is showing a decline since 2014.

4.4 **Fitter Futures**

4.4.1 Fitter Futures continues to accept new referrals and offer virtual / telephone support to all service users across the various referral programmes. Service users receive welfare calls, personalised home workout programmes, virtual coffee catch ups and online exercise classes. All of the Adult Weight Management programmes are offering virtual nutrition workshops, access to exercise Apps and are delivering live cooking demonstrations.

4.4.2 Recent referral figures and a breakdown of the services to which users were referred can be seen in the appended Health and Wellbeing Action Plan (2020-2023).

4.4.3 Due to the pandemic and, in many instances, the absence of any sustainable exit pathways for clients, service providers are continuing to support their users beyond the initial 12-week time period. This means that there is no information relating to the number of people who have “completed” their referral programme.

4.5 **#onething**

4.5.1 Due to the pandemic, #onething health checks have been paused since March 2020. The provision currently delivered by the Healthy Living Network is due to end on 31 March 2021. As the service has not been operational during the pandemic, the community will not have had the benefit of accessing its provisions and potential benefits. A range of alternative online support tools, Apps and programmes, therefore, have been promoted by the Network.

4.5.2 In April 2021, Public Health England is due to publish national research findings that will highlight how NHS Health Checks will evolve over the next decade to maximise the future benefits of the programme in preventing illness and reducing health inequalities. Once published, Warwickshire County Council is due to review the Public Health England report and use it to shape and re-design a broader and local lifestyle service offer. The Health and Wellbeing Working Party will be closely monitoring this development.

4.6 Holiday Provision

4.6.1 The adopted Leisure Facilities Service Improvement Plan (SIP) includes a commitment to deliver a focused and co-ordinated holiday activity programme for children and young people. Although Coronavirus pandemic-related service restrictions and, at times, facility closures limited the offer, where Government guidelines permitted, the Leisure Facilities team adapted services to successfully deliver holiday activities in a safe and secure environment during the school holidays in both August and October 2020. Attendance figures relating to these programmes have previously been reported to Members. Given the indicative timelines for exiting the latest Lockdown, Leisure Facilities staff are now developing programmes and designing safe environments in which to engage and encourage participation by children and young people throughout this year's school holidays.

4.7 Walking and Cycling

4.7.1 Due to the pandemic, all eleven walking groups across the Borough had to pause their activities during the first Lockdown. Eight of the groups decided to re-start in September 2020 (as restrictions eased). Unfortunately, however, the latest Lockdown has resulted in a further pause in their organised programme of walks.

4.7.2 As previously reported to the Board, all national and local cycling-related events and projects in the Borough were cancelled in 2020 due to the pandemic. It is not yet known if this programme of activity will be able to resume this year.

4.8 Timebank

4.8.1 The Timebank Project was a twelve months pilot programme running across Atherstone and Mancetter and delivered by the Coventry and Warwickshire Co-operative Development Agency. The contract started in November 2019. Due to the pandemic, however, project staff were furloughed from June to August 2020, so progress was halted and the contract extended to 31 December 2020.

4.8.2 A total of 36 members of the community were recruited during the project. Understandably, the majority of members did not feel comfortable engaging in volunteering activities during the pandemic and, as a consequence, very few volunteering undertakings were completed.

4.9 Air Quality

4.9.1 The Borough Council continues to monitor and report on air quality in the area. The number of NOx tubes has been increased from 29 to 31, with two new locations at Kingsbury Road and Coleshill Road in Curdworth added to the site list from January 2021. Personal air quality monitors are not being used during the current Lockdown, as they would be of most benefit being used by people going about their business during “normal” traffic flows.

4.10 Mental Health

4.10.1 As previously reported, the Borough Council received £5,000 through the Suicide Prevention Fund to provide three Mental Health First Aid sessions to community groups and individuals throughout 2020. The first session ran in Atherstone and was attended by 12 members of the local community. Due to the pandemic, Mental Health First Aid England then redesigned the course to be delivered online. An online course was delivered in February and was attended by nine people. The remaining course will be delivered online in March.

4.10.2 To maintain a focus on mental health awareness and promotion, the Borough Council is looking to create a group of “Health Champions”. These will be members of staff, who will complete Mental Health First Aid training and will be available to support colleagues across the Authority in respect of their mental wellbeing.

4.10.3 As part of an on-going focus of increasing mental health awareness, most especially during the pandemic, monthly newsletters are being sent to all Borough Council staff. These newsletters outline approaches to various related subjects, such as tips on working from home, national mental health campaigns (such as “Time To Talk Day”) and Warwickshire’s “Five Ways to Wellbeing”, as well as contact information for a range of mental health services, charities and websites.

4.11 Pandemic Related Work

4.11.1 A wide range of local mutual aid groups (approximately 27 in total) have been started by community groups, town / parish councils and individuals in response to the pandemic. These groups provide a variety of different services, including hot meal provision, food and shopping support, befriending calls, prescription collections and deliveries, driving residents to and from appointments and so on. The groups offer support to residents in need across North Warwickshire, including the elderly, isolating individuals / families, low income families and clinically extremely vulnerable (CEV) households.

4.11.2 In November 2020, Warwickshire County Council allocated funds to district and borough councils, Warwickshire Community and Voluntary Action (WCAVA), Citizens' Advice, Homeless CEV support, arts projects, the Equality and Inclusion Partnership (EQUIP) and the Warwickshire Association of Local Councils to help support residents who were defined as "clinically extremely vulnerable".

4.11.3 North Warwickshire Borough Council was allocated £15,000 by the County Council to provide pandemic-related support. These funds were distributed to those mutual aid groups supporting CEV residents, to enable them to increase the support they were offering in the community, either by enhancing the range of services offered, or by increasing the number of CEV residents they supported.

5 Report Implications

5.1 Finance and Value for Money Implications

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

5.1.2 An agreement has been negotiated and signed with Warwickshire County Council that commits its Public Health Department to providing a grant of £17,000 to the Borough Council to support related activity in 2020 / 21. Due to the pandemic, the majority of this funding could not be allocated to activity identified with the Action Plan and, therefore, no further funding will be provided for 2021 / 22.

5.2 Safer Communities Implications

5.2.1 Tackling evident health-related problems in society, such as alcohol and drug misuse, seeks, amongst other things, to make communities safer places in which to live, work and visit.

5.3 Legal, Data Protection and Human Rights Implications

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

5.4 Environment, Sustainability and Health Implications

5.4.1 The immediate and wider environment in which people live and work have a direct impact on individual and collective health. Good quality housing, green space and focused health improvement interventions, therefore, positively impact upon people's environment and their wellbeing. If people are in good health they are more likely to live longer, happier, independent lives and to make a positive contribution to their community, thereby improving quality of life for everyone.

5.4.2 The activities identified within the Action Plan are designed to positively impact upon individual and collective health and wellbeing, with the aim of helping people to live healthier lives and to reduce health inequalities in society.

5.4.3 There is a clear and evident link between good quality service provision and the positive health and wellbeing of participants. Programmes of work, therefore, will include increasing the quality and extent of provision, most especially in targeted locations within the Borough.

5.5 Human Resources Implications

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

5.6 Risk Management Implications

5.6.1 There are no direct risks consequent upon the services identified within this report. The activity that is included within the Health and Wellbeing Action Plan, however, will be risk assessed and appropriate controls put in place, where appropriate.

5.7 Equalities Implications

5.7.1 Hard to reach communities are often those that are most in need of health and wellbeing advice and support. As directed by the Board, interventions are targeted at specific communities identified as being most in need of related services.

5.8 Links to Council's Priorities

5.8.1 Health and wellbeing activity positively impacts on all of the services provided by the Borough Council and, therefore, links to each of the Authority's corporate priorities:

- Responsible financial and resource management
- Creating safer communities
- Protecting our countryside and heritage
- Improving leisure and wellbeing opportunities

- Promoting sustainable and vibrant communities
- Supporting employment and business

5.8.2 Additionally, health improvement activity directly links to all three Sustainable Community Strategy priorities:

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

The Contact Officer for this report is Emma Ecob (719232).

Background Papers

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

Background Paper No	Author	Nature of Background Paper	Date
1	North Warwickshire Borough Council	Health and Wellbeing Action Plan	2020 to 2023
2	Director of Leisure and Community Development	Report to Community and Environment Board (Health and Wellbeing Action Plan)	October 2020

North Warwickshire Health and Wellbeing Action Plan (2020 to 2023)

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

Action	Outcome	Timescale	Resource / Cost	Responsible Officer	Progress
Work with partners in support of the delivery of the Joint Strategic Needs Assessment for North Warwickshire and its associated Action Plan	<p>Borough Council representation on the JSNA Steering Group (once re-established)</p> <p>Contribution to the delivery of specific activities drawn from the JSNA Action Plan</p>	<p>TBC</p> <p>March 2021</p>	<p>To be determined in conjunction with partners</p> <p>Certain activities will require external funding support</p>	<p>Community Development Manager (CDM) / Community Development Officer (Health Improvement) [CDO (HI)]</p>	<p>JSNA Steering Group to be re-established once the priorities of the Warwickshire North Health, Wellbeing and Integrated Care Partnership are known.</p> <p>WCC has a dial-a-ride scheme (IndiGo), which operates to and from Atherstone, Coleshill and numerous villages in the Borough</p>
Encourage and increase the use of open and green spaces throughout the Borough	<p>In conjunction with local communities, organise two Big Day Out events per year</p> <p>Implementation of specific activities identified within the Action and Funding Plans that support delivery of the adopted Green Space Strategy and Playing Pitch Strategy</p> <p>In conjunction with partners, complete the project to renovate Meadow Street Garden</p>	<p>September 2020</p> <p>As identified within the Action and Funding Plans</p> <p>May 2020</p>	<p>£3,000 (£1,500 each event)</p> <p>As identified within the Action and Funding Plans</p> <p>Funded by LEADER and S106 contributions</p>	<p>Special Projects Officer (SPO) and Community Development (CD) section</p> <p>Green Space Officer</p>	<p>Warton: 28 June 2020 - Cancelled</p> <p>Atherstone: 6 September 2020 – Cancelled</p> <p>Big Day Out events to restart in 2021 (depending on government guidelines/restrictions)</p> <p>Phase one of the project has been completed (new hard surfaced footpath, bespoke railings and archway feature, steps/performance space, bollards).</p>

<p>Reduce the number of under 18 conceptions in North Warwickshire</p>	<p>Attend the local (WN) Addressing Teenage Conception (ATC) meetings</p> <p>Actively promote the Health Store in Atherstone</p> <p>Financially support the Health Store in Atherstone in 2020 / 21</p>	<p>On-going</p> <p>March 2021</p> <p>March 2021</p>	<p>Maximum £200</p> <p>£2,500</p>	<p>CDM</p> <p>CDO (HI)</p>	<p>Both Nuneaton and Atherstone Health Stores have re-opened, however both have returned on an appointment basis only (no walk-ins). Young people are being referred to the GEH for most services, however if they are not able to get to the GEH, then Atherstone Clinic and Nuneaton Health Store options are available.</p> <p>Risk assessments have been completed on buildings, with screens and sanitiser to be delivered to buildings</p> <p>A telephone triage line is running with the option to speak to an ISHS nurse, and the GUM clinic remains open (by appointment only).</p>
<p>Promote the Fitter Futures services in North Warwickshire with a view to increasing the number of scheme referrals and completers</p>	<p>Challenge the current commissioned process, which only allows North Warwickshire residents to access the service if their GP is located in Warwickshire</p> <p>Referrals and completers targets to be agreed with Public Health and service provider(s)</p>	<p>Oct 2020</p> <p>To be determined</p>	<p>Maximum £500</p>	<p>CDM</p> <p>CDO (HI)</p>	<p>WCC is looking to pilot a 12-months referral pathway for North Warwickshire residents who are registered with a non-Warwickshire GP (providing the practice has 100+ North Warwickshire residents), as well as an email referral form. This pilot was paused due to the pandemic but will be re-visited once referrals are active.</p> <p>Fitter Futures continues to accept new referrals and offer virtual/telephone support. Service users receive welfare calls, personalised home gym programmes, virtual coffee catch ups and online exercise classes. All Adult Weight Management programmes are offering</p>

					<p>virtual nutrition workshops, access to exercise apps, and are delivering live cooking demonstrations.</p> <p>Between April 2020-26th January 2021, Fitter Futures have received 852 referrals (56 related to long COVID symptoms), with a total of 104 referrals in North Warwickshire (3 for long COVID symptoms):</p> <ul style="list-style-type: none"> - Slimming World = 69 - Adult Weight Management = 2 - Physical Activity on Referral = 20 <ul style="list-style-type: none"> - WW = 13 <p>Due to the pandemic, providers are continuing support to users beyond the initial 12 weeks, meaning that there are no current 'completers' figures. This is due to the exit pathways (e.g. signing up to a gym membership) not being an option for completers.</p>
Promote the #onething campaign to increase the number of people receiving mini health checks and making personal health pledges	#onething targets to be determined in conjunction with the Healthy Living Network	March 2021	Maximum £200	CDO (HI)	<p>Due to the pandemic, #onething health checks have been paused since March 2020, and the provision delivered by Health Living Network will naturally end on 31 March 2021. As the provision has not been operational during the pandemic, the community will not have had the benefit of accessing the service. Therefore a range of alternative services are available to residents including:</p> <p>-Better Health Campaign – lots of free tools and support to help kick start weight loss, getting active and quitting smoking</p>

					<p>- One You – wide range of free tools, tips, apps e.g. Couch to 5k), support, and encouragement</p> <p>- Warwickshire County Council/Local Services – health and wellbeing services and support around mental health, bereavement, keeping active, stop smoking, drugs and alcohol, sexual health etc.</p> <p>Public Health England is due to publish national research findings in April 2021 regarding NHS health checks, which will highlight how health checks will evolve in the next decade to maximise the future benefits of the programme in preventing illness and reducing health inequalities. Warwickshire County Council will review the PHE report once published to shape and re-design a broader lifestyle service offer moving forward on a local level.</p>
Provide a programme of holiday provision for children and young people in the Borough Council's leisure facilities during each school holiday	To be reviewed in the context of the 2020 / 21 Service Improvement Plan	On-going through to March 2023	See SIP	Leisure Facilities Manager (LFM) and Business Development Team (BDT)	Due to government restrictions, no sessions were run over the Christmas break, and the leisure centres remain closed.
Increase the number of members of, and visits to, the Borough Council's leisure facilities	To be reviewed in the context of the 2020 / 21 Service Improvement Plan	March 2021	See SIP	LFM and BDT	In line with Government guidelines, facilities were closed from 21 st March to 25 th July, but during this time provided a comprehensive online offer, which attracted 233 new Facebook page members

<p>Encourage the improvement and accessibility of the walking and cycling networks in North Warwickshire</p> <p>Support the North Walks group, including in its organisation of two charity walks per year and with its annual trip for volunteers</p>	<p>Promotion of walking through the production of a booklet of all the walking groups in the Borough</p> <p>Delivery of a minimum of two Walk Leader training courses per year</p> <p>Delivery of two charity walks and an annual trip for walk volunteers</p> <p>Successful delivery of national cycling events taking place in North Warwickshire in 2020</p>	<p>Annually</p> <p>March 2021, then on-going</p> <p>March 2021</p> <p>June 2020</p>	<p>£500</p> <p>£400 per annum</p> <p>£15,000</p>	<p>SPO</p> <p>SPO</p> <p>SPO</p> <p>CD section</p>	<p>All walking groups in the Borough paused in March 2020. Eight of the 11 walking groups had begun walking together from October, however due to the change in government guidelines, all walking groups have paused again.</p> <p>All cycling events have been cancelled for 2020</p>
<p>Promote adult and child safeguarding as being everyone's responsibility</p>	<p>Delivery of Child Protection / Child Sexual Exploitation and Safeguarding Adults training to all Borough Council staff and Councillors</p> <p>All Borough Council staff in receipt of safeguarding training within three months of commencing their employment and every three years thereafter</p>	<p>Three courses per quarter</p>	<p>N/A</p>	<p>CDM</p>	<p>Training is currently being redesigned to incorporate both children and adults, however the delivery of training is currently on hold.</p> <p>Ongoing</p>
<p>Promote the Borough Care service throughout North Warwickshire to increase the number of service users</p>	<p>Delivery of established Borough Care targets, including:</p> <ul style="list-style-type: none"> Answer alarm calls within one minute 	<p>On-going</p>		<p>Community Support Manager (CSM)</p>	<p>Answer alarm calls within one minute:</p> <p>Jan- 99.09%</p> <p>Feb- 98.84%</p> <p>Mar- 98.24%</p> <p>Apr- 98.17%</p>

<p>Actively promote the HEART service</p>	<p>(target of 97.5%)</p> <ul style="list-style-type: none"> Answers alarm calls within three minutes (target of 99%) Response arrives within 45 minutes of deployment (target of 90%) Response arrives within 60 minutes of deployment (target of 100%) <p>To be confirmed with HEART</p>		<p>£500</p>	<p>CDO (HI)</p>	<p>May- 98.41% June- 99% July- 98.42% Answer alarm calls within three minutes: Jan- 99.94% Feb- 99.87% Mar- 99.97% Apr- 99.86% May- 99.93% June- 99.98% July- 99.83% Response arrives within 45 minutes of deployment: Jan- 100% Feb- 100% Mar- 100% Apr- 100% May- 92.3% June- 100% July- 100% Response arrives within 60 minutes of deployment: Jan- 0% Feb- 0% Mar- 0% Apr- 0% May- 7.7% June- 0% July- 0%</p> <p>The HEART service is beginning to carry out internal home work for service users. All service users must be 'Covid-19 secure' (this is established via a phone screening prior to work being conducted).</p>
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<p>Monitor the delivery of the Timebank Project commissioned to the Coventry and Warwickshire Co-Operative Development Agency</p>	<p>Timebank targets include:</p> <ul style="list-style-type: none"> • Bi-monthly reports to commissioners (NWBC, Public Health and WCC) • Social media posts (two per week) • Volunteers recruited (four) • Awareness raising events organised by CDA (four) • Number of participants on the database (100) • Case studies (12) 	<p>November 2021</p>	<p>Funded through the NW Community Partnership</p>	<p>CDM</p>	<p>The Timebank project was a 12 month pilot running across Atherstone and Mancetter delivered by the Coventry and Warwickshire Co-operative Development Agency. The contract started in November 2019, however due to the pandemic, project staff were furloughed from June to August 2020, so the progress on the project halted and the contract was extended.</p> <p>A total of 36 members were recruited during the project, however most members did not feel comfortable engaging in activities during the pandemic, and therefore there was a considerable lack of volunteering completed.</p> <p>Warwickshire County Council continue to run a 'proof of concept' on their Enhanced Timebank project, and the members from Atherstone and Mancetter pilot have been contacted to participate in this scheme.</p>
<p>Identify opportunities to reduce harm from poor air quality in localised areas</p> <p>Assess the impact that the Council's activities have on the environment and the climate and to take steps to ensure that the level of the</p>	<p>Continue to monitor the 29 NOx tubes</p> <p>Submit the Annual Status report to DEFRA</p> <p>Audit what measures are currently in place to address climate change and the Council's current carbon emission levels</p>	<p>On-going</p> <p>Annually</p> <p>May 2020</p>	<p>To be determined</p>	<p>Senior Pollution Control Officer</p> <p>Corporate Director (Streetscape)</p>	<p>29 NOx tubes are located across the Borough to monitor air quality</p> <p>The Annual Status for 2020 has been submitted to DEFRA</p> <p>Work on climate change has been paused due to the pandemic</p>

impact is reduced as far as is practicable, with the ultimate aim of carbon neutrality.	Identify steps to ensure the Council's direct and indirect activities achieve net-zero carbon emissions	To be determined	To be determined	Corporate Director (Streetscape)	
Actively support and promote good mental health and wellbeing to people who live and work in North Warwickshire	Provide three Mental Health First Aid sessions for a total of 15 volunteers in Arley, Atherstone and Dordon	March 2021	Funded through Suicide Prevention	SPO	Three Mental Health First Aid sessions were arranged for early 2020. A session in Atherstone was conducted with 12 attendees, however Dordon and Arley sessions were cancelled due to COVID-19. Sessions have been moved online due to government guidelines. The first online course was held 8 th /9 th February 2021, with 9 attendees. The third course will be held online on 21 st /22 nd March 2021.
Work with Warwickshire County Council, the Partnership Trust and the West Midland Combined Authority in the implementation of their mental health strategies in North Warwickshire	Ensure that all Borough Council frontline staff receive Dementia Friends training	March 2021 and then on-going		CDO (HI)	Dementia Friends is included within the corporate induction for new starters.
Assist the Dementia Friendly Communities Group in the delivery of its Action Plan	Establish North Warwickshire Borough Council as a Dementia Friendly Organisation	March 2021		CDO (HI)	There is currently no recognition from the Alzheimer's Society accrediting organisations as being "dementia-friendly". The Borough Council, however, is an active member of the local Dementia Friendly Communities group, working with local businesses, support groups and organisations to promote the 'dementia friendly' message. Many dementia community and support groups were paused in March 2020, due to the pandemic.
	To be determined in line with the Action Plan	On-going	£1000	CDO (HI)	
In conjunction with partners, actively promote the FAST service through the Stroke Awareness Campaign in May	To be determined	May 2020	£100	CDO (HI)	Focus at the time was centred around personal safety messages and COVID-19 wellbeing advice

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Item	Notes	Action
5	<p>Leisure Facilities Update</p> <p>Members of the Working Party voiced their praise for Russell and the Leisure Facilities team for their hard work to keep the leisure centres running throughout the pandemic.</p> <p>RS reported that due to Government guidance, all three leisure centres had been closed since 31 December. Zoom / online exercise classes, online gymnastics sessions, competitions (such as pancake flipping) and befriending calls had continued throughout lockdown and will continue / adapt as the pandemic continues. Moving out of lockdown, RS reported that the use of “Les Mills” sessions had been approved and would be available to members / customers from Spring 2021.</p> <p>RS also reported that the use of various NHS services had increased at both Coleshill Leisure Centre and Atherstone Leisure Complex throughout the pandemic.</p>	RS
6	<p>Air Quality</p> <p>Matthew Green reported that two NOx diffusion tubes had been added to the North Warwickshire Borough Council monitoring programme and were in Curdworth (on Coleshill Road and Kingsbury Road).</p> <p>The forthcoming Environment Bill is still under discussion, but there is expected to be a shift of emphasis to particulate matter and it may introduce some stricter air quality target levels. The Public Health Outcomes Framework (PHOF) indicators website shows that there is no data for the fraction of mortality attributable to particulate air pollution in North Warwickshire. A link to this information will be sent out with the minutes.</p>	EE
7	<p>Warwickshire County Council Localities Update</p> <p>Community Information Network (CIN) Meetings - Lori Harvey reported that due to the third national lockdown and shifting priorities, the January CIN meeting had been postponed. LH to feedback once the meeting has taken place.</p> <p>COVID Survivors Group - The COVID Survivors group pilot is launching in Rugby in spring 2021. The Group will meet for one hour a week over a six-week period, to provide emotional support to each other. LH to feedback progress at a future meeting. MB requested that the long-term physical impact of COVID (fatigue) be included in this work, and for there to be some exercise programme to support this. LH informed the Working Party about a Fitter Futures programme assisting the return to exercise after COVID, which RS is looking at building into exercise programmes throughout the leisure centres.</p> <p>Apprenticeships – WCC is currently recruiting two Community Development apprentices. These apprentices will also have placements with key partners, such as Warwickshire CAVA and Citizens Advice to broaden their experience and knowledge base.</p> <p>Mental Health – A new Mental Health Commissioner will be starting at WCC in May 2021 and will focus on developing the grant programme (including the provision of Mental Health Resilience training) and schools (developing children’s / young people’s mental health and resilience).</p> <p>‘Ask Warwickshire’ Consultation – There is a new consultation currently active regarding community responses to the pandemic. LH to send to EE for dissemination and promotion for wider reach.</p>	LH LH RS LH / EE

Item	Notes	Action
	<p>questions covering a range of topics, including sexual health, mental health and wider support.</p> <p>MB requested that a re-launch event be organised for when the Health Store can re-open on a walk-in basis. EE to liaise with Health Store. Questions were also raised regarding the Respect Yourself website (when it would be active again), YD to investigate and feedback at the next meeting.</p> <p>BE raised the issue around funding for Health Store (which is due to end in March 2021). It was agreed that the Health Store should be further funded, and that BE would discuss this issue at the Warwickshire North Partnership meetings, as well finding out the future commitments from WCC and the Clinical Commissioning Group (CCG). YD stated the Public Health England re committing to roll over costs for a further 12 months due to the pandemic.</p>	<p>EE</p> <p>YD</p> <p>BE</p>
10	<p>Mental Health</p> <p>Community Mental Health First Aid – North Warwickshire Borough Council was awarded £5,000 through the Suicide Prevention Fund to provide three Community Mental Health First Aid sessions to community groups and individuals throughout 2020. The first session ran in Atherstone and was attended by 12 members of the local community. However, due to the pandemic, the remaining sessions were postponed while Mental Health First Aid England redesigned the course to be delivered online. An online course was held in February, which was attended by nine members of the community. The remaining course is due to be delivered in March 2021.</p> <p>Internal Mental Health Work</p> <ol style="list-style-type: none"> Mental Health Newsletters – Monthly newsletters are being sent to all staff covering a range of topics, including working from home tips, Warwickshire’s Five Ways to Wellbeing and other mental health topics, as well as contact information for internal and external mental health support services, charities and information (e.g. websites, Apps, etc). Health Champions – This initiative will involve selected / nominated internal members of staff completing Mental Health First Aid training. These Health Champions will be available for all staff to speak to regarding their mental health. The Champions will have a list of resources available for staff to access (corporate, charity, local information / groups). <p>MB raised thoughts regarding mental health support to Members, and it was agreed that a survey would be sent to Members asking what mental health support they would like, so that support could be tailored / designed to best suit their needs. EE / BE to liaise with the HR Section.</p>	<p>EE/BE</p>
11	<p>Feedback from Relevant Partnership Meetings</p> <p>MB reported that in a recent presentation from the Ambulance Service, George Eliot Hospital was classed in the “very good” category, which was positive news.</p> <p>MB reported that the HEART service was continuing with its Improvement Plan, and that the Working Party should continue to monitor the service moving forward. It was suggested that this be added to the agenda of an early future meeting and that Angela Coates be invited to discuss the service and its progress.</p>	<p>EE</p>

Item	Notes	Action
12	<p>AOB</p> <p>MH requested an update on the Atherstone Partnership Hub refurbishment. EE to investigate and feedback.</p>	EE
13	<p>Dates of Future Meetings</p> <p>26 April 2021, 10:00 to 12:30, via Teams</p>	

Agenda Item No 12

**Community and Environment
Board**

15 March 2021

**Report of the Corporate Director –
Streetscape**

Climate Change Update

1 Summary

- 1.1 This report updates Members on the baselining work which has been undertaken on the Council's carbon emissions and sets out steps which are being taken to reduce the Council's carbon footprint and that of the wider Borough as well as the areas which will need to be the subject of further action in the future.

Recommendations to the Board

That Members note the contents of the report.

2 Background

- 2.1 The Community and Environment Board received a report in March 2020 setting out the next steps to be taken to tackle the Climate Emergency which had been declared at the extraordinary Full Council meeting on 22 October, 2019. Those steps included the establishment of a Climate Change Member Group and a baseline audit of the Council's carbon footprint.
- 2.2 The Member Group has now been established and has started to look at the development of a detailed action plan. Details of the outcome of the initial baseline assessment of the Council's carbon emissions are set out in the report. The main emission causes highlighted will no doubt form the focus of key areas of the action plan. The plan will also identify areas where the Council needs to establish mitigation and adaptation measures to tackle the impact of Climate Change in future.

3 Progress to Date

- 3.1 This section sets out the actions which have already been agreed and progress against them so far:
- The Council will establish a baseline of its carbon impact for the current financial year 2019/20 and this will be reported to Community and Environment Board in

May 2020. A draft action plan setting out the measures identified below will be taken to Community and Environment Board in March 2020.

- *Work has already begun on establishing a baseline on carbon impact. In partnership with the other Warwickshire local authorities, NWBC is completing a 19/20 return of the Local Partnerships Carbon Accounting tool. That work is nearly finished, and the submission will be made by the end of the year. The development of a more detailed action plan has been delayed due to Covid-19, but this work will now be taken up with the aim of reporting to Community and Environment Board by March 2021 at the latest.*
- The Council will identify those measures which have already been taken (by each division) to reduce its carbon footprint and set out details of those plans which are already in the pipeline to tackle climate change.
 - *Much work has already been done by Divisions in this area. Facilities Management and Leisure have installed LED light fittings in council buildings and leisure centres; Community Development are working on Green Travel initiatives, cycling promotion and tree planting schemes; Housing have applied for the latest round of Green Homes Grant funding (to improve energy and thermal efficiency in homes); Electric Vehicle charging points in off-street car parks are being rolled out and the use of hybrid technology and fuel reduction measures are specified across our transport fleet.*
- Each division should appoint a Climate Champion to oversee how the activities, policy development and decisions of that division contribute to the Council's overall climate objectives.
 - *Although this has been delayed, each division is now looking to appoint a Climate Change Champion*
- The Council will develop an action plan to establish a range of measures and activities to reduce its carbon footprint with progress on that action plan reported regularly to Management Team and Community and Environment Board.

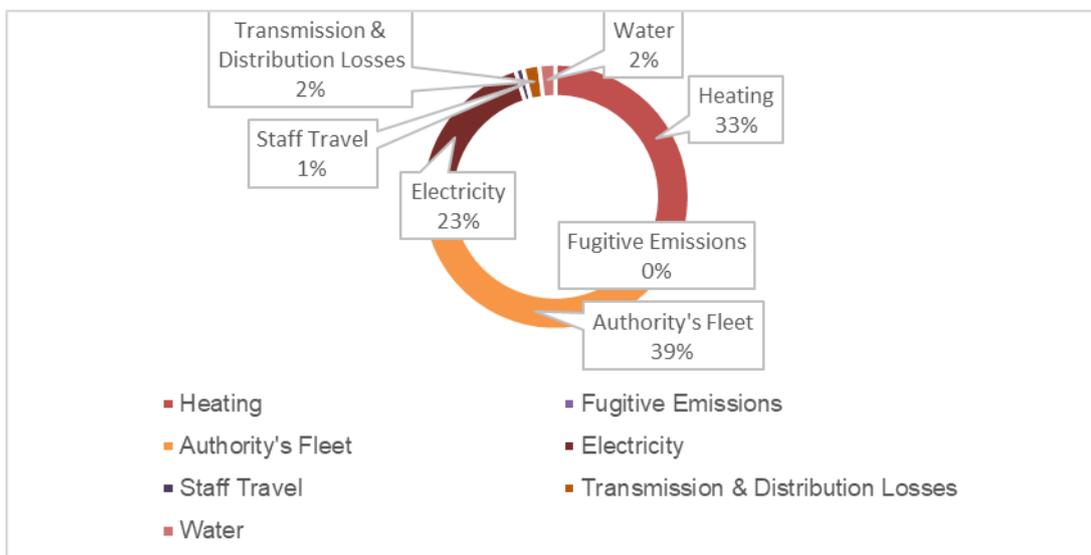
- *Delayed due to Covid-19 but an action plan will now be established through the Climate Change Member Group and reported to Community and Environment Board in due course.*
- Key areas of activity will be identified with efforts focussed on those areas over which the Council has most influence and where the greatest impacts can be made.
 - *This work will be started (under the direction of the Member Group) now that the initial baselining work has been completed*
- The budgetary implications of delivering on the action plan will be established and any impacts considered in the context of the Council's overall financial strategy ahead of implementation.
 - *This will form part of the work to establish the action plan*
- The Council will work with other local authorities across Warwickshire and the wider sub-region to share best practice and to ensure that there is, wherever practicable, a consistent and integrated approach to tackling climate change.
 - *This work has begun. A Warwickshire-wide officers Group has been established and is meeting regularly to share best practice, coordinate action and policy development across authorities. Members and Officers meet regularly at the Warwickshire Local Councils Climate Emergency Partnership*
- A Climate Change Implications section will be included on Board reports and completed by the Climate Champion for each relevant division when service changes or policy decisions are reported to Boards.
 - *This is to be included from April 2021 onwards*

4 **Baseline Audit**

- 4.1 Along with colleagues in the other Boroughs and Districts and at Warwickshire County Council, Officers have carried out an assessment of North Warwickshire Borough Council's Carbon Emissions for the year 2019/2020 using the Local Networks Carbon Accounting Tool.
- 4.2 The tool allows local authorities to calculate the carbon emissions from activity under their direct control (Scope 1) such as building heating and emissions from its transport fleet as well as Scope 2 emissions from electricity usage in its corporate buildings. Scope 3 emissions are less directly controllable and

include water usage as well as staff travel on business (but not commuting to and from work).

- 4.3 The accounting tool calculated that the Council emitted the equivalent of 1928.43 tonnes of carbon in 2019/20. As can be seen from the chart below, that was mostly comprised of emissions from the Council's vehicle fleet and from heating and powering the Council's buildings:



- 4.4 While all the Councils have yet to complete and ratify their assessments, by way of comparison, NWBC's figure of 1928 tonnes is just under half that of Nuneaton and Bedworth and about a sixth of the amount generated by Warwickshire County Council. The outcome of the baselining audit will be considered by the member Group and inform the development of the Council's Climate Change action plan. Warwickshire's Councils are also looking to assess how different approaches to tackling the main sources of local authority emissions areas may be implemented across the County and to learn from each authority and share best practice.

5 Countywide Initiatives

- 5.1 As well as carbon baselining, North Warwickshire Borough Council is working alongside the County Council and the other Warwickshire Districts and Boroughs on a number of policies, strategies and initiatives aimed at tackling climate change, including:

- Warwickshire Local Transport Plan (LPT4)
- Tree Planting
- Procurement Standards
- Electric Vehicle Charging Infrastructure
- Public Sector Decarbonisation

- Adaptation and Mitigation
- Green Electricity Procurement

5.2 Warwickshire County Council has recently launched its Green Shoots Community Climate Change Fund 2021 which provides grant funding to community projects to mitigate against, and adapt to, the impact of climate change. It is aimed at community and voluntary organisations. Information on the fund can be found at www.warwickshire.gov.uk/greenshootsfund

5.3 Warwickshire County Council is also leading on the Solar Together project which aims to make solar panels and home battery storage more accessible to Warwickshire's residents. More information on that scheme can be found at: www.warwickshire.gov.uk/news/article/1761/join-the-solar-evolution-with-solar-together-warwickshire

6 Report Implications

6.1 Financial Implications

6.1.1 There is no specific budget allocated for Climate Change related activity. It is expected that individual divisions will account for Climate Change measures within existing budgets and as part of "business as usual". Ultimately, the aim is that Climate Change mitigation and carbon reduction should become an integral part of the Council's activities, policies and procedures.

6.2 Risk Management Implications

6.2.1 The risks of Climate Change are well documented. The Council needs to take action to ensure that those risks are reduced as much as possible for North Warwickshire's residents.

6.3 Equality Implications

6.3.1 In terms of equalities implications, the actions set out and further proposed in this report do not affect any individual, group or community more than any other. Future climate change will increase inequality across countries which is why actions are being taken now to address these concerns.

6.4 Environment and Sustainability Implications

6.4.1 Tackling Climate Change is vital going forward as it is projected that it will increase the frequency and intensity of extreme weather events, such as heat waves, droughts and floods. These changes are likely to increase and cause more costly disruptions such as disease and poor air quality that will compound many health issues. The action plan makes a start in considering how the Council will be working towards a more sustainable future.

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

Agenda Item No 13

Community and Environment Board

15 March 2021

Report of the Chief Executive

Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – December 2020

1 Summary

- 1.1 This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Community and Environment Board for April to December 2020.

Recommendation to the Board

That Members consider the performance achieved and highlight any areas for further investigation.

2 Consultation

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

3 Background

- 3.1 This report shows the third quarter position with the achievement of the Corporate Plan and Performance Indicator targets for 2020/21. This is the third report showing the progress achieved so far during 2020/21.

4 Progress achieved during 2020/21

- 4.1 Attached at Appendices A and B are reports outlining the progress achieved for all the Corporate Plan targets and the performance with the local performance indicators during April to December 2020/210 for the Community and Environment Board.

- 4.2 Members will recall the use of a traffic light indicator for the monitoring of the performance achieved.

Red – target currently not being achieved (shown as a red triangle)

Amber – target currently behind schedule and requires remedial action to be achieved (shown as an amber circle)

Green – target currently on schedule to be achieved (shown as a green star)

5 Performance Indicators

- 5.1 Members will be aware that national indicators are no longer in place and have been replaced by national data returns specified by the government. Some previous national and best value indicators have been kept as local indicators as they are considered to be useful in terms of managing the performance of our service delivery corporately.
- 5.2 The current national and local performance indicators have been reviewed by each division and Management Team for monitoring for the 2020/21. Members are asked to note that work is underway to review and improve the performance reports following discussions at Executive Board.

6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 63% of the Corporate Plan targets and 22% of the performance indicator targets are currently on schedule to be achieved. The report shows that individual targets have been classified as red, amber or green. Individual comments from the relevant division have been included where appropriate. Some targets have not been able to be achieved due to the coronavirus lockdown restrictions. The table below shows the following status in terms of the traffic light indicator status:

Corporate Plan

Status	Number	Percentage
Green	15	63%
Amber	9	37%
Red	0	0%
Total	24	100%

Performance Indicators

Status	Number	Percentage
Green	3	22%
Amber	2	14%
Red	9	64%
Total	14	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 Safer Communities related actions highlighted in the report including improving community life, health and well-being and adult safeguarding.

8.2 Legal and Human Rights Implications

8.2.1 The national indicators were specified by the Secretary of State for Communities and Local Government. They have now been ended and replaced by a single list of data returns to Central Government from April 2011.

8.3 Environment and Sustainability Implications

8.3.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. There are specific actions and indicators included within the report which contribute towards improving the environment and sustainability under the priority of promoting sustainable and vibrant communities.

8.4 Risk Management Implications

8.4.1 Effective performance monitoring will enable the Council to minimise associated risks with the failure to achieve targets and deliver services at the required performance level.

8.5 Equality Implications

8.5.1 There are equality related actions and indicators highlighted in the report including developing access to community services, tackling health in-equality and raising aspirations work.

8.6 Links to Council's Priorities

8.6.1 There are targets and performance indicators contributing towards the priorities of improving leisure and well-being opportunities, promoting sustainable and vibrant communities and supporting employment and businesses.

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

Background Papers

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

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

Community and Environment Board 20/21							
Priority	Board	Reporting Officer	Quarter 2	Status	Direction	Quarter 3	Status Direction
Creating Safer Communities	Community & Environment Board	Simon Powell/Angela Coates	The Borough Council is closely engaged with Warwickshire Safeguarding and is undertaking its obligations as a "Relevant Agency" and partner. The Authority is also implementing the provisions of its Safeguarding Policy, which was approved by the Executive Board in September 2019	Green	↔	The Borough Council continues to be closely engaged with Warwickshire Safeguarding and is undertaking its obligations as a "Relevant Agency" and partner. The Authority is also implementing the provisions of its approved Safeguarding Policy	Green ↔
Protecting our Countryside & Heritage	Community & Environment Board	Richard Dobbs	Street cleaning operations continue to slowly return to 'normal' while still operating under Covid secure conditions. No surveys have been carried out during the pandemic	Amber	↑	Street cleaning operations continue while still operating under Covid secure conditions. No new surveys have been carried out since the start of the pandemic	Amber ↔
Protecting our Countryside & Heritage	Community & Environment Board	Richard Dobbs	Work on this will begin over the coming months	Amber	↔	This activity is on hold until Covid restrictions have been relaxed and operations return to normal	Amber ↔
Protecting our Countryside & Heritage	Community & Environment Board	Richard Dobbs	This work is still delayed due to operational disruption caused by Covid	Amber	↔	This work is still delayed due to operational disruption caused by Covid	Amber ↔
Improving Leisure & Wellbeing Opportunities	Community & Environment Board	Simon Powell	Work has continued in respect of the implementation of the approved outcomes of the Strategic Leisure Review, including in respect of the long-term future of leisure facility provision in Atherstone, Coleshill and Polesworth, as well as with regard to the implementation of a revised and COVID-19 compliant Service Improvement Plan	Green	↔	Work has continued in respect of the implementation of the approved outcomes of the Strategic Leisure Review, including in respect of the long-term future of leisure facility provision in Atherstone, Coleshill and Polesworth, as well as with regard to the implementation of a revised and COVID-19 compliant Service Improvement Plan	Green ↔
Improving Leisure & Wellbeing Opportunities	Community & Environment Board	Simon Powell	Work is progressing in respect of the implementation of the adopted Green Space and Playing Pitch Strategies, including in respect of projects being undertaken with sports clubs in both Atherstone and Grendon, the progression of a multi-agency Green Recovery Plan that includes planned improvements in Cole End Park, Coleshill, and the implementation of the next stage of the Play Area Development Programme	Green	↔	Work is progressing in respect of the implementation of the adopted Green Space and Playing Pitch Strategies, including in respect of projects being undertaken with sports clubs in both Atherstone and Grendon, the progression of a multi-agency Green Recovery Plan that includes planned improvements in Cole End Park, Coleshill, and the implementation of the next stage of the Play Area Development Programme, in respect of which appropriate reports have been submitted to the C&E Board	Green ↔
Improving Leisure & Wellbeing Opportunities	Community & Environment Board	Simon Powell	A new Health and Wellbeing Action Plan (2020 to 2023) has been developed by the Health and Wellbeing Working Party and was approved by the C&E Board in March 2020, subsequent to which its provisions are being advanced through work being undertaken across the Authority. A number of health services have had to change their delivery arrangements as a result of the pandemic, but all services are still available	Green	↔	A new Health and Wellbeing Action Plan (2020 to 2023) has been developed by the Health and Wellbeing Working Party and was approved by the C&E Board in March 2020, subsequent to which its provisions are being advanced through work being undertaken across the Authority. A number of health services have had to change their delivery arrangements as a result of the pandemic, but all services are still available	Green ↔
Improving Leisure & Wellbeing Opportunities	Community & Environment Board	Simon Powell	All national cycling events due to impact upon the Borough were cancelled in 2020 due to the COVID-19 pandemic	Amber	↔	All national cycling events due to impact upon the Borough were cancelled in 2020 due to the COVID-19 pandemic	Amber ↔

Community and Environment Board 20/21								
Priority	Board	Reporting Officer	Quarter 2	Status	Direction	Quarter 3	Status	Direction
Promoting Sustainable & Vibrant Communities	Community & Environment Board	Steve Maxey	It still has not been possible to hold the Partnership Day and so the formal work of the partnership is on hold	Amber	↔	It still has not been possible to hold the Partnership Day and so the formal work of the partnership is on hold	Amber	↔
Promoting Sustainable & Vibrant Communities	Community & Environment Board	Simon Powell	The Board approved approach to targeted Community Development activity is continuing to be advanced, in conjunction with local residents in the communities of Atherstone / Mancetter, Dordon and Arley / Whitacre. In addition, significant work has been undertaken with community and voluntary sector organisations across the Borough in support of the corporate response to the COVID-19 pandemic	Green	↔	Significant work continues to be undertaken with the community and voluntary sector across the Borough in support of the response to the COVID-19 pandemic. Additionally, and working within the related restrictions, community development activity continues to be advanced in the communities of Atherstone / Mancetter, Dordon and Arley / Whitacre	Green	↔
Promoting Sustainable & Vibrant Communities	Resources Board Community and Environment Board	Richard Dobbs	In-cab and route optimisation solutions are being developed to aid the implementation of the garden waste charging service from April	Green	↑	Work in this area is currently focussing on the implementation of the garden waste service	Green	↔
Promoting Sustainable & Vibrant Communities	Community & Environment Board	Richard Dobbs	Route optimisation and improved vehicle capacity will help improve round efficiency in these areas	Green	↔	Work continues on this but resources are focussed on green waste service implementation at present	Green	↔
Promoting Sustainable & Vibrant Communities	Community & Environment Board	Richard Dobbs/Sue Garner	The procurement process is nearing conclusion with a preferred process equipment bidder (Lot B) now appointed. Lot A (Civils) is progressing well against target	Green	↔	Work continues to progress well on this project with Financial Close due at the end of the month.	Green	↔
Promoting Sustainable & Vibrant Communities	Community & Environment Board	Sue Garner	To fit in with the Board timetable, the report will be taken to the January meeting	Green	↔	Due to time constraints, the report will be taken to the March meeting of the Board.	Green	↔
Promoting Sustainable & Vibrant Communities	Community & Environment Board	Sue Garner	We continue to support residents by providing advice and guidance as required.	Green	↔	We continue to support residents by providing advice and guidance as required.	Green	↔
Promoting Sustainable & Vibrant Communities	Community & Environment Board	Sue Garner	The Council has operated a Shielding Hub during the pandemic and has also supported a number of community organisations with food related projects. Work with Edible Links has also continued.	Green	↔	The Council operated a Shielding Hub during the early part of the pandemic. We continue to support a number of community organisations with food related projects. Work with Edible Links has also continued.	Green	↔
Supporting Employment & Business	Community & Environment Board	Simon Powell	The LEADER programme has committed all of the available funds, including an additional sum allocated to the programme by the Rural Payments Agency (RPA). As the Accountable Body, the Authority is continuing to manage the programme through to a successful conclusion.	Green	↔	The LEADER programme has committed all of the available funds, including an additional sum allocated to the programme by the Rural Payments Agency (RPA). As the Accountable Body, the Authority is continuing to manage the programme through to a successful conclusion	Green	↔

Community and Environment Board 20/21							
Priority	Board	Reporting Officer	Quarter 2	Status	Direction	Quarter 3	Status Direction
Supporting Employment & Business	Community & Environment Board	Richard Dobbs	Work on CPE is ongoing in partnership with WCC with implementation anticipated no later than 1st November 2021. A review of off-street parking orders and schedules is underway	Green	↑	Work on this project is on track. The Task & Finish Group has reconvened and reports will be presented to Board in May	Green ↔
Tackle Climate Change	Community & Environment Board	Richard Dobbs	The Council is using the Local Networks Carbon Accounting tool in conjunction with the other Warwickshire Councils. Baseline data has been collated and is in the process of being verified.	Green	↑	The baseline data has now been compiled, independently verified and submitted	Green ↑
Tackle Climate Change	Community & Environment Board	Richard Dobbs	The Climate Change Member Group has now met and an action plan is being developed.	Amber	↑	The Climate Change Member Group continues to meet and an action plan is being developed, however like a number of other local authorities this is taking longer to develop due to capacity pressures	Amber ↔
Tackle Climate Change	Community & Environment Board	Richard Dobbs	The Climate Change Member Group has now met and divisions are reviewing their activities in this area to feed into the emerging action plan.	Amber	↑	This work is ongoing. Progress will be reported back through the Member Group	Amber ↔
Tackle Climate Change	Community & Environment Board	Richard Dobbs	Engagement will begin once the Council's action plan has been finalised and agreed	Amber	↑	Engagement will begin once the Council's action plan has been finalised and agreed	Amber ↔
Tackle Climate Change	Community & Environment Board	Richard Dobbs	The Council is working with WCC on the development of LTP4 which will tackle this in detail	Amber	↑	The Council is working with WCC on the development of LTP4 which will tackle this in detail	Amber ↑
Tackle Climate Change	Community & Environment Board	Richard Dobbs	This work is ongoing	Green	↔	This work is ongoing	Green ↔

NWPI Community & Environment Board 20/21									
Ref	Description	Section	Priority	Year End Target 2020/21	Outturn 2019/20	April - Dec Performance	Traffic Light	Direction of Travel	Comments
NWLPI 007	The percentage of food premises inspections that should have been carried out that were carried out for high risk premises.	Env Health (C, L & HP)	Health and Well-being	100	99	20.00%	Amber	↓	Carrying out food safety inspections has been very limited this year due to the Corona virus. Many food premises have been closed completely for many months and the Food Safety Team have been dealing with service request as a result of the virus enforcement work.
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	94	9.00%	Amber	↓	Carrying out food safety inspections has been very limited this year due to the Corona virus. Many food premises have been closed completely for many months and the Food Safety Team have been dealing with service request as a result of the virus enforcement work.
NWLPI 085	Swimming pools and sports centres: The net cost per swim/visit	Leisure Facilities	Health and Well-being	0.84	1.66	£12.27	Red	↑	The Leisure Facilities have been open for four months so far this financial year, albeit with restrictions in place to manage the risk of the pandemic. Closures and restrictions have had a notable impact on visitor numbers. This will significantly affect this performance indicator throughout 2020 / 21
NWLPI 086	Leisure Centres - Total income per visit	Leisure Facilities	Health and Well-being	3.31	3.33	£2.69	Red	↓	The Leisure Facilities have been open for four months so far this financial year, albeit with restrictions in place to manage the risk of the pandemic. Closures and restrictions have had a notable impact on visitor numbers and income generation. This will significantly affect this performance indicator throughout 2020 / 21
NWLPI 119	Number of collections missed per 100,000 collections of household waste (former BV88)	Refuse & Recycling	Recycling	125	35.83	23.68	Green	↑	
@NW:NI192	The percentage of household waste arisings which have been sent by the Authority for reuse, recycling, composting or treatment by anaerobic digestion.	Refuse & Recycling	Recycling	45	48.35%	48.71%	Green	↑	
@NW:NI195a	The percentage of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level. Only the level of litter is monitored and excludes detritus	Streetscape	Environment	5	Not completed	Not completed	Red	↓	This activity has been suspended during the pandemic so while street cleaning operations have continued (In a covid secure way) cleanliness levels have not been monitored over this period
New	Average Time Taken to Remove Fly-tipping	Streetscape	Environment	2	1.02	1.11	Green	↑	Figure updated from previous report showing 1.47 days.
New	Number of Borough Council led activities	Community Development	Health & Well-being	30	38	0	Red	↓	The COVID-19 pandemic has resulted in there being no direct Community Development led activity in Q1, Q2 and Q3. The Section, however, has given considerable support to business and community groups, including in respect of the acquisition of emergency funding, throughout the pandemic

NWPI Community & Environment Board 20/21

Ref	Description	Section	Priority	Year End Target 2020/21	Outturn 2019/20	April - Dec Performance	Traffic Light	Direction of Travel	Comments
New	Number of people who attended Borough Council led activities	Community Development	Health & Well-being	7,000	6,571	0	Red	↓	The COVID-19 pandemic has resulted in there being no direct Community Development led activity in Q1, Q2 and Q3
New	Number of co-led activities (those activities that are delivered with the community)	Community Development	Health & Well-being	20	15	0	Red	↓	The COVID-19 pandemic has resulted in there being no co-led Community Development activity in Q1, Q2 and Q3
New	Number of people who attended co-led activities	Community Development	Health & Well-being	500	693	0	Red	↓	The COVID-19 pandemic has resulted in there being no co-led Community Development activity in Q1, Q2 and Q3
New	Number of community led activities	Community Development	Health & Well-being	15	26	0	Red	↓	The COVID-19 pandemic has resulted in there being no community led Community Development activity in Q1, Q2 and Q3. That said, there has been an enormous voluntary and community sector response to the pandemic, which has been supported by the Community Development section
New	Number of discovered people (those members of the community who are engaged to lead on local activity)	Community Development	Health & Well-being	50	40	0	Red	↓	The absence of Community Development activity meant that there were no "discovered people" in Q1, Q2 and Q3. High levels of community leadership and engagement were evident, however, throughout the pandemic

Agenda Item No 14

**Community and Environment
Board**

15 March 2021

**Report of the
Chief Executive**

Exclusion of the Public and Press

Recommendation to the Board

To consider whether, in accordance with 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 15

Confidential Extract of the minutes of the Community and Environment Board held on 18 January 2021

Paragraph 3 - Information relating to the financial or business affairs of any particular person (including the authority holding that information).

In relation to the item listed above members should only exclude the public if the public interest in doing so outweighs the public interest in disclosing the information, giving their reasons as to why that is the case.

The Contact Officer for this report is Amanda Tonks (719221)